

TDSAT SEMINAR

Chennai 30th August 2008

*"Dispute Resolution
Scenario in Telecom and
Broadcasting Sector"*

Venue : Hotel Park Sheraton



Telecom consumer THE KING ?

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Shortfalls in Telecom sector

- Unsolicited calls-DND registry, ineffective.
- Inaccurate billing
- Incoming promo calls – a burden
- Wireless basic phone-no provision for fax and dial-up options.
- Exorbitant Penal interest for delayed payments.



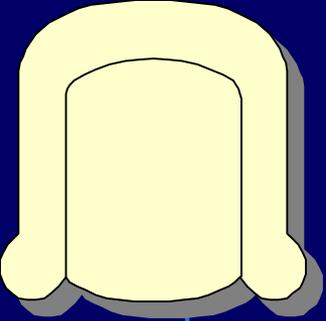
Short falls in Broad casting sector

- FM Radio-Spreads obscene messages
- Advertisement code (section 7 of cable TV rules 1995) not followed.
- Provides incorrect/biased news.
- Political/Religious back up of channels should be eradicated.

Short falls in cable sector

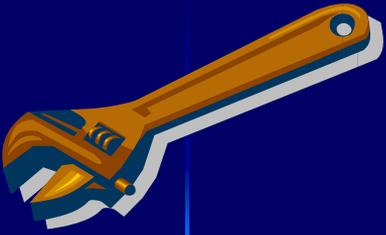
- Monopoly Cable Operator
- Unprofessional approach of cable operators.
- CAS area-basic tier-charged extra.
- Non-CAS in up country is charged heavily.
- Poor TV signals in rural areas.
- Disconnection of TV signals for dispute between service providers-consumer interest affected.





Short fall in Dispute Resolution

- Consumer forums helpless in handling telecom issues.
- Ignorance of TRAI regulations by service providers themselves.
- Authorised officers under Cable TV act 1995-unaware that they are authorised.
- In spite of Bar civil courts entertaining TRAI matters.
- TDSAT at New Delhi-beyond reach for us.



Suggestions-Telecom

- A separate Telecom Ombudsman
- As by BSNL, all service providers to conduct telephone adalats.
- Make BSNL adalats more effective.
- Extend telephone directory services to private service providers too.
- Make nodal officers accountable.

Suggestions-B&CS



- “Must carry” clause for all regional FTA channels.
- Nodal officer/Appellate authority should be extended to broadcasters and MSO’s.
- Written agreement should be mandatory to consumer and cable operator (as a franchisee of MSO and broadcaster)
- Digitalisation of cable sector should be accelerated.



Suggestions-Dispute Resolution

- Circuit bench of TDSAT at Chennai.
- Suo-motto complaints should be taken by TDSAT.
- TDSAT shall train a panel of advocates in State Legal Services Authority.
- Violators of regulations should be seriously dealt with.

THANK YOU

