

CUTS Annual Report Specifically on Telecom Related Issues

Period: January 2014-November 2015

1. **Renewal of Registration** on 3rd March, 2014 by TRAI

Registration no TRAI/CAG/17/2014-CA dated 3rd March 2014

2. **CUTS Intervention in Telecom Sector:**

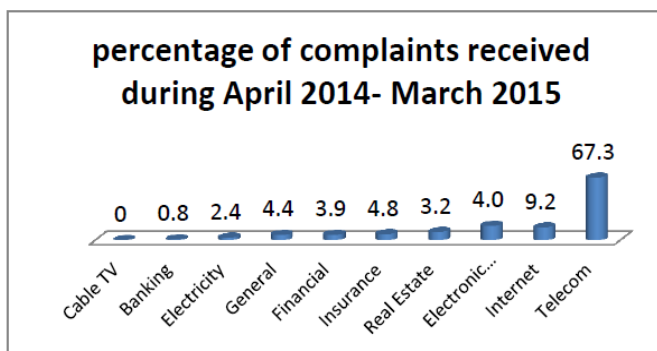
- Serving as “Consumer Advocacy Group” with TRAI since 2001
(Ref: TRAI/CAG/17/2014-CA)
- CUTS have been a member in the *Committee for Utilization of Telecommunication Consumers Education and Protection Fund* (CUTCEF) of TRAI during 2011-12.
- Conducted ten District Level Telecom Education Workshops (*at Churu, Dholpur, Dausa, Chittorgarh, Kota, Udaipur, Bhilwara, Ajmer, Tonk and Jaipur*) with the assistance of TRAI in between 2010 to 2012.
- Have been part of consultations/meetings organised by TRAI and several open houses organised by telecom service providers.
- Served/serving as member appellate authority with various service providers like BSNL, Aircel, MTS and Tata Docomo.
- Campaign for ‘Holding Broadband Service Providers to Account’ in partnership with Consumer International in 2012. (Please refer: http://cuts-international.org/cart/Campaign_for_Holding_Broadband_Service_Providers_to_Account.htm)
- Study of status of law enforcement and study to analyse and document knowledge gaps for the issues/challenges arising from UTP and misleading ads through internet and mobile services in 2012-13. (Please refer: http://cuts-international.org/cart/pdf/Study_on_the_Status_of_Law_Enforcement_for_Misleading_Advertisements_in_India.pdf)

3. **CUTS advocacy for Fixing Phone Rights of telecom consumers is based on:**

- Fair contracts explained in clear, complete and accessible language.
- Consumers to receive the service they have been promised.
- Fair and transparent billing.

- Consumers to have power over their own information.
- Phone companies to listen and respond to consumer complaints.

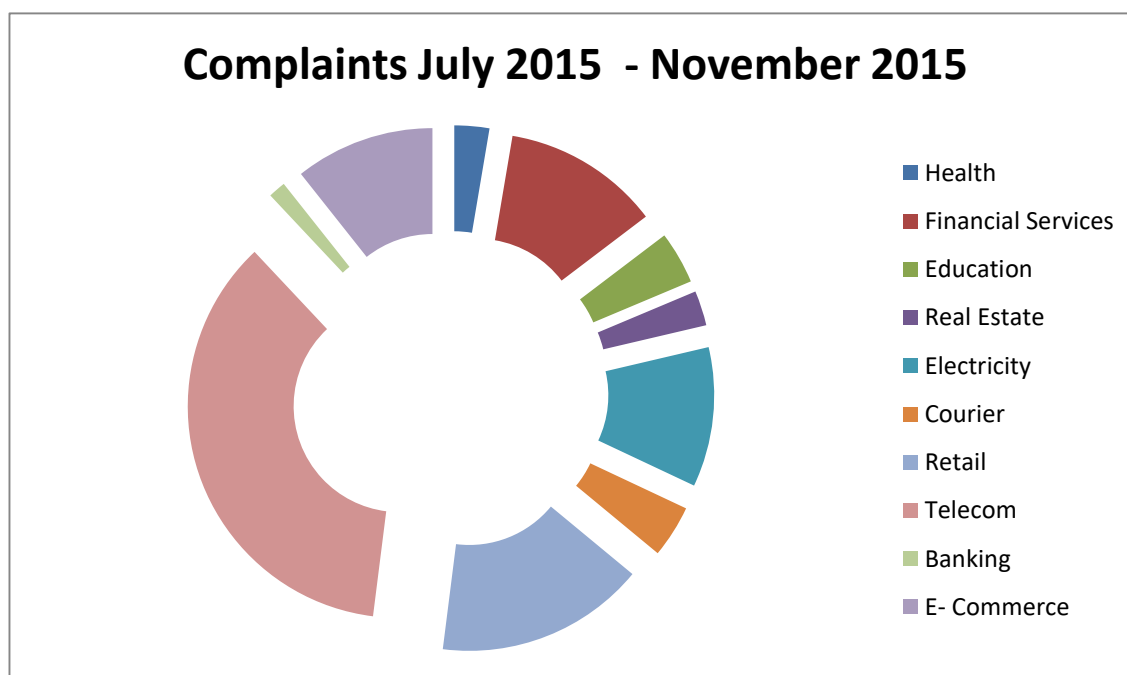
4. Telecom complaints handled by CUTS Grahak Suvidha Kendra (GSK):



Apart from participating in various consumer awareness programmes in the telecom sector it has been continuously providing its assistance to consumers in handling consumer complaints. During 2014

complaint handling was done under the name of CHIAS, where 67.3% of the complaints were from Telecom sector during April 2014 to March 2015.

