

To,
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SUBJECT: VOICE Comments on “Draft Telecommunication Tariff (Fifty Ninth Amendment) Order, 2014”

Voluntary Organisation in Interest of Consumer Education (VOICE) is a consumer protection group set up by teachers and students of Delhi University in 1983.

We at VOICE as part of our advocacy initiative in Telecommunications continuously raise different issues with Policy makers impacting consumers based on the knowledge through Consumer feedbacks.

As a registered CAG we are in forefront of providing inputs to the Government, Regulatory authorities, consumers and business community at large related to consumer concerns and interests.

In continuation of this effort on behalf of consumers we at VOICE have following **COMMENTS on The draft “Amendment to the Standards of Quality of Service for Wireless Data Services Regulations, 2012”**

Maximum consumer complaints are being received by CAGs like VOICE against these so called small ISPs (like Tikona etc.). The nature of these complaints normally fall into following categories-

1. Connection not being provided in time – finally regretting as not feasible
2. Upload/Download as promised is never delivered
3. Billing disputes/overcharging
4. After sales complaints are very difficult to resolve
5. Since all these ISPs operate only on Pre-Paid, getting refunds is almost impossible
6. Non-operative Complaint redressal mechanism

In almost all cases consumer complaints are never redressed.

Hence no concessions should be granted to these small ISPs including tariff exemptions.

On the contrary a closure scrutiny of their activities including at least a quarterly audit should be done.

Actually Internet Service Providers Association of India (ISPAI) should get involved in supporting these ISPs in helping their consumers in complaint redressal by handholding these ISPs.

Hemant Upadhyay
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VOICE and NCH

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