

Dear Honourable Prime Minister Shri Narendra Modi:

1. Calling consumer should not be charged for the minute, in which the call got dropped even before the last second. Consumers should not get the loss of even one second.
2. Calling consumers should be compensated by the access service providers, if calls got dropped more than three times, by crediting talk-time in minutes, if it is more than five times, by crediting talk-time in monetary terms. The compensation of credit of talk-time should be doubled proportional to the increase of call drops.
3. It is a great idea, considering TSPs to make periodic disclosure of capacities, coverage and steps taken for rectification of call drops and improvement of quality. TRAI should make their disclosures public.
4. I would suggest TRAI should conduct periodic drive tests across the country and should release the results public.

The aforementioned points 3 & 4 will help the consumers to choose the TSP and it will encourage the TSPS to provide a quality service.

Regards,

Pratap N.