

**Verbatim of Round Table Conference  
with  
Telecom Consumer User Groups on 5<sup>th</sup> July 2011**

**Shri Malay Shrivastava, Joint Secretary, Telecom:** Welcome amongst us, Honourable Minister for Communication and IT, Minister of HRD, Honourable Kapil Sibal sir; Minister of State for Communication and IT, Honourable Shri Sachin Pilot sir; Honourable Secretary DoT and DIT; Members of the Telecom Commission; all the distinguished participants of this Round Table Conference which has been organised with the Consumer User Groups. To start with, I would like to take this privilege to welcome our esteemed guest with a bouquet of flower.

Sir, with your permission, ladies and gentlemen, to start the conference and to set the ball rolling, I have a very brief small presentation on the issue and the background which I will just run through.

The first slide is basically capturing the Grievance Redressal Mechanisms which are at present invogue. The bullet number one is about the Telecom Consumer Protection and Redressal of Grievances Regulation, 2007 which was issued by TRAI in 2007. Then there is the redressal of grievance mechanism at the DoT headquarters. Then, the provision of the Indian Telegraph Act and the last one the Consumer Forum which was available till 2009. In detail, it would be dealt in the latter slides. The next slide captures the salient features of the Regulation 2007 which basically means that there would be structural framework for three tier – the call centre at tier number one, the nodal officer; the appellate authority, the time limits as well as the procedure prescribed for redressal of grievances and as a first tier, there has to be toll free number. Then, putting in place also, the manual which details the practice for handling these grievances. Then, the time limits which have been prescribed in these regulations that they have to be resolved within a month and the causes have to be investigated of the complaints. In case, there is a general deficiency or a systemic inadequacy that has also to be addressed in addition to the remedial measures.

Then the second alternative, the redressal of grievances by the DoT Headquarters to hear their grievances, if they are not redressed at the three levels which was mentioned in the earlier slide. Then after being received in DoT, they are forwarded to the concerned service provider with a direction to take appropriate action for the redressal. Then the progress of disposal of these grievances in DoT is closely monitored at the headquarter level through the review meetings held with the concerned service providers. These are the recent initiatives taken by TRAI. In fact, the first one which is the direction to the service providers on the provision of the value added services; this has been issued yesterday only. It basically means that any value added services which are to be provided and charged to the consumer only after getting the confirmation from the consumer through SMS or email or the fax. So, basically to take care that these value added services are not forced onto the consumers without his willingness. The next two draft regulations have been brought out by TRAI, the TRAI was working for quite a long time on that and the draft has been issued yesterday and the comments of the stake holders are invited. One is on the Telecom Consumers Protection Regulation, basically for ensuring the transparency in the offer of the tariff – various tariff plans which are offered to the consumer and the second draft regulation which also has been issued yesterday is regarding the Complaints Redressal Regulations, which basically has three salient points:

one is that the service providers are mandated, to establish a web-based complaint monitoring system. That means once a complaint is registered, a docket number is generated. Thereafter, just like we find out the status of our reservation by feeding the PNR number, one can find out the status of the complaint. Then the single point complaint redressal system and also provision of a three member appellate authority to decide on the appeals of the consumers. There is Section 7B, the provision of the Indian Telegraph Act, as per which, the resolution is through the mechanism of arbitration, arbitrator is to be appointed on a case to case basis once DoT is approached. And recently, DoT has delegated these powers to our field officers which are the Officers of the Controller of Communication Accounts. This option was available till 2009 . Now, just to sum up considering the existing mechanisms which are available, few options which are in front of us – one is the strengthening of the Redressal Mechanism at the service provider end. Second is the strengthening of the Redressal Mechanism of arbitration under Section 7B of the Indian Telegraph Act or the enablement of the consumer forums to address the grievances. And so this brings the end of the presentation and now the major 13 points which have been actually tabulated based on the inputs and the suggestions of the stakeholders which are on the screen sir. For benefit of everybody, I will just read out in half a minute. These are basically,

- Mobile Number portability related issues
- Activation of VAS services and its charges
- Receipt of unsolicited calls and unwanted messages
- Billing and Metering issues
- Transparency in tariff plans
- Unambiguous information regarding newly launched services to subscribers
- Transparency in charging of Prepaid/ Top-up cards
- Security of Customer Data
- Quality of Broadband Services
- Nationwide emergency Helpline number
- Verification of subscriber's documents
- Timely refund of security deposit in cases of surrender
- Adequacy and effectiveness of current provisions related to Grievance redressal mechanism

Now, I will request Honourable Secretary to kindly give a key note address. Thank you very much.

**Honourable Secretary, Shri R Chandrashekar:** Respected Minister for Communications and IT, Shri Kapil Sibal jee; respected Minister of State, Shri Sachin Pilot jee; my colleagues in the department; and distinguished participants from all the Consumer User Groups, Telecom Service Providers; and members of the media. A very good afternoon to all of you. As you know, the Honourable Minister had initiated a series of Round Tables on various issues of topical interest and importance in the telecom sector with all the stakeholders so that policy making and decisions would be taken in an open consultative manner. Today's Round Table is very special amongst these round tables because it actually relates to issues which pertain to a very large number of people, more than 850 million to be precise. So, in that sense it is really a matter which concerns a very large population. The purpose is to have, to get the opportunity to focus on the problems and issues being faced by user and subscribers of telecom services.

What are the issues in getting a redressal of these grievances? There is a problem and the question then is how do we address this gap? While of course, there has been a lot of spread of the services in the policy environment that has existed; the fact is that today, more than 50% of the new customers being added belong to the semi-urban and rural areas. Their awareness and exposure to the various telecom services or to the manner of redressing their grievances is very limited. For example, their awareness of the Mobile Number Portability and what impact this has had or how the operators are trying to improve their quality etc. all of these are not very well known. So, the role of the consumer organizations and NGOs is particularly important. The dissemination of this information by the service providers to the users and by the consumer forums to the users is extremely important. Obviously the aspirations of all the users are increasing and the government therefore has to respond and it was in that context that the Honourable Minister had directed that we must have a direct interaction with the consumer groups. Of course, the TRAI also has been separately carrying out a consultation and in fact it has issued a direction recently on obtaining explicit consent of consumers for subscribing to and renewing value added services.

Just yesterday two drafts regulations on Telecom Consumers Protection Regulations, 2011 and Telecom Consumers Complaint Redressal Regulations, 2011 were put out by the TRAI. So, it is just only 24 hours old which prescribes certain measures for protecting the interest of telecom consumers and an improved framework for redressal of complaints of the telecom consumers. So, these regulations are focused on providing better information to the consumers that has information regarding talk time, on recharge of top-up vouchers, usage details etc. At the end of each call, SMS for transparency tariff and all those kinds of aspects which are of relevance to consumers should be displayed. The Complaint Redressal Regulations provide for a single window system for effective redressal of consumer grievances. So, the focus today is on ensuring that consumer grievances are addressed speedily and effectively and what changes if any are required to achieve that objective. So, this background which was presented by the Joint Secretary is by way of overview of the background and issues. With this, I would request the Honourable Minister to kindly lead us into the discussions and share his perspective before we start. Thank you.

**Honourable Minister for Communication and IT & Minister of HRD, Shri Kapil Sibal:** My colleague in the Council of Ministers, Shri Sachin Pilotji; Secretary, Department of Communications and Information Technology, Ministry of Communication and Information Technology; representatives of the Department; distinguished representatives of the Multi-farious Stakeholders gathered in this hall; ladies and gentlemen. No system is perfect, no government is perfect, no system under the government is perfect, no service is perfect, and no consumer is perfect. So, we must constantly try and move towards perfection, that perfection will never be achieved because change is part of life and it is constant. And so, the endeavour must be to achieve it. It is in this spirit that I called this meeting, because I want all the stakeholders in the telecom sector to be here. Ultimately what is a service for? A service is for the consumer. Unless the consumer is satisfied the service has no value. And the service will only have value when the consumer is satisfied. And so, the grievances of the consumer, his concerns, his or her concerns are pivotal and central to improving any service. This is not just limited to telecom; it is extended to all possible services. Why telecom and why is it important to call you all? Especially the consumer groups here, because the telecom sector had been expanding exponentially. There is the wireless segment where the increase is between 35 to 40%. We are about over 800 million

subscribers today, and the large numbers of subscribers are coming in the rural sector, 279 million, this is increasing. India is a vast country, very difficult for the ordinary man, the *aam admi* to register his concerns and so it is through consumer groups ultimately that the concerns of the consumers can be registered and that is why all the telecom service providers have also been called to this meeting because this is an opportunity to listen them first hand. Normally it is the government which is seen to be the protector of consumer interest. But ultimately the protector of consumer interest is the consumer himself and he functions through consumer organizations. They must and the Telecom Service Providers must hear from them directly.

That is why we have all gathered here. My request to you because I do not want to give a long speech is to keep your intervention short and emotions in control, both. Because that is very important to have a sensible constructive dialogue we must keep our emotions in control, right? We are here to listen to you, the Telecom Service Providers are here to listen to you and all this is being recorded. So, once you state your point of view we will go back, it will be on the website, we will analyze all the suggestions that you have made. We will chalk out a course of action, we will come back to you and say, "These were your concerns; this is what we have done." So that you know that we mean business and that is why we are here. Okay, that is the way I want to proceed. The last thing I wish to say is that ultimately what are we looking for? Or what are the consumers looking for? He is looking for fair treatment, he want low tariffs, which the Telecom Service Providers are already giving him. Billing – he wants rational billing. He does not want any hidden charges.

