

Subject Certain Issues relating to Telecom Tariffs.
From "RAJKOT SAHER JILLA GRAHAK SURAKSHA MANDAL, RAJKOT" <mavaniram@dataone.in> ▶
Date Wednesday, November 10, 2010 4:48 pm
To dca@traf.gov.in , "cc:toqos"@traf.gov.in

Respected Brother Shri. Mathew Palamattamjee,
The Hon'ble Joint Advisor CA,
TRAI,
New Delhi.

Please find enclosed the attachment for the comments to the questions on Certain Issues relating to Telecom Tariffs of the Consultation Paper of 13th October, 2010.

Thanking you,
With warm regards,
Yours sister,
Ramaben R. Mavani,
President Rajkot Saher Jilla Grahak Suraksha Mandal, Rajkot, Gujarat.
Immediate Past Chairperson Consumer Coordination Council, CCC, Noida.



RAJKOT SAHER JILLA GRAHAK SURAKSHA MANDAL
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DISTRICT CONSUMER INFORMATION CENTRE
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Date:- 10-11-2010

To,
 Respected Shree.Mathew Palamattamjee,
 Joint Advisor(Consumer Affairs)
 Telecom Regulatory Authority of India,
 Mahanagar Doorsanchar Bhavan, Jawahar Lal Nehru Marg,
 (Old Minto Road), NEW-DELHI-110002.
 FAX: 011-23213294, E-mail:-daca@trai.gov.in, cc:toqos@trai.gov.in

Sub: **Certain Issues relating to Telecom Tariffs**
 Ref:- **Consultation Paper No. 12/2010.**

Respected Brother,

Greetings of peace, love and happiness.
We wish you and your family ever-healthy, ever wealthy and very happy life.

In connection with the above cited subject and reference for your kind perusal our comments on issues for consultation are as under:-

CHAPTER 4
ISSUES FOR CONSULTATION

1. What according to you, are the challenges which Indian telecom subscribers face while understanding and choosing the tariff offers?

A1 According to us the challenges which Indian Telecom subscribers face is that every 10 – 15 days the telecom service providers come out with different tariff offers which the telecom subscribers find it difficult to select & get confused as to which tariff offer to take so it is our suggestion that the Indian Telecom service providers should not come out with so many tariff offers. Secondly the telecom service providers after the activation of the particular plan give Add on and hidden charges to the telecom subscribers without their consent.

2. What according to you, are the required measures to further improve transparency in tariff offers and facilitate subscribers to choose a suitable tariff plan?

A2 According to us the required measures to further improve transparency in tariff orders is that if a subscribers recharges for Rs 99 for one month the other service providers gives the same tariff plan for other amount. Secondly all the service providers mentioned at the end of the recharge coupon that the conditions apply. All the service providers should give uniform tariff offers to facilitate the subscribers. The same is the case in the SMS all the service providers should give tariff offers of uniform rates. Secondly the service providers renew the tariff plan without the consent of the subscribers. So there should be uniform tariff offer validity to facilitate the subscribers.



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3. Do you think mandating "One Standard Plan for All Service Providers" particularly for the prepaid subscribers as suggested by some consumer organizations would be relevant in present scenario of Indian telecom market?

A3 NO.

4. Do you think the existence of large number of tariff plans and offers in the market are beneficial for the subscribers?

A4 No.

5. In your opinion is it necessary to revise or reduce the existing cap of 25 on the number of tariff plans on offer? If so, what would be the appropriate number?

A5 NO.

6. Should there any limit be prescribed on the rates for premium rate SMS and calls? If so, what should be the norms for prescribing such limit?

A6 Yes, there should be prescribed on the rates for premium rate SMS and calls. At present one SMS call costs Re 1/=. The SMS call should be made in 1 paise and 2 paise. Secondly on the Black Day like Diwali the SMS charges are also kept at Re 1/= call. On Black day also the service providers should give the offer of 1 paise and 2 paise. The premium rates for SMS and calls should be uniform.

7. Do you think there is sufficient justification to allow the service providers to realign the ISD tariff in respect of existing lifetime subscribers in view of the grounds mentioned in their representations?

A7 NO.

8. What measures do you think are necessary to improve transparency and to prevent instances of unintended recharges by subscribers in situations of cross-restrictions of recharges?

A8 All the service providers should give uniform rates to improve transparency and to prevent instances of unintended recharges by subscribers in situations of cross-restrictions of recharges.

9. Considering the nature and structure of the prevailing tariff offerings in the market and advertisements thereof, do you think there is a need for TRAI to issue fresh regulatory guidelines to prevent misleading tariff advertisements?

A9 YES.

10. Do you agree that the instances of 'misleading' tariff advertisements listed in this paper adequately capture the actual scenario in the market? If not, provide specific details.

A10 YES.

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For your kind perusal inspite of the questions in the above consultation paper there are many more questions in field of Telecommunications to facilitate the subscribers.

We cordially invite you to visit us at Rajkot as our special guest along with your family.

Thanking you,
With warm regards,
Yours sister,
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Immediate past Chairperson Consumer Coordination Council, CCC.

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