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Date: Fri, 13 Feb 2015 16:50:54 +0530
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To,

Shri A. Robert J. Ravi, Advisor (CI & QoS),

TELECOM REGULATORY AUTHORITY OF INDIA

MAHANAGAR DOORSANCHAR BHAWAN,

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VOICE comments on-

Draft "The standards of Quality of Service of Basic telephone service (Wireline) and Cellular mobile telephone Service (Fourth Amendment) Regulations, 2014"

Financial disincentive serve only a limited role in enforcing compliance of QoS with TSPs as the amounts involved are insignificant in relation to the size of operations of the present TSPs.

Secondly bad QoS impacts the consumer who continues to suffer silently and these financial disincentives in no way address the consumer sufferings.

So, there has to be a way of compensating the suffering consumer preferably as refunds of money collected by TSPs for the bad QoS.

If not in cash, at least it can be paid to the consumer in kind in talk time / data / SMSs etc.

It is high time the suffering consumer is really compensated and this only will make TSPs alert towards ensuring the required QoS.

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