Then there are portability issues. He wants his values for money. He wants speedy and effective settlement of his grievances. This is what he wants. Is the law, the existing law appropriate? Do we need to change it? Do we need to put more systems in place to make sure that his grievances are redressed? These are suggestions that we look forward to hearing from you. If it is not appropriate, is it not being effectively administered? Is something wrong with the enforcement? If not, do we need to make other changes to ensure that there is appropriate enforcement? That is what we are looking for from you. Should we empower TRAI to impose fines or even more substantive fines, to ensure that Telecom Service Providers really take care of you concerns? Is there Public Grievance Redressal System? Does that need to be reinforced? That is another question that I need to ask you. Ultimately, accountability is the centre of all this. We must make the service providers who provide the service accountable and we must ensure that the demands of the consumers are reasonable so that they can be reasonably and logically addressed. So, thank you very much for being here. I will open this conference for discussion. Please identify yourself when you want to intervene. Name which consumer group you belong to. Give your name, make you comment, make it short and everything is being recorded. So, do not worry. Your grievances will be addressed. Thank you very much.

**Bijon Misra, Chairman of the Cell for Consumer Education and Advocacy:** Thank you Honourable Minister, Bijon Misra, Chairman of the Cell for Consumer Education and Advocacy and former Chairman of the Consumer Coordination Council involved in the Telecom sector for the last 27 years, as a consumer group representative. Sir, I just wanted to give you some of the suggestions in terms of moving forward, in terms of what little expertise we have been able to gather while taking this journey with TRAI and the Telecom Ministry. Number one, as you said very firmly and we fully agree with you that we are not perfect but we need to improve while we move on. We cannot dare to continue

being imperfect. So, we have to be moving forward with perfection and learning lessons from the global best practices and not try to reinvent the wheel with the scarce resource which we already are plugged with or we are struggling with or challenging with. So, what we need to understand is with the scarce resource which we have with us, how do we move forward to use that resource more effectively and more efficiently out of lessons learned, rather than again committing those same mistakes and trying to learn the lessons again all over from what we have already got in our domain knowledge with us? We have all the world's best players in the telecom industry with us. They just need to bring that domain knowledge into our country and help us to move forward. So, that is – first suggestion- do not reinvent the wheel. Please bring the domain knowledge which you already have, which you are practising in other parts of the world; bring it into India and let us have it here in a viable manner, where our poor people can get the service in the most affordable manner with the best quality of service. So, this is the first suggestion I would like to give before all of you. The second suggestion – why did we need to have this Round Table and why this 13 agenda points? It is because there is a breakdown in communication. We have to understand that the communication has to get institutionalised. We must meet the Minister every six months... however busy; I know he is managing 1.5 billion citizens. So, managing 850 million is not a big job for him. So, I am sure he will find time to institutionalise this consultation every six months, at least. So, that we can give him some of the ideas which he may not be able to understand or get briefed by his competent team from time to time which we can tell him from the users perspective. So, first I do welcome this Round Table but it has to get institutionalised. It cannot be on an ad hoc manner. Today, we should decide which is that month and which is that day we are going to meet again after six months? Of course, there can be a little bit of a yes or no. But, what I am trying to say is that, rain, thunder, shower, sunshine, floods we will meet every six months. It has to be there. And that has to be...

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Next time when Delhi gets flooded, we will meet.

**Bijon Misra, Chairman of the Cell for Consumer Education and Advocacy:** Please and I will make sure that we come in streamers to attend the meeting.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Please, please be brief...

**Bijon Misra, Chairman of the Cell for Consumer Education and Advocacy:** Value for money – the consumer wants value for money. Nothing more and sir, you yourself said 280 million consumers in rural India, they do not even know how to read and write. How would you expect them to go to the net to get grievances redressed? It has to be voiced, it has to be prompt, it has to be in their language they understand, it has to be recorded, it has to be made more accountable and transparent. We have to make sure that person who is looking for a Rs. 50 recharge, Rs. 50 recharge, is he getting the service? What he deems to understand in terms of his perspective or her perspective as a consumer in terms of quality of service? We need to understand sir, before this august gathering that every six months, what are the expectations of the consumers from the service providers and the government? It has to come in a very structured manner and we have to look at those issues very transparently. Yes, the law needs to be changed. The law has to change. We have to have a new amended TRAI Act. We have to have it. Because the TRAI Act needs to bring in a lot of teeth to the Authority so that the Authority can really

show their strengths and penalise those offenders who bend or violate the law. There has to be change in the law without delay. We have delayed a lot as you all will know, the Consumer Protection Act, 1986 – we had three amendments since then. Most dynamic Act, why can't the TRAI Act also become dynamic? Every two years we need to look at amendments, it has to change – every two years. Effective enforcement as I say, the law cannot only bring it. It also has to be a commitment and a passion from the service providers and the policy makers. We have to make sure that we all come together to implement the law and not depend the law enforcers alone.

The Complaint Redressal Mechanism as I said, has to be very friendly, has to be in the language the people understand. We cannot only speak in English and Hindi. It has to be also in Oriya, it also has to be in Bengali. We have to make sure that our subscribers understand what we are speaking and what we are communicating to them. I never find any literature to the consumers in the language they understand or they want or they expect. I have not yet seen any Telecom user bring out any document in Braille. Are we not sensitive towards them? Are they not our consumers? Why can't we bring them in Braille? Why can't we bring them in the language in which the consumers want? And we have enough resources to do that. It is not that we do not have. And finally sir, the point which I would like to tell you all is that this journey which has began and this today's meeting which has been called for; it has only happened because it lacks accountability and transparency. Any decisions which are made in the interest of the consumer has to be made public, has to have... after great amount of discussion and deliberations in terms of understanding what we all want. And in my view sir, that these kinds of Round Tables should bring out clearly what is that agenda like, there are three or four issues which I have given as a proposal to you all. How do we make sure and we want to listen at the end of the meeting today, that what are those action points which will emerge from today's meeting which we will all be accountable to ensure that it happens within that stipulated time or timeline. And if it does not happen, Minister sir, then somebody has to be made accountable for not making that happen. And that has to be very strong and very, very effective and very assertive. So sir, with these small kind of a solution which I have tried to give in, and these 13 points which are there on the power point I can see, they can all get addressed only with one single word which I would say is commitment and a passion towards the consumer. If you are really committed and you are passionate towards the consumer, I think all these issues can get resolved because the technology is there. I have seen that we are using new technology.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Please, this meeting is for specific points for you to make in this Round Table. Whatever you have said is the very purpose of the meeting, I have called. I have already said that.

**Bijon Misra, Chairman of the Cell for Consumer Education and Advocacy:** So, I am sure, you have taken those points.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal** I want each intervention to be not more than two to three minutes. Please give specific points for improvement. All of this will be recorded and we will take action on it, okay? And please therefore keep this in mind. We do not want generalities here. We want specific solutions. Right sir, you have the floor.

**G.S Gundu Rao:** Sir, thank you. My name is G.S Gundu Rao. I am President of the Consumer Care Society at Bangalore. I will make it short, probably less than two minutes I hope. First is coming to these RTCs. These RTCs should be held periodically. I agree with the earlier speaker.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal** That is why we are holding this meeting. You just give the specific views, on the specific issues before you.

**G.S Gundu Rao:** Right, on the specific issues of the consumer problems which are being listed out – I leave it to my other colleagues or the consumers. But the most important one which I wanted to say was the statement which has appeared and which is credited to Shri. Sachin Pilot, the Minister of Communications in The Hindu which came, which expresses the concerns about the high radiations which all our citizens are placed. On these there are only two suggestions. One is the inter-ministerial committee has made a set of 17 recommendations that must be implemented on a timeline basis, number one. Number two, the present certification done by the service provider themselves does not really give the confidence to the consumer or the consumer organisations. The DoT has itself, in its own organisation several units which are doing that one. But also I will suggest go to SAMEER or the other STQC of the Department of Electronics and get them an independent evaluation of the radiations. Then number three, in all these activities give a chance to the consumer organisations to be a witness after proper orientation. I am sure some of consumer organisations would be interested, would be knowledgeable, would be able to do that one. Thank you sir. I hope we will have the RTC at the South, may be in Bangalore.

**Pradeep Mehta, Consumer Unity and Trust Society:** Thank you Minister. I am Pradeep Mehta from Consumer Unity and Trust Society, better known by its acronym CUTS International. Minister following your advice; let me read out some of my suggestions which we have generated internally after a lot of consultation. The first thing on the receipt of unsolicited calls and unwanted messages, it is a terrible nuisance in spite of being on the Do-Not-Call registry, I continue to get them. Can the mobile operators or the mobile instrument manufacturers not devise a spam control system as it exists on our computers? It may not have been done anywhere else in the world but I do not see why Indian technology cannot do that, so that I do not receive messages or calls which are not listed in my mobile. Secondly, transparency in tariff plans -this is a major issue Minister.

