

From

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CC

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Dear Sir,

My comments on this paper are as individual and as a general customer of cable services.

**Premise:** After reading your consultation paper I learnt that there is no regulation that restricts cable operators from entering in to service area of other cable operators. I'm a migrant from UP East and stayed at various place in UP which include - Basti, Gorakhpur, Lucknow and at present I stay in Kaushambi, Ghaziabad.

At all the places I have seen that there is no two cable operator that provide service in same area. There area are divided.

In Kaushambi area also it is not different.

### **Common Problem:**

- 1- Threat of disconnection of service for non-payment even if cable TV is not working.
- 2-The quality of service is very bad almost of all service provider. I witnessed good quality of service in only Lucknow.
- 3- There is no consumer grievances redressal system local cable operator have that is accountable.

### **Suggestion**

- 1- The monopoly/DOMINANCEof LCO/MSO should be put to end by putting stringent norms to stop their nexus.
- 2- We are thankful to government for setting up a regulator who has come forward to address concerns of customers. Not every customer may be aware of this. I on behalf of general customers would like to suggest that TRAI should involve itself in grievance redressal system of cable services like IRDA does for insurance customers.

The complaint system can be same as that in telecom sector but shorter than that. It should first complaint to LCO, then MSO and then to TRAI.

The facility of filing complaint should be available through phone/e-mail/online and in case reference number of should be assigned.

3-Television channels have become an important tool for an individual customers and his family to get updated with rest of the world. Beside entertainment , TV channels are also source of information. Hence, it has become a social need to watch TV channels specially news channels. Customers who are depended on LCOs/MSO service are those who do not have pocket to afford for DTH services.

In case of Monopoly/ dominance, cable TV customers are not equipped with adequate means to approach various courts for action against LCO/MSO.

Hence, it is request that TRAI on getting complaint against LCO should act and approach respective authority like Competition Commission of India to act against LCOs to end their monopoly.

4- There should be hefty penalty imposed on LCO/MSO for cartelising or monopolising a cable service area. The penalty should be seizure of entire revenue that a company has earned from a particular area.

5- Present days are days of apartments. These apartment house many flats and number of families stay in them. The present apartment house almost similar number of families that stayed in 4 to 5 colonies. Hence each apartment housing 20 flats should be considered as an area.

6- There should be no denial of service by an LCO to a customer unless and until there are proven evidences of misconduct and non-payment by customer for genuine services.

7- Services that have been of good quality and grievance of customers has been addressed as per rule should be called genuine service.

8- Seize entire revenue of LCO/MSO if the monopoly exist even after 2 years of start of service in a particular service area.

9- Seize entire revenue of LCO/MSO if their is denial of service to genuine customers.

With best regards

RASHI ARORA