

From: randhir verma <ctsaregd@yahoo.co.in>
Subject:
To: cp@traf.gov.in
Date: Sunday, 6 December, 2009, 7:47 PM

CHANDIGARH
DATED: 06.12.2009

THE CHAIRMAN,
TELECOM REGULATORY AUTHORITY OF INDIA (TRAI),
NEW DELHI.

Sir,

COMMENTS ON SPECTRUM ISSUE

This is with reference to the above.

2. We are of the point of view that first customer services be streamlined than such issues be touched. Moreover, the operators are continuously increasing their connections even without spectrum thus direct cheating with the telecom subscribers as now a days most of the lines remain clogged and call dropping is very much in every corner of the country and is well in the knowledge of the Authority since long and debated many times in the last 4-5 years in most of the customer meets TRAI had with consumer organisations.
3. We are further of the point of view first irregularities as reported in a section of the press and further being investigated by the investigating agencies be first investigated and responsibility fixed if any then only such issues be touched. Furthermore, why in the last eight to ten years we have not come out with a system to allot the spectrum and why now only. We see no emergency in debating this issue at this crucial juncture when every consumer is with TRAI unconditionally without taking into account the massive call dropping where unaccounted profits are being earned by the operators.
4. We further reiterate that no spectrum be allotted to any operator and further expansion stopped henceforth till the operators improve the services to the poorly treated telecom customers. Not only this now after the recent development where a telecom customer cannot approach the Consumer Courts and only approach the arbitrator how we all are debating such an issue which should otherwise be debated only after setting proper customer complaint redressal system of arbitration. We have observed that most of the customers are not aware of as to where to approach for redressing their grievances.
5. We also reiterate our apprehension about wrong allotment of spectrum if it is allotted before Mobile Number Portability as there will be a great fluctuations in the

retained customers after the implementation of Mobile Number Portability plus six months.

Under the circumstances we reiterate that an emergency meeting of all the consumer organisations be called to debate if spectrum be auctioned at this juncture or be delayed by another six months or so. Here be feel and have observed that such a favourly treatment was never given to us since inception of TRAI as is given to operators. We once again reiterate our demand to call a meeting of all consumers organisations registered with TRAI since we are part of consultation process than only a final recommendation be made to the Government. We are again and again pointing out for calling an emergency meeting as the operators are not passing the benefits earned to the consumers,

Thanking you in anticipation.

Yours faithfully,
FOR CTSA
R.K.VERMA
PRESIDENT