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Written comments / Suggestions from
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on

Consultation on the draft Standards of Quality of Service and Consumer Protection (Digital Addressable Systems) Regulations, 2016

PART I

PRELIMINARY

Page 5 Definitions (S):

A suggestion is given : That Customer Care LCN can be made a standard LCN across all DPO's; lets say LCN - 999

Page 6 Definition (cc):

Correction in the "home Channel" definition as highlighted: "home channel means a platform services ~~generated and~~ transmitted by distributor of TV Channelsset top box is on.

CHAPTER III

MAINTENANCE OF SERVICE AFTER INITIAL SUBSCRIPTION

Page 12 Regulation 8an Sub Regulation 4

We suggest to remove the words "Home Channel" because It is a source of revenue stream for DPO's and a DPO can sell this space to any desired broadcaster.

CHAPTER IV

CUSTOMER CARE AND COMPLAINT REDRESSAL

Page 15 Regulation 14 sub-Regulation 1 (b):

The working hours should be 9:00 AM to 21:00 PM seven days.

Page 17 Regulation 14 Sub Regulation 5 :

Remove " Home Channel"

Page 18 Regulation 17 Sub Regulation 2 :

Remove " Home Channel"

Page 19 Regulation 18:

Modification in the sentence as highlighted: Complaints referred to Distributor of TV Channels **or** **Local Cable Operator** by the authority.

**CHAPTER V
BILLING AND PAYMENT**

Page 24 Regulation 24 Sub Regulation 5:

Modification in the sentence as highlighted :- If any distributor of TV Channels **or** "**Local Cable Operator**"

**CHAPTER VI
CUSTOMER PREMISES EQUIPMENT**

Page 27 Regulation 26 Sub Regulation 7:

It should also include all DPO's and LCO's and not the DTH alone only.

Page 27 Regulation 26 Sub Regulation 8:

It should be 72 hours instead of 24 hours

**CHAPTER VIII
MISCELLANEOUS**

Page 30 Regulation 31:

Additional Regulation should be incorporated:

Professional grade IRD must be provided by the broadcasters to the DPO's along with the details of the regularized quality and strength of the signals. Presently all the major Broadcasters are providing substandard IRD's which do not work under 24x7x365 environment.

Broadcaster should issue Professional grade IRD's to the DPO's without any discrimination.

Page 30 regulation 31 Sub Regulation 1:

DVBC standard should also be included in the regulations.

Additional Regulation to included :

DPO's are direct customers of the broadcasters and its quality of services gets affected to the last mile subscriber, so it also needs to be addressed , so we propose that similarly Broadcaster should also appoint a Compliance officer , nodal officer, setup a DPO Care website, DPO Care centre , Time limit for redressal of complaints , billing and payments, DPO premises equipment, publicity of information and DPO awareness, technical standards, Manual of practice, provide epg information to the DPO's , reporting to the authority, DPO Corner, DPO Login Page, etc.