In fact, often it is confounded by misleading advertisements. That also needs to be checked. Over billing is another issue, Value Added Services - very interesting advertisement campaign by one operator about '*muli ka paratha leyle aur iska paratha leyle.*' – the mobile company keeps on forcing you to consume things which you do not want to do. I have a few new points which go beyond this agenda minister. As a lawyer you will appreciate what I am about to say. With reference to the Supreme Court order in September 2009, holding that consumer courts do not have jurisdiction over telephone services and also only relating to Govt PSUs. I think it is a very retrograde and as a lawyer I think we should appreciate the fact that we have an integrity issue challenge here. I remember when the Consumer Protection Act was first enacted, the Telephone Department used to argue that they are subscribers and they are not consumers. These kinds of semantics; railways argued that they are passengers, they are not consumers and so on and this was satisfied. A lot of district forums are now accepting complaints against

private companies but not against Govt PSUs. So, what have private Telephone companies did then? I mean they continue to offer better services. And this issue I think you need to address and the act does not debar any other forum and there are several Supreme Court orders in the past.

Thirdly, the lack of guidelines for erecting mobile phone towers due to radiation and this is something which has been constantly bothering a lot of people. Then, lack of monitoring mechanism to check compliance with service quality standards. And how can you empower TRAI to take punitive actions in such cases? And at the same time India being such a large country, should we not have the cooperation of State governments in this? I remember Pradeep Baijal when he was the TRAI Chairman. When TRAI was also given the jurisdiction of our cable TV said that "Look I cannot go around policing all the cable TV operators throughout the country and the State should take this responsibility". Of course, we put forward a proposal for a State Competition Act, but that has never flown. Second last, Mr. Minister is the universalization of services. And in spite of this very huge USO fund, certain service providers are only providing services in certain localities where it is more profitable and not in remote rural areas. I think that requires a very special attention at the part of the Ministry. And lastly, service providers have declared certain areas as red zones and they are not providing post-paid services in these areas. I think that is also very discriminatory. Thank you.

**Anil Prakash, President Telecom User Group of India:** I just quickly want you to bring four things on table. First of all 96% of mobile users are prepaid users and they use prepaid vouchers. I think the crux of the problem is that there is no simplification of tariff. There is a multiplicity of tariffs. That is why I think I would simply urge that there should be only one tariff for all the prepaid users. I think it would solve 90% of the problem. So, we want that the simple tariff – one plan for all prepaid users. Second, when voice is per second per paisa call, right now available, why can't the SMS be per paisa per SMS? Because it uses the same mechanism and the third sir, there is intra-circle roaming when there a one Pan India operator, why are they charging roaming service? There should not be roaming charges at all. In point number four, all the value added service should be brought under forbearance, out of forbearance right now under the guise of forbearance – all the misleading stuff is going on. This is our humble solution sir. We have already given representation in writing. Thank you very much.

**Randhir Verma, Chandigarh Telecom Subscriber Association:** I am Randhir Verma from Chandigarh Telecom Subscriber Association. My suggestion is regarding Supreme Court ruling *isme ek* September 2009 *ko* Honourable Supreme Court *ka jo decision hua hain, Usko galat tareeke se implement kiya ja raha hain.*

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** *Nahin woh toh unhohne raise kardiya. Koyi naye baat raise karna.*

**Randhir Verma, Chandigarh Telecom Subscriber Association:** *Nahin* sir, *yeh clarification hain uske aage.* Consumer Protection Act which was created in 1986 and Indian Telegraph Act in 1885. So, Consumer Protection Act says, "Act is not in derogation of any other law. The provision of this Act shall be in addition to and not in derogation of the provisions of any other law for the time being enforced." *Toh isme* Indian Telegraph Act 1885, *usko overrule karta hain act.*

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** *Woh sujhav unhone de diya to uspe hum charcha karenge aur faisla karenge.*

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** *Haan to thik hain na, toh usko hum dekhenge. Uspe hum dhyan karke aage badenge. Dusri baat kijiye aap.*

**Randhir Verma, Chandigarh Telecom Subscriber Association:** *Dushra sir, prepaid consumers 90 se bhi upar hain right from jis jis se woh connection lete hain, connection chhorne tak usme koi bhi na to unke pas receipt hoti hain, na unko koi document dia jata hain. Yeh ek choti si, yeh ek slip hain jise recharge karta hain. Isme conditions likhe hui hain. Mere khayal se agar ise lense lekar bhi dekhe, lense se bhi yeh conditions nahin nazar ayegi. Jo ki cheating hai, saream cheating hain consumers ke saath, aur iske liye agar hum court jana chaahen to hamare pas koi documentary, koi proof nahi hain. To 90% jo subscribers hain country ke woh kahi kisi court me nahi ja sakta hain. Kyunki unke pas koi proof hi nahi hota. Woh 10% ke liye jo hum ne Supreme Court ke ruling, hum ne bataii hain aur iske ilawa jo hain VAS services jo hoti hain, uske VAS services bagair puchhe lago ko di jati hain. Aur agar uske liye consumer, consumer helpline pe jata hai 121. Agar consumer ke saath cheating hoti hain aur uske baad woh consumer care me bhi nahi ja sakta jo operator ki hain. Na woh court me ja sakta, na operator ke pas jata hain, to jayega kahan pe? Toh mere ko woh din yaad aate hain Rajesh Pilotji ke time ke, jab unhone apne hi, office me ek cell bana diya jo 24 ghante me problem ko solve karta tha. Toh mein chahta hu agar aise jabtak koi alternative decision nahi hota, Minister of Telecommunication ke wahi pe ek cell aisa bana jai, jo 24 ghante me problem ko solve kare. Thank you very much.*

**B. S. Sharma, Rashtriya Adhyaksh, Akhil Bhartiya Upbhokta Congress, Bhopal:** *Main B. S. Sharma, Rashtriya Adhyaksh, Akhil Bhartiya Upbhokta Congress, Bhopal. Sir, main gamin chhetra main kaam karta hoon. Yahan jitney mechanism hain, logon ko shikayat Karen/SMS Karen/mail karen. Inke aaj jitney service provider inke chitthi leke jaiye, shikayat lelijiye. Woh uski shikayat koh receive nahin karte. Toh ek sabse badi baat hain ki joh major majority hain woh gamin chhetri upbhokta aur aaj ki tarik main sabke zaroorattain, avashaktaanye hain; aur doosra yeh hain ki yeh joh shikayat ka mechanism hain, woh kewal aupcharik hain. Use ekbhi upbhokta koh rahat nahin milti, call centre wale ka joh nirnay hota hain, wahin Nodal Officer ka hota. Woh nirnay change humne nahin dekha ki kisi ka nirnay badalta hua. Doosra, repeat hogaye baat, yeh 1885 hi ka joh Telegrapgh Act, usme joh arbitration ke vyavastha, yeh samapth ki ja sakti hain aaj ke parpeksh main. 100 saal se bhi zayda purani koyi chees ho rahi hain aur aaj ka joh parpeksh hain, uske sandarbh main jaha lagta hain ki upbhokta sangrakshan ke liye. Doosra TRAI joh nirdesh jari karti hain, usko implement karne ke liye abhi tak hum toh phichle 12 saal, TRAI se jure hain, CAG ke member, unke aadesh ka yadi koyi service provider palan nahin kar rahan hain, toh uske liye inke paas koyi mechanism aaj tak nahin mila. Doosra yeh hain, sabse badi joh saamasiya hain value added service main ki jaha yeh har jage, prepaid, postpaid har jage inke lelijiye lekin waha unke network nahi hain. Iske bawajoot bhi yeh apni services de rahe hain. Ab paisa dene ke baad bhi yadi kisi consumer koh ukso uski value nahin mil rahi hain, isse bada unfair practice kuch ho nahin sakti hain. Toh, sir, yeh do cheezo ka, ki joh paisa de, uske value proper receive ho, unka network ho aur shikayat ka mechanism proper ho.*

**Mala Banerjee, President of Federation of Consumer Associations, West Bengal:**

Thank you sir, for giving me opportunity. My name is Mala Banerjee. I am the President of Federation of Consumer Associations, West Bengal under which 24 NGOs are working. But still we are unable to give proper relief to the consumers/subscribers. And I am very specific regarding TDSAT. TDSAT is a very good venture but it should be like circuit breaker, in every State it should be rotated. Consumers cannot come all the way to Delhi and deposit Rs. 10,000 and get the details for Rs. 200 or Rs. 500. It is not affordable. I am drawing your attention on this, but over and above our position has improved gradually. But 10 years before we were not in this position and now TRAI is doing commendable work through which we are going ahead. But the main redressal, if we can address it, the entire problems and issues for deliberations 13 points should be solved immediately. Thank you very much.

**P.A Surendran, Consumers Association Kerala:** I am Surendran General Secretary, Consumers Associations from Kerala, one of the national level organisations registered at the Palakkad Kerala. You have been inviting me as a CAG member TRAI; I am associated with TRAI since 2003. And TRAI has given so much opportunity to us for discussing the Telecom Consumers issues and problems. We have been having regular meetings and half yearly meeting with TRAI and annual meeting as per the TRAI direction service provider were also conducting so many workshops all over the State and all over the country. CAG consumer organisation are also conducting many consumer empowerment workshops, it is somewhat helpful to the consumers but the new directions and redressal mechanism needs to be empowered. MNP is one of the best decisions from the Department of Telecommunication. So, if any delay takesplace, it should be removed in appropriate way of directions. Thank you very much.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Thank you. No, I am aware of the fact that TRAI has been interacting with you regularly but I wanted as government to hear directly from you. So, that if you have any problems we can address them. That is why this meeting, there has never been a meeting called with consumers ever before. So, this is the beginning and we want to take this forward. Yes sir?

