

Subject from Citizen consumer and civic Action Group (CAG), Chennai - Comments on Consultation Paper on Consultation Paper on certain issues relating to Telecom Tariffs:

From help desk cag <helpdesk@cag.org.in>

Date Thursday, November 25, 2010 5:06 pm

To "Wasi Ahmad,Advisor TRAI" <advqos@trai.gov.in> , Joint Advisor CA <jaca@trai.gov.in>

Sirs,

Greetings from CAG!

Please find attached herewith our comments on the above subject.

Thanks and regards,
Saroja
CAG

S. Saroja
Complaints Cell, CAG.

Please note that our email ID has changed
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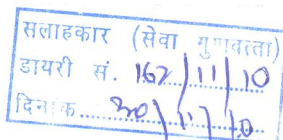
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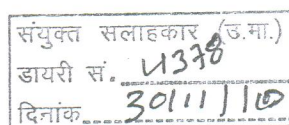
Pl. note.
we need to discuss this.

gmo (P)

at
b/h



04/12/10 JA (205)
06/12/10



November 15, 2010

The following comments are submitted to TRAI by Citizen consumer and civic Action Group (CAG) on Consultation Paper (13th October 2010) on certain issues relating to Telecom Tariffs:

1. Though the basic tariff plans offered for pre-paid are less, in practice, the consumers have a wide variety of options for choosing any tariff vouchers or add-on packs, from which they could choose a plan that would suit them. This could confuse consumers and they may not be able to make an informed choice that would fit their bill unless they are aware of all the options available.
2. All tariff plans, including offers and add-on packs should be made transparent by the service providers - this includes the service charges and other deductions made during every recharge. To begin with, it could be mandated that all service providers, region wise, should post information only related to tariff on a web page created by TRAI exclusively for this purpose. Information should be constantly upgraded (even an offer for one week should be mentioned). If it is found that a service provider did not upload information, then, penalties may be levied to make them accountable.

For people who do not have access to internet, which still happens to be the majority, TRAI could suggest that, once a month, all service providers should advertise their tariff plans with clarity in a leading regional newspaper. Only one paper should be decided and all service providers should put down the details every month in the same paper to prevent information from being available all over the place and thus leading to more disorder. Similarly, this should come on paper within a specified date, say, 5th of every month and the availability of this information should in turn be brought to the knowledge of consumers. All outlets should have information on all offers, add-on-packs, etc. posters to this effect should be put up as well.

3. No
4. Yes
5. Not necessary. Further regulation of the existing system would be sufficient.
6. Yes. An uniform upper limit may be fixed as today, we find programs where consumers are charged even at the rate of Rs.10/- and Rs.12/- per minute for calls
7. Other than the existing regulations, points mentioned in para 2.7 are all fine. Further, it should also be such that with regard to TV shows, even when all announcements about the program are made, the rate for the messages or calls, including charges for holding time, if there were, and any other hidden charges, should be clearly spelt out. This will definitely improve transparency.

8. Yes, it could be made at par with the new plans
9. As mentioned in para 2.24, there is an urgent need to ensure that the restrictions/ features / benefits of the recharge vouchers are transparently conveyed to the customers. It is also equally important for the service providers to develop appropriate system so as to reject a recharge when an in – eligible subscriber recharges with a particular recharge voucher. This will definitely help put an end to the existing problem.
10. Yes
11. Yes