In the year 2015 complaint handling was done under the name of Grahak Suvidha Kendra. Grahak Suvidha Kendra is providing information & handling consumer complaints against all the sellers and service providers under the aid and advice of the



Dept. of Consumer Affairs Govt. of India and IIPA New Delhi. 27 complaints were received against telecom service providers from July 2015 to November, 2015, which were mainly on related to:

- Service complaints
- Billing/metering complaints
- New connection activation
- Termination of service related complaints

Among all the complaints received from various sectors 36% of the complaints were received against telecom service providers during this period.

5. Other Activities on Telecom Issues:

- Organised a meeting with service providers and consumers on the occasion of World Consumers Rights Day on 15th March, 2014 on the theme 'Fix Our Phone Rights'. (Please refer:

http://cuts-international.org/cart/Event-World_Consumer_Rights_Day_2014.htm)



- There has been active participation of CUTS in various consumer awareness programmes organized by TRAI during last one and half year. Since January 2014 to November, 2015, CUTS has attended seven Customer Outreach Programmes organized by TRAI in different parts of Rajasthan on various occasions.
- Apart from participation in Customer Outreach Programmes organized by TRAI, CUTS has been regularly involved with consumer awareness activities organized by various Telecom Service Providers and during the reporting period, CUTS has attended eighteen such activities.
- Have been attending telecom consumer complaints regularly through Grahak Suvidha Kendra.

6. Representation by CUTS at Open Houses/Workshops during the period:

1. Surendra Kumar Sharma participated in TRAI workshop in SriGanganagar on 20th March 2014.
2. Yogesh Paliwal participated in TRAI workshop in Bikaner on 27th March 2014.
3. Anwar Khan participated in BSNL open house in Kota on 27th May 2014.
4. Anwar Khan participated in BSNL open house in Ramganj Mandi on 26th April 2014.
5. Dharmendra Chaturvedi participated in Tata Docomo open house in Jaipur on 11th June 2014.
6. Raj Singh Rathore participated in Idea Cellular open house in Ajmer on 25th July 2014.
7. Munna Lal Rao participated in BSNL open house in Niwai, Tonk on 20th August 2014.
8. Yudhister Chansi participated in Idea Cellular open house in Kota on 15th October 2014.
9. Dharmendra Chaturvedi attended the Consumer Outreach Programme organized by TRAI Regional Office on Jan 21, 2015 at Nagaur.
10. Deepak Saxena attended a Customer Outreach Programme of TRAI held at Bharatpur on January 29, 2015
11. Amar Jeet Singh represented CUTS in the consumer outreach program organized by TRAI Regional Office, Jaipur at Sawai Madhopur on 12th February, 2015.
12. Dharmendra Chaturvedi attended open house for consumers organized by BSNL, Telecom District Jaipur on Feb. 18, 2015.
13. Deepak Saxena along with Dharmendra Chaturvedi participated in an open house organized by Tata Tele Services on 26th May, 2015.
14. Dharmendra Chaturvedi participated in BSNL open house session, Telecom District Jaipur on 16th May, 2015.
15. Dharmendra Chaturvedi attended the Customer Outreach Programme organized by MTS at Jaipur on 21st May, 2015.
16. Deepak Saxena represented CUTS in the West Zone regional meeting of CAGs and Service Providers of telecom conducted by TRAI on August 07, 2015 at Udaipur.

17. Gajendra Khichi participated in Customer Outreach Programme organised by Idea Cellular Limited on September 3, 2015.
18. Gajendra Khichi took part in Customer Outreach Programme organised by TRAI at Banswara, Rajasthan on Sept 9, 2015.
19. Gajendra Khichi participated in Customer Outreach Programme organised for Consumer Forum members by MTS in Jaipur on September 27, 2015.
20. DC attended BSNL open house programme on October 05, 2015 at Mansrovar, Jaipur.

7. Issues emerged from open houses/workshops:

- Customer Care executives must be versed with the appeal process under the complaint handling process.
- Nuisance of call drop needs to be treated.
- Customer care should be made more friendly and accessible.
- Value added services, unsolicited calls/SMSs, tariffs, mobile number portability, DND, quality of service standards are few irretentive issues among consumers.
- Deduction/charges for VAS without consent or proper explanation.
- Proper billing of internet data charges with improved network services.
- Confusion regarding telecom dispute jurisdiction by consumer fora.
- More events like open houses should be conducted at grassroots to make consumer aware by service providers/regulator.