**Mr Arun Eric Lal:** Sir, thank you for the opportunity to speak here, I represent three consumer organizations one is the CTSA in Chandigarh. I represent consumer voice in New Delhi, they are representative of both of them and also a consumer organisation from Vijayawada, that is CGS. I have a couple of points here: one is and I am not going to divert from subject here. One is the issue of security deposits. Calculations that I have done, I am a Management Consultant working for various industries. The telecom operators today sit on security deposits of 1,807 crores to 12,667 crores. This money is lying banks so to say, the question is when it is returned to the consumer. Why is it not paid back with interest? This is an issue I wanted to point out. India's largest operators sit on deposits worth 400 to 5000 crores. There are lots of points to be said but I will point out for all my fellow colleagues here from consumer organisations that I have made available to the Department of Telecommunications, 10 emails 15 pages in length, all the 10 together, 10 PDF attachments, 97 pages in lengths with clear cut information facts and figures pertaining to everything that I am going to be saying just now.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Thank you.

**Mr Arun Eric Lal:** So, I am not done sir. The broadband issue is being brought up for the first time by me. I think the first thing India needs to change is get away from the definition of broadband that is currently 256 kbps, there is no definition for broadband. Anybody sitting in this room who has any clue about computers knows that 256 kbps gets you zero experience on the internet. Get away from that, is my suggestion. Benchmarks and testing; all organizations Telecom and service providers ISPs in India, benchmark themselves against the worst countries of the world. They say Pakistan *me itna hain*, Sri Lanka *me itna hain*, Malaysia *me itna hain*. Nobody is benchmarking in India against Japan, South Korea, France, Germany, the United Kingdom and the United States of America and this goes for bandwidth, this goes for download speeds, upload speeds and all the other issues that broadband brings with it.

India needs a strong Regulatory Authority that is capable of executing issues in a manner that is becoming of a Regulatory Authority. Coming back to broadband I would like to say that definitions need to be clear. Definitions meaning what is the quality of broadband? We need to start talking at TRAI level about latency, uploads speeds more than downloads speeds because the whole experience come from the upload not from the download that leads to timeouts. That is what I wanted to say about broadband. I will say something about UCCs very short, these are completely different figures. I would like DoT to go into detail here pertaining to the UCC issue. The Indian market, the bulk SMS market is dominated by the Tatas with 76% of the market share and this is in a 240 crore business - sending out a 120 billion text messages every year, 120 billion.

Each one of you receives messages on either phones like this: backward phones, old fashion phones, simple phones or on complicated smart phones like this one. It is impossible for the average Indian to forward a complaint from a standard handset available to the majority of the people. It can only be done with smart phone, with a Blackberry where you have the functionality copy and paste. So, this whole issue of not being able to lodge the complaint in the first place, actually brings down all the new regulations that have been suggested by TRAI because it hinges on one thing, the consumer must be able to complain. 90% of our consumers who have phones are illiterate, they cannot complain. If we people ourselves have so much trouble in managing the issue of UCCs, you can imagine what the average man has. I have analyzed 1,474 UCCs that I have received – the data is with your Department. Of this, 31% today come from Aircel, 31%. Now, the funny thing is 31% coming from Aircel with Aircel only having a market share of the bulk SMS business of 7%. Whereas Tata have 76% of the market share but are only responsible for 6% of the UCCs in circulation.

We have Vodafone and this is very funny indeed. Vodafone has less than 1% of the market share but a 19% share in violations. Now, these facts can be challenged by anyone sitting in this room, I have evidence of these facts. If Airtel is represented here, they know what I am talking about. The last point I would like to make is from my interactions with various consumer user groups in India and having been involved with TRAI as well. I have seen that there are lots of questionable consumer groups currently listed on the TRAI website. These organizations cannot be called organizations. Some of these organizations need to be challenged, talked to. You need some clarity on are they capable of representing whichever state they are representing in a forum like this. If they do not understand email or not tech savvy enough, they should not be in an IT related sector, which is what telecom is. With that I think I have mentioned most of the points, I would like

to point out very official here. Sir, with your permission last sentence, 10 emails, 15 pages, 10 PDF attachments with those emails, 97 pages research facts and figures for anybody to see. Everybody is welcome to come to me afterwards if you have a notebook I am willing to give you 15 key documents related to the Indian Telecom Sector. You are free to take them from me. it does not cost you a penny. It does not cost me anything either. Thank you.

**Padam Mohan Mishra, Upbhokta Sanrakhan Kalyan Samiti, Kanpur.**

*Log ka sujhav jaha tak hain ki apne 12-13 saal ke kaam main, joh ki telephone ke vibhag main ya door sanchaar main kranti ayi hain, usmain TRAI ki bahut aham bhumika hain. Aur barabar hum log joh TRAI Consumer Advocacy Group ke members hain, us samasyaye aur problems janta ki sunte hain aur pahaunchate hain waha tak. Dikkat yeh hoti hain, jaisi abhi batayagaya hain karib 80-85% joh gamin ke log hain, woh shikayat aap ke paas tak nahin pahauncha pate. Consumer Service Providers tak nahin pahaunchatain hain. Unkeliye toh SMS jaise ya likhit koyi pramanit tarika banayajaye joh apne franchisee ho, unke agent ho, unke pass kitab rakkhe hain, us main complain likhe. Kyunki hum log CAMP lagate hain vendors ke aur us CAMP main woh jab shikayate aati hain, hum log jab local service providers ke paas behejte hain toh woh mushkil se 3 ya 4 din main hal bhi ho jati hain. Aisa nahin ke woh hal nahin karte hain aur woh hamare saath, service providers ki hamare saath meetings bhi hoti hain, open house bhi ho rahain hain. TRAI ko hum log report bhi bhejte hain. Lekin usko bas samasya, woh kaise kahein apni, kyunki, dekhye service providers kyun ate hain? Agar woh samasya nahin sungenge, woh fail hojayenge, woh vyapaar ke liye aye hain. Main chees hoti hain ki consumers ke samasya, joh gamin hain, joh khali phone number milana janta hain, mobile number milana janta hain, uski samasya upar tak kaise aaye? Aur jab uski upar tak samasya nahin aati, toh woh mobile number rakh deta hain, dusra mobile number ek aur khareed leta hain, kehta hain, "Bhai thik hain, yeh bekaar hain, yeh kharab ho jata hain. Isse hamare paas ek ek ke paas char char, panch mobile ho jate hain, woh simcard ko phak deta hain. Hum ko sabse pehle yeh sochna hain apko ki woh samasya upar kahan se aye? Jaha tak upobhokta forum ka sawal hain, kyun ki likhit koyi chees hoti nahin, toh upobhokta forum main aisi samasyaye nahin ja pati. Jyada tar samasyaye joh aiti hain, woh BSNL se unko - BSNL ke tower wagera ki. BSNL main aap samajhye ki chahe woh broadband ki sewa ho, bahut low rehti hain, koyi bhi shikayat tantra, kahiye agar paisa bhi wapas kiya, mobile agar, telephone agar, to puchchte hai phone jama kiya toh drdh-do saal tak paise nahin ate hain. 3, 4 case aise ho chuke hain, humko sidhe GM se kaha gaya, toh unko kareeb 3 maine baat draft aya.*

*So, sir, sabse badi dikkat yeh hoti hain ki joh samasya hain, joh problem hain, woh problem upar tak aye kaise? Gareeb admi - hamari aap samasya leke upar kaise aye? Humko us main vichar karna hian, uske samasya kis tarike se aap tak pahaunche aur woh aap samjha sake. Doosri baath yeh rahi hain ki joh verification hota hain CAMP laga ke, chhote chhote CAMP lagake, ghar jake jaise, jaise pakoris chat bechate hain us tarike se har service provider ko koyi naya aya us main. Aur wohkahengen kisi bhi tarike ka aap ke paas proof ho woh kahenge laga dije. Koyi photo nahin dijiyee hamare pas photo hain toh use photo bhi laga dengen woh uske service activate karke teen ghante ke andar chalu kar dete hain. Uska physical verification 1% hota bhi nahi. DoT ne kuch dino pehele ek aadesh jari kiya tha ke sabse verification hona chahiye. Aap samajh lijiye dus din tak hum logon ke phone mobile band rahe the, aur line lagaye khade the, kyunki aha bas aap dedije kagaz aur aap ka hojaiga chalu. Toh yeh sab samasya hain ki koyi bhi verification nahin hota, toh kam se kam ghar main ja ke jab tak verification na hojai uska, us makan*

*main who admi rehta bhi hain jisne apply kiya ya nahin. Tab tak kisi tarike se connection na den, rashtriya suraksha ko khatra ho sakta hain. Woh aap dekhte baar baar beech main, koyi apradi rehegya, koyi hamare naam par dusra legaya, koyi aaj ka pata jante hain photo copy aisi koyi laga deta hain.*

