

10.11.2016

To,

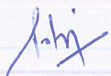
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Re: Written comments on the draft Standards of Quality of Service and Consumer Protection (Digital Addressable Systems) Regulations, 2016

Dear Sir

I would like to have following comments on said draft Regulation for your kind perusal and consideration.

1. Do for viewing and watching a HD channel, a subscriber has to subscribe and pay for SD channel also firstly? Currently my DTH operator does not provide HD channel alone to view and watch. To view and watch a HD channel, I need to subscribe that channel in SD first and then only I can watch that channel in HD. So to view and watch a channel which is available in HD, I need to first subscribe that channel in SD and then only I can subscribe that channel in HD, which result in paying twice and double for a channel to watch in HD. Is this correct and right way to pay and watch for a HD channel and the order should mention and clarify this?
2. Please also provide guidelines for mandatorily priced reduction in subscription amount for a channel becoming free to air from a paid channel. I don't think that a distributor, cable operator, DTH operator currently reduces price of subscription for a channel becoming free to air from a paid channel and inform to its subscriber. Zee news recently became free to air channel from a paid channel, but I don't see any reduction in subscription amount from my DTH operator despite requesting them numerous time to reduce the subscription price in this regard.
3. Will there be any reduction in subscription price if any channel being part of subscription (free or paid) has not been telecasted by a distributor, cable operator, DTH operator for whatever reason. For example, as read in news that NDTV India was told to go off air for one day recently, so should there be any reduction in subscription price in that such case or any other cases if a particular channel being part of subscription has been stopped or dropped to telecast by a distributor, cable operator, DTH operator for whatever reason even for an hour or a minute?
4. Can a distributor, cable operator, DTH operator increase subscription amount at its wish as and when and that too without any justification and reason. Does a distributor, cable operator, DTH operator not require to take permission and consent from its subscriber before increasing subscription rental?
5. How will a subscriber come to know and be aware that a particular channel being part of subscription has been stopped/dropped to telecast by his/her distributor, cable operator, DTH operator and reduction in subscription price has been accordingly done by such distributor, cable operator, DTH operator?



6. It has been observed by me that my DTH operator stop/drop a channel to telecast being part of subscription package and does not reduce subscription price in that regard and if such stopped/dropped later available again to telecast, the said DTH operator does not add such channel again in subscription. So when a channel is stopped or dropped to telecast then my DTH operator neither reduce the price of subscription, nor add the channels back when they are available to telecast again.
7. Please provide for a direction and guideline for mandatory reduction in monthly subscription also, in case any SD or HD channel has been dropped by a distributor, cable operator, DTH operator to telecast for viewing and watching, which is being part of subscribed amount. I have noticed /observed that my DTH operator has never ever reduced price of subscription package I have subscribed when a channel being part of subscription has been dropped to view and watch by me. also provide for what is price a distributor, cable operator, DTH operator has to reduce for a channel whether SD or HD they have stopped/dropped to telecast for their subscriber.
8. A strong grievance redressal mechanism to establish to deal with behavior of a distributor, cable operator, DTH operator while dealing with addressing grievances, concerns and issues of a subscriber with regard to (A) increase in price of subscription amount by a distributor, cable operator, DTH operator without taking prior consent from a subscriber and without agreeing to the same, (B) channel being dropped/removed being part of subscription package and corresponding reduction in subscription amount, (C) a channel becoming free to air from a pay channel and therefore corresponding reduction in subscription amount.
9. A clear guideline is needed to protect interest and rights of a subscriber as consumer if a distributor, cable operator, DTH operator act adamant and does not follow rules and regulation as set in the said regulation where to approach and get grievances redressed if a distributor, cable operator, DTH operator failed to redress grievances and act adamant.
10. Will there be any retrospective effect of the regulation to deal with a situation as observed by a subscriber in past in respect of any of the provisions of the regulation?
11. Shall all Free to Air channels continue to be available to view and watch by a subscriber as individual or otherwise at no extra cost and all such free to air channels shall be available to a subscriber with no extra cost? Further, a list of all such free to air channels shall be made available to a subscriber once this regulation gets implemented and also on periodic basis (say quarterly), so that a subscriber should be aware what all free to air channels is currently available and all such channels are being provided or not by his/her distributor, cable operator, DTH operator. A list of all such free to air channels should be made available to a subscriber through email or any other mode as convenient and also should be hosted and prominently displayed on the website of a distributor, cable operator, DTH operator. Currently I don't think a distributor, cable operator, DTH operator provides any such list of all free to air channels and a confirmation that they don't charge anything for all such free to air channels and all such free to air channels are telecasted and available to all types of subscriber.



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