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CONSUMER CARE SOCIETY
(Formerly Banashankari Consumer Protection Society)
593, 24th Cross Banashankari II Stage, Bangalore-560070
(Regd. under Karnataka Societies Regn. Act. 1960, Regn. No: 388/94-95)

President:
Sreenivasa Rao
Tel.:2671 0450

Secretary :
Ravindra Nath Guru
Tel.: 26713616/ M-9845683220

Treasurer DN
R. Mohan
Tel.26717269

January 17th 2008

Sri R K Arnold,
Secretary,
Telecom Regulatory Authority of India
New Delhi 110002

Dear Sir,

Subject: "TRAI to impose stiff fines" Matter appearing in Deccan Herald, Bangalore dated January 17th 2008

We have read about the moves you are planning to take by issuing amendments to TRAI Regulations on the above subject. It is good, but not good enough yet. ✓

We had certain measures on the above subject in our earlier letters to TRAI. Copies are enclosed here again.

Now is the appropriate time for you to revisit this topic and carry out and carry out all amendments in one step. Our suggestions are aimed at protecting the new customers, compensating the affected ones and encouraging them to report on violations. These violations can easily be verified from the Call Data Records.

In case you have any difficulties in implementing our proposals, please let us know the reasons so that we can appreciate the difficulties in their implementation.

Regards
G S Gundu Rao
Consumer Care Society
Jan 17, 2008

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November 18, 2007

Sri R K Arnold,
Secretary,
Telecom Regulatory Authority of India
New Delhi 110002

Dear Sir,

Subject: Lead Heading in "Times of India", Bangalore, Edition dated 18th November 2007-
"Do not call me" cries on deaf ears- about Unsolicited Commercial communications.

We request you to please go through the above and also the related box item "Times View" and "Pesky calls: TRAI please do some thing", the reasons for only some 6-7 million subscribers registering on NDNC Register become obvious.

We had suggested several ways to limit the UCC attempts through customers friendly measures vide our letter of August 26th 2007 and wonder whether any of the steps have been implemented at all. Please recheck from your records and if they have not been implemented kindly initiate them at the earliest so that TRAI's efforts bear fruits.

Regards
G S Gundu Rao
Consumer Care Society, Bangalore

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Date: August 26th, 2007

Deputy Advisor (CA)
Telecom Regulatory Authority of India
New Delhi 110002

Dear Sir,

Subject: Meeting with registered CAGs scheduled for 8th September 2007.
Ref. Para 5 (ii) of Your No. 323/5/2007-CA dated 23 August 2007.
Unsolicited Commercial communications

A news item has appeared in The Hindu of 24th August 2007, titled "Do-not-call registry from September 5," stating that the National Do Not Call (NDNC) Registry is likely to be in place from September 5th 2007 and also that the interested subscribers can start registering from September 5th 2007 which will be valid for ten years.

In this context we request you to please initiate the following actions immediately, if not yet done:

- (i) All the mobile service providers must start immediately sending free SMS messages to all their subscribers regarding availability of this facility from September 5th as well as format of SMS messages the subscribers can send without any charges for availing themselves of registering them for this.
- (ii) The service providers must also give urgently prominent publicity in all their (including their franchisees') customer service premises about the new facility and procedure for registering themselves.
- (iii) The same should also be done on their web sites.
- (iv) The application forms for new connections being issued now should also contain a new column on this issue, so that a prospective subscriber can make an informed choice. If there is a large quantity of unutilized stationary, then a simple rubber stamp can also come in handy so as not to waste any thing.

The above information being supplied to subscribers, should be both in the regional and either Hindi or English language. It must be remembered that a majority of mobile users are not well versed in English and regional language is compulsory.

Kindly take a quick action and implement these suggestions.

Regards

G S Gundu Rao
For Consumer Care Society, Bangalore