*Aur sabse badi baat hain ki jab tak aap TRAI ko adhikar nahin denge, kyunki hamare khyal se kis ka ahem yogdhan hai Telephone Regulatory Authority banane ka, aap ka, is telephone vibhag ko kis mobile company ko, ya tariff ko kis tarike se sikhao ke bara bar woh log adhikari laga rehte hain hamari do, do, teen, teen bar hum log ki kabhi six monthly meeting hogayi, kabhi regional meeting hogayi, woh hamesha hum log ke sunte rehte hain. Toh kam se kam usko rights jaise aap kisi ne koyi galti ki ya koyi act ko lagu nahin kiya, lagu kiya uski baat mein TRAI ko kam se kam financial power honi chahiye, kyunki hum log jab waha jate hain complains sunte hain kehte hain TRAI ke taraf se yeh hain. Ha thik hain yeh complain nipta denge aur service provider hamara dhyam karke us complian ko suntan hai. Toh hamara sabse bada mag yahin hain, aur khas kar aap TRAI ko aur rights digiye toh hamare khayal se yeh samasya aur zyada sulej jiyagi. Doosri baat, sir, yeh hain yeh joh inka, networking ki baat pe problem hain, jiseke network ka doosre main jab jata hain tab us main woh aksar nahin milta, Reliance ka BSNL se nahin milega. Aur inke paas network kitne time gol raha, kitne time nahin raha koyi adhikari nahin hota, bijli vibhag ke paas, bijli chali jati hain uske ek record rehta hain kitne time record rahan. Aap ghanto ka hisab rakkhen aur yeh kehte hain itne din main paise kam hojate hain ya milta nahin. Toh kam se kam networking ki samasya thik honi chahiye. Samasya service tax katne ki hain, 10 rupay ya 20 rupya ka koyi coupon huwa, sade barha percent service tax kat liya.*

*Beech main planning thi, pura paise aap lelige yani service tax bhi nahin katega. To zara isko dekhe yeh kaise hojata hain service tax nahin charge hota hain kya. Toh yeh problem hain dusri baat jab tak likhit hona chahiye jaise hamare sathi ne abhi kaha ke hamare paas koyi likhit proof nahin hota kahin consumer forum nahin koyi jaye, toh kis tarike se jaye? Kya leke jaye ke hum kya shikayat kare kaise kare? Bas wahi hain ke inka teeno tarike ka tantra hain us tantra main bhi inhi ke log hote hain us main service provider ho, service provider saath consumer advocacy ki logo ya public ki logo ya jaye jaye joh ho. joh uska nirnay kar. Uska koyi hota nahin.*

**Surinder Verma, Chairman Citizens Awareness Group Chandigarh:** Sir, main Surinder Verma, Chairman Citizens Awareness Group Chandigarh. *Inki Mishra ki sujhav ke sath meri ek sujhav hain ki ji, we are getting a lot of consumers complains regarding telecom problems. Jin ka hamein kahi mahine se reply nahin ata hain ji. Local problem se hum service providers ko milkar solve kar leten hain, lekin joh bahar ki problem hain email pe bhejte hain inko mail karte hain. Uska reply nahin ata hain, uske liye mere ek sujhav hain ke inkeliye specific time fix kiya jay. ye joh consumer organization se complaints ati hain, unko thoda jaldi settle kiya jai, ta ki consumers ka hamari upar faith bana rahe. Hamare upar trust bana rahe ke really Consumers Advocacy Group are working. Thank you very much.*

**Vijay Acharya, Bharat Jyoti, Lucknow UP:** *Main sir, Vijay Acharya, Bharat Jyoti Upbhokta Lucknow se hoon, UP se sir - CAG member of TRAI. Abhi apne Manniya Mantriji perfection ki baat kahi thi ki everyone is not perfect. Lekin aaj apne yaha akar jab ki aap ek iss samay ek aise badinyan topic pa, r aap is samay work kar rahe hain joh aaj ka - nation ka burning topic hain. Usmain yaha akar consumers ke beech main aur consumer*

redressal especially telecommunication *main akar aur istare ki meeting aetihasic meeting bulakar joh aapne bulayi uske liye main sab apne is consumer organization ke taraf se aap ko badhya deta hoon. Manyavar, mein do apke paas suggestions dena chahunga – rural consumers dekhe sabhi 84 crores ke kareeb hamare mobile subscribers hain. Aur pure country main jaisa aap dekhe hain ke satta percent toh rural hain, mein toh ek chees janta hoon ki padha likha abhi joh hain ek admi abhi computer savvy nahin huwa hain. yeh joh jitni jaise jaise aaj main - yeh joh mobile apna aaj ka communications services hain, it is now part of the life, jis tarah saase zaruri hain main samajta hyun ki apna jeevan chalane ke liye aaj hamare liye yeh telecommunication services bhi utni awashak hogayi hain.*

Sir, *is main ek, jitni bhi terms and conditions ho, is main do baat he ek apne abhi aam admi ki baat ki. Aam admi main rural bhi hain aur shehiri bhi hain, woh ek aise ane chahiye ke joh ek hum ko samaaj main agaya hain. Abhi hum yeh nahin sochrahe the - dekhe sabse pehle toh telecommunication thik hain, hum ho sakta hain ke developed nations se bahut zyada hamari yeh technology advanced ho, lekin yeh hamein nahin boolna chahiye ki hamara consumer Indians developed nation ke consumers se bahut kuch piche hai. Hum log sir, ashikshitt hain. Hamare yaha hum log ko bahut – toh hamari joh aap logo ke terms conditions ho woh hamare ko clarity, clear language main ane chahiye. Zyada tar baat main dekhye main jantao, mere chaprasi uska – aj sir, hamara 20 rupaya kat gaye, what is this sir? Usko hum log beech beech main TRAI ke through hum log kar bhi rahe hain, aur main badhai dunga TRAI ko, ke jinho ne ke tamam joh istare ke consumer education programmes ki zimbiwari apne bhi di aur hum logo bhi di hain. joh ki – aur is main ab hum logo ka bhi fraz hain ke hum usko zyada pohnche. Toh Sir, ek is main ek aisi neeti banaye jis main ki yeh chees bane. Dusri sirji, joh bhi balance paisa ho consumer subscriber ka chahe woh security ke naam par ho, chahe woh hamara balance paisa bacha ho. Woh sab automatically usko consumer ke account main credit hona chahiye. Jab aap hum ko nahin chhodte, aap ek second bhi agar hum baat karle aap hamara paisa kat sakte hain, toh why, aap us paise ko rakhne ka kya adhikar hain, apko?*

*Bahut, aaj toh hamara computers aur is tarike ke bahut se software develop hogaye, toh sir is cheez ko bhi aap dekhe ke, karoro rupya ek aam admi ka is tarike se us ka joh exploitation ho rahan hain. Sir, yeh joh consumer grievances cells hamare sabhi logo ne hamare bhai logo ne bole hain, is main bhi ek sadassya apne ko concern karta hoon, ki abhi service providers ke duara joh bhi grievances cell bane hain, main apko guarantee bata hoon ki koyi aam admi ki grievances asani se solve ho sakte hain. Sir, woh pahuch nahin pata unke office main agar pahuch bhi jaye thik hain hum sarkari – aap ka bhi BSNL hain, usme to hum GM ko bhi pakar lenge, kisi ko bhi pakar lenge. Matlap aap agar yeh dekhye ki unki office main chale jaiye toh woh reception par hi admi joh hain usko confuse kar deta hain ek aam admi kya karega us main se? Toh sir, yeh grievances cell ek jaisa bhi ek mere bhaiyo ne kaha ki, it should be the practical shape, us ka koyi practical purpose ho, is tarah ke se usko wakay main solve ho sake problem. yeh sir, do cheeze bahut awashayak hain joh jisko main kahunga. Aur main aap ko phir bahut bahut apne taraf se aur pure Bharat ke upobhokta telecommunication services ki aor se badhai deta hoon sir. Thank you, very much.*

**Col. S.N. Aggarwal, Chandigarh Telecom Service Provider Association:** Good morning sir. I am Col. S.N. Aggarwal. I have been a Telecom Advisor earlier to Voice and now I am helping Chandigarh Telecom Service Providers Association.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Chandigarh se bade log arehain hain.

**Col. S.N. Aggarwal, Chandigarh Telecom Service Provider Association:** Pardon sir.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Chandigarh se bade log ate hain. Lakta hain aap ko malum hain ke main bhi Chandigarh se hoon.

**Col. S.N. Aggarwal, Chandigarh Telecom Service Provider Association:** I did not know that, sir.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Nahin, waise hi mazaak kar rahan tha..

**Male Participant:** Sir hamein khushi hain ki hamari Bharat main hamesha trouble shooters Punjab se hi rahe hain. Aur aap Chandigarh se hain, yeh bahut badi khushi ki baat hain.

**Col. S.N. Aggarwal, Chandigarh Telecom Service Provider Association:** Sir, you have heard a number of the consumer groups but I am a little alarmed seeing the list of the issues which I have been put up for deliberations. I think, we all - whether consumer group, service providers or DoT - must understand that every issue needs detailed study and debate and subsequently to be, what you can say, regulated by a regulator. Minister just lays down the policy, Minister does not have a time to discuss; and by discussing all the issues here, I am sorry we are trying to insult the wisdom of our elders - that is Parliament and the government - who created the finest institution in the country called TRAI to regulate the service because he does not have time and they made a separate institution to do the fine job and we are proud of the fact that earlier Regulator or Chairman brought laurels to our country by having been declared the best Telecom Regulators in the world. So, that brings out, sir, we are satisfied but... now what I am talking is, it is with great pain that... as some friends have also told you earlier. Please do not get alarmed this is the correct figure I am telling you that the telephone subscribers of the country have been robbed to the tune of one lakh crore every year. Sir, this is not presumptive, this is real. Amount is in the abnormal but arithmetic is very simple, anyone who wants he can discuss with me.

So, what is the solution? What we want to request you is that if we want change, we want the regulations so that you are not bothered with all these issues. And secondly, sir, the - whatever - if the recoveries are genuine? Yes, if the recovery has been fraud? You must ensure an audit and refund.

