

Chandan Athani <athani@outlook.com>

Sir,

I am a stakeholder in the implementation of the MNP Regulations as I am a mobile service subscriber in India. My comments on the Draft Amendment Regulations and suggestions for further changes are as under:

1. It is a common experience that sometimes, a Subscriber gets bad service from an Operator. Service issues include network coverage problems near the Subscribers residence or work place, which problems Operators rarely address satisfactorily. In such cases, it does not serve any purpose to make the Subscriber continue to suffer the bad service for 90 days. Therefore, I request you to consider reducing the period mentioned in Regulations 6 (a) and 12 (b) from 90 to 30 days.

2. It is often seen that a Donor Operator objects to the porting on invalid grounds. This is invariably done mischievously with the intention to retain the Subscriber. Please amend the regulations to have a framework for an aggrieved Subscriber to complain directly to the Authority or some other independent Body and for the imposition of heavy penalties on Donor Operators which object to porting on invalid grounds.

3. The Draft Regulations implicitly acknowledge that Donor Operators often wrongfully or mistakenly inform the Recipient Operator of outstanding payments due. There are also cases where due to genuine billing disputes, the Subscriber rightly refuses to pay. In both the cases, the Subscriber is seriously prejudiced as his number is disconnected and may be irretrievably lost.

Therefore, I request you to delete the provisions relating to disconnection due to non payment. Operators can recover their outstanding dues in the same manner as they do when porting is not involved. There is no rationale to give Operators an additional weapon to recover their dues simply because porting is involved; such powers are subject to grave abuse. As a result of the change, Regulations 7 (2) (c) and 7 (3) (b) should also be deleted.

In the alternative, please provide that such disconnected numbers shall be reserved for the Subscriber until it is released in accordance with Regulation 15 (5) and that the Subscriber may obtain such number by paying the overdue charges within that period.

4. Please delete Regulation 7 (2) (d). The provision is anti-consumer and anti-competition. Subscribers wish to port in order to take advantage of lower charges and/or to experience better service. Neither of these is a good reason to give Donor Operators a windfall. Donor Operators should be bound to refund any balance talk time without application of the Subscriber.

Sincerely,

Chandan Athani
Mumbai

Sent from my iPad