



उपभोक्ताओ के अधिकारो का सजग प्रहरी
उपभोक्ता मार्गदर्शन समिति 'उमस' जोधपुर
'उपभोक्ता भवन' सेक्टर 9 व 12 के मध्य एच.पी.बिल्डिंग के पास
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उपभोक्ता संगठन समूह के रूप में भारतीय दूरसंचार विनियामक प्राधिकरण (TRAI) नई दिल्ली से पंजीबद्ध NO.-TRAI/CAG/02/2013-CA
उपभोक्ता संगठन समूह के रूप में पेट्रोलियम एवं प्राकृतिक गैस विनियामक बोर्ड (PNGRB) नई दिल्ली से पंजीबद्ध NO.-VCO-04
भारतीय मानक ब्यूरो नई दिल्ली द्वारा राजस्थान राज्य स्तर पर उपभोक्ता संगठन के रूप में पंजीबद्ध

Letter no. spl/2015

Dt. 28 sep 2015

To.

Advisor (F&EA)

TRAI, New Delhi

Sub- comments for the Consultation Paper on Compensation to the Consumers in the Event of Dropped Calls

Dear sir,

Above subject we send our comments for Event of Dropped Calls as under:-

Q1: Do you agree that calling consumers should not be charged for a call that got dropped within five seconds? In addition, if the call gets dropped any time after five seconds, the last pulse of the call (minute/second) which got dropped, should not be charged. Please support your viewpoint with reasons along with the methodologies for implementation.

Comments :

The customer is paying for a quality QoS and service provider gets amount for delivering the good telecom services. If TSP has not been provided quality service hence the service provider should not be paid for the call drop.

The Consumers should be compensated a minute of free talk time for every dropped call . In other countries a minute of free talk time for every dropped call is offered by TSP.

Q2: Do you agree that calling consumer should also be compensated for call drops by the access service providers? If yes, which of the following methods would be appropriate for compensating the consumers upon call drop:

- (i) Credit of talk-time in minutes/ seconds**
- (ii) Credit of talk-time in monetary terms**
- (iii) Any other method you may like to suggest**

Please support your viewpoint with reasons along with the methodologies for implementation.

Comments :

Calling as well as receiving consumer should also be compensated for call drops by the access service providers in respect of :---***Credit of talk-time in minutes/Seconds.***

Other Method- If % of call drop is very high heavy penalty to the service provider should be imposed.

Q3: If the answer to the Q2 is in the affirmative, suggest conditions/limits, if any, which should be imposed upon the provision of crediting talk-time upon call drop and usage thereof.

Comments :

1. TSP should acknowledge the call drop to the subscriber whenever call drop occurs.
2. Any call which is terminated without the concern of the consumer should be considered as a dropped call.
3. The user, who receive compensation from the operator can utilize their minutes later on also till his validity.
4. The consumer can utilize it in both on - and off net calls .
5. The call drops per day per consumer should be limited by TRAI. If more than prescribed limit then penalty should be imposed.

6. Consumers should be special compensated for other than local calls such as STD Call, Special No. calls etc.
7. Free minute/seconds should be credited in the account of the subscriber instantly.
8. TSP's network capacities and % of dropped calls should be disclose by TRAI periodically.

Q4: Is there any other relevant issue which should be considered in the present consultation on the issue of call drops?

Comments :-

1. Customer should be aware the Call drop scenario , why it's happening (the reason behind this) such as overload of BTS, Call Handover, coverage problem etc.
2. The refund in the form of Minutes/ Rs. of call drop not the permanent solution. it may be used for time being.
3. Penalty to TSP is also not the solution for Call drop, find the reason behind this & do needful according that.
4. BTS installation policy should be framed .
5. Public should aware about radiation issue.

Major effects of call drops on consumers are:

1.Financial Loss: - Customer economically loss.

2.Psychological effect: -Call drop leading to mental irritation in case of an emergency.

Yours sincerely ,



[Liyakat Ali]
Secretary Umas
Jodhpur Rajasthan