Sir, lastly, which everyone says, is the prepaid subscriber. Sir, in this august gathering I salute the enterprise of our service providers. We are proud of them. They gave the mobile phone in the hand of the poorest of the poor. We are proud but it does not finish here. What is most painful ahead is the prepaid subscriber, as someone brought out, they are faceless, they are half literate, they are not like a developed country. They are victim of first extortion. That is how this one lakh crore is built up. Number two, conspiracy of silence; that is you tell anyone, you tell TRAI, you tell service provider, you tell even the political parties "ke bhai hum marr rahe hain, hamare liye kuch karo." Everyone is quiet as

if nothing has happened. They only talk when something happens to the Ex-chequer. 2G *hone se usse baat karte hain, aam admi ki pocket karte to koi baat nahi karta hain.* And third is, sir, it is abuse of economy of scale.

They know it that there are 90 crore subscribers, means customer par *dus rupay phaltu lo toh* 900 crore. That is how in different frauds it works out to 1 lakh crore, which I will give explanation. Sir, my request is as our prepaid subscribers are poorest of the poor, we are a different country than the developed countries. Probably sir, you may order a special committee to go into – their requirement is very limited. He pays in advance. His only crib is why this money has been deducted, then he wants to access. So, probably we can have a separate access number or whatever their requirements are, if we do it. If we can get 96% subscriber satisfied, I think ours will be the best service in the world. That is all in my submission, sir.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Please, please, whatever. Why is the Minister here with you listening to your grievances? Because we believe that you have genuine grievances that need to be addressed. Please present those grievances to us; and this is what I said at the beginning also that lets not go out of our way to vilify institutions and individuals. That is not the purpose of this meeting. The purpose of this meeting is to genuinely address your grievances. Once we – and whatever you say we will address it, I have said it at the outset, it is all being recorded. We will analyze it and we will take it forward. And, therefore, we will address those but I would request that distinguish speakers who intervene please keep this in mind. This is my request.

**Male Participant, Himachal Upbhoska Sanrakshan Parishad :** Himachal Upbhoska Sanrakshan Parishad, Shimla *ka adhiyaksh hoon. Sabse pehle toh main is Round Table Conference ke liye bahut bahut badhai deta hoon, apko aur apke vibhag ko. Yeh pehla mauka hain ke aaj hum joh telephone se sambhandit upbhoska hain aaj yahan baithe hain. Main TRAI kabhi member hoon. Himachal Pradesh ke andar TRAI dwara joh hain humme 6 seminar diye gaye the. Aur unn seminaro main jitne bhi seminar maine Himachal Pradesh ke andar kiye, aur woh sare rural aur tribal area ke andar huwe. Manya Mantriji, yeh thik hain ke aaj Hindustan ke andar ek kranti – door sanchar ke andar kranti ayi hain lekin yeh joh kranti ayi hain, yeh sirf shehar tak hi simit hain. Agar aaj humlog door daraj ke jaise Himachal Pradesh hain, tribal area usme hain, rural area usme hain, aur aaj hamme dukh hota hain ke BSNL joh kisi samay main ek aisi sanstha thi joh sarkar ko aage apna yogdhan deta tha, lekin yeh sanstha aaj – iska sthar itna girta ja rahan hain din pratidin ke... kyunke bahut se log, rural log joh hain, is sanstha se jurid hain door sanchar ke andar, aaj yeh thik hain ke mobile kompaniya Hindustan ke ander ayi hain. Himachal Pradesh ke andar bhi 7/8 kompaniya joh apni sevayein de rahi hain. Lekin me 1/2 minute ke andar, mahodey main apke dhyan me yeh lana chahunga ke jitney bhi logon ko dikkat hain, ham sab apne apne vichar yaha rakhen, ke woh chahe Himachal ho, UP ho ya Uttranchal ho, joh door daraj ke log hain, na waha mobile kompaniya thik dhang se kaam kar rahi hain aur na BSNL ka structure thik hain.*

*Toh me chahunga ke ek to joh BSNL hain, isko strengthen kiya jaye. Himachal Pradesh jaisa ke nor ka ilaka hain, ek to China border ke saat hain, Pakistan border ke saat hain. Abhi maine upne chetre ke andar ek seminar lagaya. Toh 450 kilometre woh Shimla se door hain, na waha mahino, mahino tak joh he telephone vyavastha rehti hain na koi mobile company waha ja rahi hain. TRAI ka sahyog humlogo ke liye itna raha ke inhone*

bhi seminar karne ke liye hame yogdaan diya. Inke disha nirdesh par joh hain humne kaam kiya. Aur jab maine wahan seminar lagaya, toh sabse zyada dikkat joh rahi ke na waha fax chal raha hain, na wahan internet hain. Mahina, do-do mahina joh telephone kharab rehta hain. Toh humne TRAI ka do seminar Shimla ke andar lag chuke hain. Main dhanyavad karta hoon TRAI ke joh inke adhikari hain Chairman saab hain, ke humne wahan bhi bat ki thi ke isko internet ke saath joh hain jora jaye, jitna bhi hamara tribal area hain, microwave system wahan pe kiya jaye taki logon ko joh hain suvidha ho. Jitney bhi tower lage hain, yeh thik hain ke sheher tak hi simit hain, lekin agar hum gao ki taraf jaye toh call dropping hoti hain, telephone nahin milta hain, signal – kal parson – yeh Surinderji hain Chandigarh se, teen char din se try kar rahe hain lekin signal nahin milta hain. Joh tower hain, unki high range honi chahiye taki logo ko suvidha ho. Aur yeh thik hain ke apki ek paise – ek per second, ek paisa raha hain sir, call hain lekin agar wahi call teen char, char baari drop hojaye toh consumer ka usme kitna nuksaan ho raha hain. Companiya toh apna paisa kamma rahi hain. Yeh thik hain, lekin joh hum logo ke jeb se ja raha hain – mere paas teen SIM hain. BSNL ka nahin chalta hain, to Airtel ka chalana parta hain, agar Airtel ka nahin chalta toh Aircel ka chalana par raha hain. Ab joh garib upbhokta hamare gao ka rehne walahe woh toh teen, teen, char, char SIM nahin rakh paye ga. Toh yeh system hona chahiye ke jitney bhi companiya apne sevayein de rahi hain, agar BSNL ka signal nahin chal raha hain, toh dusri company ka signal chale. Aaj technology itni advanced ho gayi hain ke yeh problem nahin ani chahiye.

Mera yeh sujhav he ke, khas karke, rural ke taraf, tribal ke taraf joh hain jitney companiya joh hain yeh paisa kamane ke liye zor de rahi hain, TRAI ke jaise disha nirdesh hain, time-time pe hamari discuss hoti hain. Abhi Shimla me bhi kafi accha, inhone – hamari healthy discussion rahi hain aur TRAI ne joh direction di hain, abhi jaisa Acharyaji ne kaha, Misraji ne kaha, baki bakhtawo ne kaha ke TRAI ko bhi kuch adhikar jaan ne chahiye. Hum complain karte hain, kahan complain kare? Agar control room main inka hota hain ya customer care hain. Aur ek cheez main, mannya Mantriji, apke dhyan main lana chahunga ke 198 joh number chala hain, aap abhi dek lijiye 198 pe kijiye pehle aye ga ke aap hindi me baat karna chahate hain, hindi bhi English pe karna chahate hain, 1 dabao, 2 dabao, 3 dabao. Dus, dus minute joh hain hamara usme waste hota hain. Yeh system joh hain thoda isme koyi sudhar ani chahiye, sir. Aur khass kar ke jitna hamara tribal area hain, rural area ke taraf joh hain apke door sanchar vibhag ka johe aur mere yeh request rahe gi ki BSNL ko strengthen karne ke liye sabse badi joh badha arahi hain sir, ek toh staff nahin hain, dusra joh hain yeh cable system joh hain, underground hain, chahe wire hain woh chori ho raha hain, sir. Isko bhi bilkul change kar diya jaye kyunke do – do mahine agar hamara telephone landline kharab rahega, logonne landline phone kaat diye hain aur landline agar kharab rahega uske bill arahe hain.

