

----- Original Message -----

From: Puneet Mittal <[puneetmittal83@gmail.com](mailto:puneetmittal83@gmail.com)>

Date: Wednesday, September 10, 2014 9:03 pm

Subject: Feedback for Quality of Service by Digital cable operators

To: [sksinghal@traf.gov.in](mailto:sksinghal@traf.gov.in), [jsp.inb@sb.nic.in](mailto:jsp.inb@sb.nic.in)

> Dear Sir,

> I was reading the proposed amendments in digital cable operator guidelines, So wanted to raise one concern which common people are facing with these digital cable operators.

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> We are the subscriber of videocon2h, we have subscribed the plan for 3 set top box with monthly rental of rs. 685. After two month company has raised tariff from 685 to 700 without any consent and information to the consumers. And again this month they have raised the tariff from 700 to 710. This is a second upward rate movement without any intimation to the consumer. I have the complaint with the company but no has replied the mail even after several reminders. I just wanted to raise the concern in front of you that these companies are looting people just by raising their tariff silently from the back end. You can imagine the number of subscriber in the country and with this Rs. 10 only they can earn in crores and common people are exploited with these practice. As you have made it mandatory to have digital set top box these operator are using this opportunity to exploit the customers. My consumer ID with the company is 112587205. Following are some of my feedback for digital cable network and services:

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> 1. Like mobile company there should also the service portability option in digital cable operator also as if one consumer is not happy with the service of his current operator he can shift to other operator as per his preference.

> 2. Like in mobile industry TRAI has involved in making mobile service more cheaper and affordable to the common people, govt should take part in this industry also so that more and more subscriber can have benefit of digital cable network

> 3. Like in banks there is ombudsman which regulated by RBI and in that ombudsman every can file his complaint, in the manner it should be with digital cable network also. If any customer is not getting any resolution from his operator then he can got to independent authority i.e. ombudsman.

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> Hope you will take care of above suggestion and considered into policy formulation.

>

> Jai Hind

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> Again requesting you to PI look into it and take necessary action against this company for exploiting the common people due to loop holes of govt policies.

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