

Subject: **Comments on the draft Standard Quality of Service and Consumer Protection**

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Sir

Greetings from G.G Hegde Kadekodi, President Balakedarara Hitarakshak Sanga (R), a consumer protection association of Sirsi North Kanara District Karnataka.

Before going for the comments on the draft standards Quality of Service and consumer Protection, we feel that most of the media is dominated by a large conglomerates who in turn are controlled by the country's biggest corporates and influential politicians.

An interesting and highly detailed Infographic by Newslaundry shows who rules the world of Indian media. In this context the doubt and the question is how to enforce strict compliance of the regulations framed by TRAI There is every likelihood that these guidelines are conveniently ignored by the distributor of T.V channels.

Now coming to the draft Regulations our comments are as follows .

1. Regulation-g- temporary suspension. This is limited to maximum period of 3 months . If a subscriber goes to a foreign country say for a period of 6 months he has to pay installation and other charges. Hence the period should be extended at least to one year.
2. Regulation -11-(2)- Shifting of connection, The fee prescribed for shifting is a financial burden for consumers. It should be lowered
3. Regulation-14(2)- This regulation says the responsibility for compliance of the provisions of these regulations shall rest with the distributors of T V channels. This should be entrusted to civil society organization or district collection.
4. Regulation-23 Details of information in the bill - The bill should contain the address of appellant authority and Ombudsman.
5. Regulation-26(7) Visiting charge has been fixed as Rs 250/- This is too abnormal. The visiting fees she be fixed on the basis of the categories of the cities for 'C' and D categories of state it should be very moderate.
6. Regulation 29. The draft regulation entrusts the responsibility of creating awareness of the and regulations to the owners of the DTH or cable operators. But how far they are trust worthy? We think Consumer Organization should be given a role to play and any expenditure in curred by them should be compensated be the channel operators.

With regards

G.G. Hegde Kadekodi

Sirsi

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