**Liyakat Ali, Upbhokta Margdarshan Samiti, UMAS Jodhpur, Rajasthan:** Main Liyakat Ali, Upbhokta Margdarshan Samiti, UMAS Jodhpur, Rajasthan se hoon main. Main sidhe kuch sujhav dena chahunga apko. Ek toh broadband ke liye kafi problems samne arahi hain. Isme se - problem consumer ko arahi hain, nation wide consumer ko problems yeh hain ke unka joh broadband ka joh modem hota hain, modem ko BSNL jab consumer ke ghar par woh modem ko lagata hain toh uski kimat woh log vasuul te hain. Kimat lene ke baad me jab bhi us modem ke andar kharabi ati hain, 1250 rupaye uski cost hoti hain. Agar uske andar ek taar bhi toot gaya to consumer ko woh vapas naya purchase karna parta hain BSNL se. Mere kehne ka matlab yeh hain ke BSNL ko kam se kam yeh provision sab jagah pure bharat ke andar karna chahiye ke agar broadband main koyi kharabi agayi to uska service centre hona chahiye taki repair hojaye woh. Agar ek rupaye

*ki bhi usmain problem hain to consumer Rs. 1200 consumer ko apne jeb se lag jata hain. Yeh financial loss pure Bharat ke consumer ko ho raha hain. Dusra, 197 aur 198 ke bare main kafi complaints arahin hain. Yeh Chandigarh ke andar apka iske andar... isko call center shayad banadiya hain. Mera is sambhandh me sujhav hain ke isko vapas decentralilzed karna chahiye jaisa ki pehle yeh system tha. 197 main kahin baar dikkat yeh ati hain ki 197 main agar hum inquiry karte hain toh woh Chandigarh call lagta hain. Chandigarh me agar main baitha–baitha apna address bolunga toh woh 5 minute tak woh joh call centre pe baithe woh address hain woh hamari location ko nahin samaj pata kayi baar. Iske vajay se bhi kayi dikkat aati ha,i kyunki chargeable hain 197; isliye consumer ko financial loss uske andar hota hain. Agar usko vapas decentralized kiya jaye district level par ya koyi aisa system kiya jaye ke woh jaise Chandigarh gayi to Chandigarh se call vapas hi... district level par vapas transfer ho jaye. Is tarike ka agar koyi system kar diya jaye to bahut accha rahe ga. Dusra, security ke bare main abhi Acharyaji ne bataya ki bahut sari amount joh hain consumers joh chahe deposit ke roop main, security ke roop me, sari companiyon ke paas main alag alag, chahe mobile companiya ya telecommunication company, is sambhandh main mera ek chota sa sujhav hain agar yeh sambhav ho toh joh security amount consumer ki joh jamah hain uspar interest kam se kam dilana shuru karde to kam se kam...*

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** *Woh baat kehdi - ek aur sajjan ne bhi woh baat kahi hain.*

**Liyakat Ali, Upbhokta Margdarshan Samiti, UMAS Jodhpur, Rajasthan:** *Interest ki baat?*

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** *Haan interest ki baat humne note ki hain.*

**Liyakat Ali, Upbhokta Margdarshan Samiti, UMAS Jodhpur, Rajasthan:** *Roaming ka joh charges hain agar – yeh roaming charges ki joh charges hain, is roaming charges ko bhi kam se kam khatam karke Bharat main roaming charges nahi lage. Dusra, ek chota sa sujhav, hamare upbhokta sanggathano ka sidha telecommunication ka consumer ke saath main sidha samperk hota hain. Mera is main sujhav hain, jis tarike se railway ke andar DRUCC, ZRUCC main consumer organization ke pratinidhi ko member banaya jata hain, mera sujhav hain TAC ke andar bhi kam se kam upbhokta sanggathano ke pratinidhiyo ko member banaya jaye.*

**R.N. Bharadwaj, Executive Director Telecom User Group of India:** *I am R.N. Bharadwaj, Executive Director Telecom User Group of India. Sir, initially when the tariffs were finalized by the TRAI, which is the main job of the TRAI, they worked out a complete limit over the ceiling cap. Once the forbearance was brought in picture, thereafter the whole thing was left in the hands or control of the operators. Now, the current regulation is that any operator can decide a tariff, send to TRAI, if they do not receive any communication within 5 days, it is final. There is nobody to recheck that this tariff is based on correct cost basis, uses of the resources by the consumer - whether it is a high or low or good. And what I suggest, sir, this has led to a very, very high tariffs in the beginning of any service; including today, all value added services, internet, data transfer. And this is the time where the tariffs are three to five time higher than what shall be the reasonable. And all of us have been robbed off - not one, all consumers in this process, we have to study this regulation of forbearance for majority of the countries. What process exist, is this*

that operators or the stakeholders sends the tariffs, the Regulator must have enough competent experts on that aspect, do complete analysis how far they are reasonable. Then they decided three or four tariff, okay after one month or two months they will give the feedback to operators, operator will come back. It may take maybe six to nine months time and then they say "Okay, this is the tariff under forbearance which you will implement, not what you have sent to us." This is very important point, sir. If this point is taken care I will say the 90% problems of prepaid by the operators will stop.

**Thanglura, General Secretary, Mizoram Consumer Union:** Thank you sir. My name is Thanglura. I am General Secretary, Mizoram Consumer Union, from northeastern region. And we are the members of the CAG. We are dealing with consumer problem in Mizoram. And so many like value added services and UCC and all these things. And we know that TRAI has constituted so many regulations. While we complain with the service provider, we have to complain to northeast centre like in Shillong, in Guwahati. So, many excuses has been made. So, if penal provision is made in small violation of value added services, UCC, etcetera, that will be more effective - first offence, second offence, third offence - some amount has to be increased, like that. And if some State Redressal Mechanism is constituted in all the state capitals that will be more effective to enforce the regulations. Otherwise, making rules and regulations is not much effective. Especially in north eastern states we are... and CAG members will be appointed one of the members in this redressal mechanism body. So, this is my suggestion. Thank you.

**Achintya Mukherjee, Bombay Telephone Users Association:** I am Achintya Mukherjee, Bombay Telephone Users Association. It is the first time in 26 years of our dealings with the Department of Telecommunications that we have received this response from you, Honorable Minister, and that you have called this meeting. I welcome the step because I think it departs from all that has happened in the past and if there is this openness of wanting to consult consumer organizations in the way these decisions that your department takes, I think it is most welcome and we thank you for that. The second thing that I would like to say, of course, and I endorse Bijon Misra's point that it has to be institutionalized. It cannot be a one time process and, frankly speaking, we have been 26 years as serious players in consumer advocacy in telecom. We are concentrating only on telecom issues right from the beginning. And as being serious players, we have received numbers of complaints all across the board, from all across the country. And it gives us deep insights into what is the real situation in the telecom sector. And I must like to emphasize and state that the issues are not just the 13 or 14 issues that you have listed there in the agenda. In fact the very fact that those 13/14 issues are there shows that there is something seriously wrong with the sector itself. And I would like to say that being serious players is difficult for us because everyone of those issues excite in our minds hundreds of different types of cases and issues.

I would not be in a competitive attention-seeking speech to be trying to say what I have to say because there are so many things to say that I think I will fall flat. I would rather feel that if we are seriously intent on coming to certain conclusions. The Department of Telecommunications has a whole lot of decision making not just in policy but also simple things like issue of licenses, etc. Every bit affects the consumer. Even competition affects the consumer and if licenses are issued, a spectrum is given to companies where you have the same person having share holdings in different organisations. Some are masks, some are facades, basically because you have to obtain spectrum. All of us are reading all of these details in the papers day in and day out. Now, all this affects the future of the

sector itself and the competition. If we are really wanting that there is a free play of all market forces, then we should be very serious in the implementation of the competition aspects really and in the entire implementation of the telecom policy. It has suffered essentially because the objectives are not clear, the structure to deliver all these issues is not proper; and unless there are amendments of the TRAI Act, the regulators given more power and authority - you cannot have two authorities: somebody giving the license and somebody... even the roll outs. For instance, in 3G, you do not even have the roll outs done and people are going right across the board advertising of their 3G services, and you have, therefore instances of one particular case which is reported all over and he is not only one of them. There are so many issues of roll outs and all of this. So, my point here is that consumer organisations just do not have a number of things to say on those issues. We have a lot more to say in terms of National Telecom Policy, in terms of the Act itself and what requires to be done in the Act. My earnest plea to you, sir, is to take consumer organisations seriously which I think has not been done seriously up to now and if you have opened this conversation for a larger debate, for a larger discussion, for a really intensive sitting to be able to come to actually the nitty-gritty, the nuts and bolts of various issues you have listed, we would be happy to participate in anyway that you would like us to do so. I have addressed to you a letter earlier on the issue of holding a full discussion on this. Of course, I have talked of a seminar and I have handed this over to you personally when you were in Mumbai for the Nani Palkhivala lecture.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Sir, the time... we are in short of time. We have to finish at 6.

**Achintya Mukherjee, Bombay Telephone Users Association:** So, the point is just this, that we need serious discussions. We are available for them. In a two hour session, one cannot do justice to all these issues. Thank you.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Thank you very much. I just want to make one point clear that this... the fact that I have called this Round Table and the fact that I am discussing this matter with you, only suggests that I want to... I am sensitive to your concerns and I want to listen to them. This is the fourth round table that I have had. We have had a Round Table on broadband plan, we have had a Round Table on licensing and spectrum management. We have had a Round Table on Manufacturing and R&D. And this kind of consultation has never happened between the Ministry and various stakeholders in the Telecom Sector and of course, this discussion will continue, that is the whole purpose of this discussion. Apart from this discussion, you are free to send me by email, on the website all your suggestions, not just on these issues but on any issues that you want to discuss. We will collate them, collect them, analyse them and see what we can do and whether we can hold individual discussions of four, five, six of you together on certain substantive issues.

We have no problems with that. What is government for? Government is meant to have a dialogue with its citizens. That is what government is for. If we do not have the dialogue, how will you know what you want? And if we do not know what you want, how will we deliver? It is as simple as that. So, I do not think there be any 'ifs' and 'buts' on any side. We are here to discuss and we are here to understand and remember this, even though you say you cannot... each of this will take 4 hours each to discuss, you cannot expect me to sit 13 x 4 plus more hours. It is not possible. You know, it is just not possible, humanly impossible for us to do that. but even with this discussion, there is a lot of takeaway. There

is enormous data and information that I have got even from these comments that you have made which will energise me to actually take some action on some of these issues – issues of security, issues of interest, issues of these unwanted calls, dropping of calls, remote areas. All of these issues are very, very important issues. Sir, you have already spoken. We are serious about it and we intend to take this dialogue forward and be sure that, that is the case, that is the intent at this side. Whether I can spend another 40, 50 hours with you in a sitting, I doubt it but certainly we will, on the basis of what you give us, what you have stated, what material you forward to us, we will look at those issues and we will call you back again. Okay... now, we have got about ten minutes left.

