

Shri Raj Pal, Advisor (F&EA)

TRAI

**SUB: Information Note to the Press (Press Release No.228/2012)**

Sir,

With reference to the press release given by you under the authority of TRAI, I agree with you regarding the scarce mobile no. availability. **But there are some issues which need to be discussed:**

1. Most of the times, mobile operators are never making it clear regarding the procedure involved when one's no. will be deactivated due to non usage. Whenever a customer buys a connection, he/she is never told that after how much time, one's SIM will be De- activated due to non-usage. This thing should be made clear while one is buying a connection. Mobile operators are only interested in selling more and more connections without taking into consideration the well being of the user.

2. This has happened even twice with me when my prepaid SIM was deactivated and my no. was given to somebody else without giving me information that my no. is being deactivated. Even the Balance of more than Rs. 200/- was forfeited on account of this which was there in the account.

It should be the corporate social responsibility of the mobile operators that they should make the things clear in the beginning regarding this.

When I tried to use the no., I was able to know that somebody else was using it and company never told me this. When the mobile operators are having the postal addresses and mostly alternate no., than they should tell the customer in time that they should use it regularly, otherwise it will be deactivated. Mobile operators suddenly deactivate the SIM by providing information to the customer.

This cause lot of inconvenience and harassment to the users.

**TRAI should also create awareness among the public by giving public notices in all the leading newspapers and electronic media about the method followed in the deactivation of SIM due to non-usage. It should clearly state that under these circumstances, one's SIM will be deactivated due to non-usage. But provisions should also be made that if one want to retain the no. without using it, may be for a year or less or so, than some extra fees may be charge on account of this. We can understand the problem which TRAI is facing but most of the customers are genuine also. One may not be using a no. for may be 2-3 months as he may not require it during that period but it does not mean that mobile operator should**

**deactivate it without the knowledge of the user.**

Mobile operators should not harass the customers.

I hope that TRAI will formulate the procedure which is customer friendly and known to all.

Thanks and Regards

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