

From: himsalt@gmail.com

Date: 31 May 2022 at 10:04:03 AM IST

To: Anil Kumar <advbcs-2@traf.gov.in>

Subject: New Regulatory Framework for Broadcasting and Cable services

1. OTT must meet censorship requirements. Porn, nudity can easily be watched on TV now and easily accessible to non-adult audiences. Some content is not even suitable for adults. This is going to destroy our culture completely.

2. Operators like Airtel still bully their customers. If a customer has to cancel a connection, Airtel does not cancel until outstanding amount is paid off first. If the amount is disputed and customer wants to wait to pay until dispute resolved, Airtel still doesn't cancel. If not paid, bill after bill is accumulated and the amount increased every month even though the customer stops using their services.

3. When companies like Airtel, Jio change wiring outdoors, they leave old wires often at poles or hanging here and there. They must be held accountable.

4. Govt. should start a helpline where common people can complain against cable/broadcasting services as often some complaints are ignored by them and they don't attend to complaints from non-customers or previous customers who may be getting impacted by them.

All of these points should in be addressed in regulating their services.