**Mr Arun Eric Lal:** Sir, three points of your agenda are still open. And since nobody addressed them, I would like your permission...

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** I am sorry, you have spoken, whatever three points are left out you write, give it to us in writing.

**Mr Arun Eric Lal:** Three of your own points sir.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Does not matter. There are others who wish to speak sir.

**Mr Arun Eric Lal:** Sure.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** There are lots of people, there are only five ten minutes left, there are others who wish to speak. If you have left out something please... there yourself at the back.

**Shri Verma, OSPAI:** I represent BPOs and KPOs and the association is known as, OSPAI – Other Service Providers Association of India. I am one of the mega users of the bandwidth and the mega user of the telephone facilities but I want to say that large number of technical innovations are coming in the market and those technical innovations especially based on IP telephony and IP infrastructures for which there are no regulations present and when we go to concerned departments, we find that the regulations which would have justified whether this should be done or not are yet to be framed because of technical innovations and the changes which are coming are very randomic. They are not able to follow the rules and regulations on the subject are not able to follow that. So, we wanted to frame small cell. We should tell whether this particular item which has come to the market is under the compliance of rules and regulations. That is, large number of enterprise networks who want to expand, they are in doubt whether this can be done or not. Whether this is technical innovations which have taken place, whether this can be used in the network or not? So, we feel that a small section a new cell in the department has to be opened which can always recommend whether this is okay, not okay, is there a complaint to the regulations and there can be better speed dynamics which can come in market. This is my request.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Thank you. Yes, sir. Why don't you take a seat, sir? Please, you can sit at the back. Let the gentleman take the seat.

**M. P. Agarwal, Surya Foundation:** Hello. My name is M.P. Agarwal, I represent Surya Foundation. My background is, I spent 36 years in Department of Telecom. I retired from the board. The one very important item, I did not find here, that is quality of service. If I am allowed to speak on items which are not listed here then I can speak otherwise...

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** You can, please go ahead. Please...

**M. P. Agarwal, Surya Foundation:** Thank you. Quality of service has been bothering us for a very, very long time. And there have been innumerable discussions in TRAI and also sometimes with the service providers but nothing substantial has come up. As far as the mobile service is concerned, there are two or three issues which keep bothering us subscribers – one is the call drop which has been mentioned earlier and second more important is the interconnect calls. I do not know what is the experience of the people here but interconnection is practically impossible. The service cannot improve overnight. Lot of effort has to be put in, and I am saying so because I happen to be involved when we started improving the telecom services in DoT back in '80s – I retired 25 years back and I know what all we went through both as a vision and also as expenditure and plan and so on and so forth. It did take a lot of time but service did improve. So, the way this stage where mobile is today, a lot of work has to be done, a lot of money has to be spent but this requires expenditure and all by the service providers and they have to be persuaded to do it. As somebody pointed out, Mr. Mukherjee also pointed out about the efficacy of the TRAI Act. Act, to my mind is not strong enough and there is need to bring amendment to it so that in the interest of service and for the service providers and for the people of the country, we can persuade the service providers to do something more than what they are doing today. Thank you.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Thank you very much. Yes, yes, sir.

**Dr. A.K. Gupta, National Centre for Human Settlements and Environment, Bhopal:** My name Dr. A.K. Gupta from National Centre for Human Settlements and Environment, Bhopal. In fact, we are also working with TRAI as a CAG – Consumer Advocacy Group. One point I would like to place before you is that one thing as a hindrance that we have noticed this that service providers often discourage that CAGs should come over there; they are also not coming in the workshops of CAGs. I mean, unless and until the meetings take place between these two, how the issues can be brought to the forefront. So, that is one thing that by way of workshops which TRAI is trying to do. The second thing is that the workshop has got a limited sphere. The more of the things can be had with smaller motions with students and some small presentations with larger focus amongst the groups. So, what I would like to emphasise is that there is much need to be carried out on a bigger scale. Thank you.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:** Thank you, sir. I think we have had a very fruitful discussion. Before I close, I would however request my colleague in the Council of Ministers, Sachin Pilot to address the audience.

**Sachin Pilot, Minister of State for Communication and IT:** Thank you, Sibalji. I think that this is in many sense of the word the first time that the Ministry and the government

and the Department has reached out to so many of you and through you - I think tens and hundreds of millions of customers. And I think Telecommunications Services are a service that is being used by more number of people that are using perhaps electricity or water supply. What we have heard in the last two hours I think is a reflection of the sentiment that you all represent here in this room, and I do want to thank Mr. Sibal for really taking the initiative for listening to all of you in this open platform and we have all stake holders here. So, right behind all of you are sitting the operators and the associations and the telecom service providers who are really also a very important part of the whole ecosystem in the telecom space. What we have really is – and again this is my understanding of it – that almost none of you were saying that we want better call rates or we want cheaper call rates. We talked about the interest that you perhaps are looking to get or perhaps more value for money. But I really did not hear the sentiment about let us get cheaper calls. I think what the sentiment that came out to me was better quality of services, less call drops, less congestion and to keep customers and the consumers more satisfied than they currently are.

But do keep in mind that the telecom space in this country has evolved so dramatically that the landscape has changed many times over in the last four or five year. Do not also forget that the Indian economy is adding more than a crore, a crore and a half customers every month. So this is a very, very dynamic environment. But I think the intent of today's exercise was to show you the intention that the government has. And, of course, we have TRAI and TDSAT for redressal of issues and TRAI of course is a regulator. But the DoT and the Ministry has a special responsibility. And to be able to show the country that we are very keen on addressing issues such as unsolicited calls, somebody picked up the issue of radiation levels, I would like to inform you that we have made certain progress. Go back two years ago and we had absolutely no road map as to what is regulation, what is the compliance rate?

So, we had some benchmarks put forward and now of the more than three lakh ten thousand towers and five hundred thousand BTSs, more than 95% of them have been certified. So, there is tremendous progress being made. Even on the calls, you will all know that the number of calls has come down. It is the SMSs which continue to be the problem. But the Do Not Call registry has shown some results. So, we continue to move forward. But today's meeting I think really is going to be... and this list of 13 points is not all exhaustive. And like Mr. Sibal pointed out this is not a one stop, one event meeting. We will continue to engage with you furthermore. And we also I think must engage people who are perhaps not represented here - people from states that are not voicing the concerns here, from the border states, from the violence-affected districts, from the north east, from Jammu and Kashmir, from tribal areas, we have heard someone from the northeast once, but more of these voices should be heard and we also should make an effort to reach out to those people. But I am really thankful for all of you to have come here. And I wish to thank the Department and Secretary and especially Mr. Sibal for really having multiple series of Round Tables. This is an engagement, this is a dialogue, this is a deliberation that was so required as we form new policies as we move forward because all of us are just here as custodians of the faith of people of India. And as people responsible for this job, we think your inputs are very valuable. I wish to thank all of you and I do want to assure from my side also, as well as Mr. Sibal's, that we will continue to work with you, engage with you and work to be able to provide the best quality of services at the cheapest possible prices. Thank you once again, and thank you Mr. Sibal.

**Honourable Minister for Communication and IT & Minister of HRD, Kapil Sibal:**

Thank you, Sachin. It is time really to thank you to all of you. I just want to leave this thought with you: if you really look at the last 15-20 years as the economy has moved forward, which is the one sector that has delivered for the nation? It has been the telecom sector. And I want that sector to be strong. I want that sector to deliver in every respect and especially to the consumer. Well, remember satisfaction of the consumer is the ultimate satisfaction that will actually take the sector forward. And the stakeholders are all here, they have listened to you. They will take note of what you have said. If they do not take note of it, we will make sure that they take note of it because we are going to raise these issues with them. And I am sure that they will have some explanations, some excuses - some reasonable, some unreasonable. And we will take those into account and we will certainly take your concerns forward.

And as Sachin said, and you will remember, this is the sector that is ultimately going to deliver not just to economic growth but to social and economic equity. If a call reaches the remotest part of India, the *aam admi*, then the life of that *aam admi* can change. Because he has access to many things that he has never has access to. So, it is in a sense a social revolution taking place in this country. And in the context of that social revolution you all have a very important role to play and that is why the consumers' voice is most important as far as we are concerned. That is why we are listening to you. Go back with the confidence that we will come back again to call you, listen to you once again and, in the mean time, address the issues that you have raised. So, I would like to say at the end thank you very much for being here. You please also send us in writing any additional things that you have to say on the sector so that we can address them as well. Thank you very much and all the best to you.

**Shri Malay Shrivastava, Joint Secretary, Telecom:** Sir, at the end I would like to express my sincere gratitude to Honourable Minister with whose inspiration this has been possible, Honourable Minister of State. Sir, I would like to express my gratitude to the Consumer User Groups representative who had come from all the nooks and corners of the country. And sir, let me bring it to your notice that since you had desired that holding of this conference we have been getting lots of inputs through emails, through phone calls and lot of interest and enthusiasm among these user groups. And I will also like to bring it to their notice that today there was representation from almost all the service providers. We have representation from TRAI also throughout the conference. I would like to express my gratitude to all the participants and invite them for a cup of tea. Thank you very much.

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