

From
Debkumar Bhadra
Shore Point, Bambooflat, South Andaman-744107
Phone : 9434281519, Email : debkumarbhadra@gmail.com

To
Smt Vinod Kotwal, Advisor (F&EA), TRAI
Phones : 011-23230752, Fax: +91-11- 23236650.
Email : advisorfea1@traigov.in

Sub : Comments on Consultation Paper on Compensation to the Consumers in the Event of Dropped Calls – Reg.

Madam,

I would like to thank TRAI for the consultation paper on Call Drops and inviting comments from stakeholders. The issue has been taxing customers for long but TSP's have done little to address it. Let me explain Why?

When a call drops, consumers on each side of the network face irritation, besides it has to initiate the call once again devoting considerable amount of time apologizing for the abrupt break and picking up the threads of the conversation, thereby the length of the conversation gets extended much to the disadvantage of the caller. The consumer gets charged for intended as well as dropped call/pulse. The TSP on the other hand does nothing to sort out the issue since it is a win-win situation; every dropped call adds to their revenue.

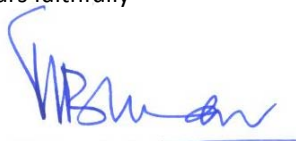
Unfortunately the customer under the present model is getting penalized for no fault on its part whereas the one at fault (read TSP) is getting rewarded for their inefficiency. This is against theory of natural justice. Therefore the issue needs immediate attention of the regulatory authority.

I on my part suggest the following :

- 1) Crediting customers with matching talk time for the dropped call/pulse for the first instance in a day. In the second instance, customers should get twice the talk time of the dropped pulse credited to its account.
- 2) Secondly I would like to request TRAI to expand the scope of dropped calls to Internet Data Services as well since frequent break in data communication affect customers in the same way as it does in the case of call drops. The consumer is charged for the broken as well as subsequent download attempts whereas the TSP once again stands to gain from the situation charging hapless customers for all those packets of data lost in multiple download attempts/refreshing the page.

I sincerely hope TRAI would consider my suggestion and devise mechanism to ensure that the customers and for that matter the TSP gets what is rightfully due to them.

Thanking You
Yours faithfully



Debkumar Bhadra
September 7, 2015, South Andaman