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Consumer Online Foundation

Joint Declaration by leading National Consumer Organisations

New Delhi: Telecom User Group India had organised a round table discussion held on 8th November 2019, at India International Center New Delhi on IUC matter in which leading consumer organisations participated. The participating organisations unanimously resolved the following: -

- Consumers – business as well as individual are deprived of their right to quality service and experience.
- The regulator as well as the government have failed to safeguard the consumer interests, which is among their primary responsibilities.
- Telecom being the backbone of modern way of life has to be reliable, affordable, secure and of expected quality to enable transformation of people through latest technology interventions.
- Consumers must always be ensured latest and innovative services by the operators to be adequately facilitated through enabling policies and guidelines from the regulator and the government.
- It is a matter of serious concern that the telecom ecosystem in India has not been able to leverage India's strength of being No 2 in telecom subscriptions worldwide.

In view of this, representatives of all the consumer rights and activist groups have decided to form an alliance to raise the concerns of consumers with respect to telecommunication services. The alliance shall work broadly on the following issues concerning consumers: -

- Service Experience
- Service Quality
- Service Security & Privacy
- Service Pricing

The alliance shall fight for consumer issues in one voice and get take consumer rights to the desired levels of 'Consumer First' aligned with the global best practices. It will actively engage with the regulator and the government to develop a consumer friendly environment for telecom and digital services with the objective of consumers getting due value out of what they pay to the operators.

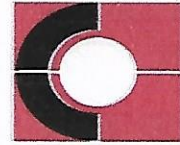
As a first agenda point, the alliance has decided to fight for the implementation of BAK (Bill and Keep) regime for interconnection charge settlement as scheduled from January 1, 2020. The alliance resolved in one voice to impress upon the regulator and the government on this matter by actively engaging with them through representations and meetings, and if need be resort to peaceful means of raising the voice against continuation or any kind of extension given by present IUC method beyond the decided deadline of 31st December 2019.



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The alliance on this occasion came out with a memorandum of recommendations (Copy Attached) regarding IUC matter highlighting how IUC hurts the rights and interests of the consumers.

The consumer organisations which are the founding members of this grand national alliance of consumer rights includes: -

- Telecom User Group India
 - The Aware Consumer
 - VOICE
 - Dignity Restoration & Grievance Settlement Association
 - Citizen Awareness Group
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