

1. National Center for Human Settlement and Environment, Bhopal.

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Cc:

Date: Wed, 05 Feb 2014 16:24:02 +0530

Subject: comments

This Centre has gone through the press release No.05/2014 released by the TRAI on 29th January, 2014 and totally agrees with the decision taken in the case of reconnection of Telecom Resources for reconnection charges of Rs.500/- per telecom resource.

Your kind attention is invited to the case which the Centre has received in the month of September, 2013 and there was a long correspondence with the TRAI. The case is summarized below :-

A person has received a call from landline phone and requested him to send SMS of their products to the mobile members which the land line people had given. The person who received the call from landline phone is having a reliance connection where is the SMS to be sent to those mobile numbers were of Airtel. Now the question is that those numbers were under DND , It is the duty to service provider to inform the person that you cannot send SMS to those members. How this mechanism is to be developed which should be taken into consideration while finalizing over all the case of those persons whose connection has been disconnected. The person suffering from this fault has requested to the service provider in writing as well as oral but no result.

(R.Chandra)

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