

FEDERATION OF CONSUMER ASSOCIATIONS, WEST BENGAL

Premlata, 39. Shakespeare Sarani, 7th Floor, Kolkata : 700 017

Phone & Fax : (033)2280-5927, E-mail : fcawb@cal2.vsnl.net.in Web-Site : www.fcawb.org

Dated: 17.09.10

To
The Joint Advisor (Consumer Affairs)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan
Jawaharlal Lal Nehru Marg
Old Minto Road,
New Delhi:110002

Sub: Comments on review of measures to protect the interest of consumers in Telecom Sector.

Dear Sir,

Please refer to your letter no:322-3/2010-CA dated 12.8.10 on the above subject.

- i. In our opinion the benchmark for the parameter for landline after registration of demand should be 15 days.
- ii. Yes, we agree that provision of a landline telephone after registration of demand be removed from the list of parameters.
- iii. Landline fault repair should be within 48 hrs. from the time and date of docketing the complaint by the subscriber .Present system of rent rebate should be changed from 7 days' to 3 days' time in case fault .
- iv. Rebate for prolonged landline fault should be adjusted against the next bill.
- v. When the consumer will desire for termination of service /closure that should be attended within 7 days' time by the service provider. Once a request for termination is made by the subscriber in writing and thereafter if the subscriber changes his mind to continue the line that is to be entertained in writing.
- vi. One month's time is sufficient for refund of security deposit and other monetary benefits which are permissible under the rules.

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- vii. The present benchmark of 15 days for the parameter “ Service Provisioning/Activation Time” should be brought to 7 days time.
- viii. To allure more subscribers / consumers in the Telecom Sector it is considered to be reasonable to bring down monthly rent to Rs.100 and free calls 75 and bills to be made bimonthly and free calls to be clubbed for both the months for the purpose of the deduction.
- ix. Regarding the information be provided for the users of mobile phones , the charge for the call made by the subscriber be displayed on the screen.
- x. Each and every Call Centre of a particular service provider should have free prompt access to the customer.
- xi. We agree to the proposal of TRAI that mandate should be for all service providers to provide complaint booking number accessible from other Telecom networks .
- xii. SMS will be encouraged .
- xiii. In our opinion to create awareness about the nodal officer, more publicity is required through different affiliated NGOs and through electronic and print media.
- xiv. Fifteen days time be considered to be the maximum time within which nodal officer should acknowledge the receipt of grievance and he will give an indicative time for redressal of grievances.
- xv. The functioning of the Nodal officer in the Telecom circle should be monitored by some senior officers posted in the consumers’ grievance cell.

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- xvi. Time frame for acknowledgement of the appeal by Appellate Authority depends on various vital reasons and therefore that should be decided by the members of the Appellate Authority.
- xvii. In our opinion Consumer awareness meetings on Telecom Sector should be organized through various NGO's very frequently including the rural areas of the state.
- xviii. Other points discussed in your brochure may be followed according to the existing policy.

Thanking You

Yours Truly

Mala Banerjee

President

FCAWB