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**भारत संचार निगम लिमिटेड**  
 (भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
 (A Govt. of India Enterprise)

**BSNL 3G** )))) **BSNL LIVE**  
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200-18/2012-VAS


Dated: 10<sup>th</sup> September, 2013

To,  
 All CGMs Telecom circle/ Telecom Districts

**Subject: Complaints of VAS activation - regd.**

Kindly find the enclosed report received from nodal centers regarding complaints of VAS activation.

2. It has been observed that there are huge numbers of complaints for VAS activation which may attract heavy unwarranted penalties from TRAI and continue dissatisfaction among our esteemed customers. As per TRAI no VAS activation complaints are to be there.
3. You are requested to take appropriate measures against erring VASPs to reduce the number of complains as per prevailing guidelines and refund the amount to the subscribers at the earliest after settling the complaints.
4. In addition please guide suitably to the call center agents to segregate the complaints/query.

  
 (Shyam Narayan)  
 Sr. GM (VAS )

Copy to:

1. PGM (CMTS)/GM (CMTS), Nodal Centres Chandigarh/ Pune/ Kolkata/ Trichy
2. GM (NWO-CM) for issuing guidelines to call centers as per para 4 above.

Submission of reports in respect of TRAI direction dated 4th July,2011 and subsequent amendment on 10th July 2013

### REPORT FOR THE MONTH OF JULY-2013

zone	Total no. of VAS activations	The total no. of VAS complaints	Total no. of VAS complaints out of 'c' alleging activation without explicit consent	No. of VAS complaints out of 'd' where complaints were made within 24 hours of activation of VAS	No. Of VAS complaints out of 'd' where the refund was made.	Percentage of Total no. of Complaints (d) against Total no. of Activations (b)
	(b)	(c)	(d)	(e)	(f)	(d/b)*100
Eastern Zone Billing Center,Kolkata	4360870	53091	14556	* 1456	1967	0.33
North Zone Billing Centre, Chandigarh	9793351	188587	9360	7005	16635	0.10
West Zone Billing Center, Pune	4017635	6152	6152	* 615	957	0.15
South Zone Billing Centre, Trichy	6789868	217307	99299	32154	32154	1.46
<b>TOTAL</b>	24961724	465137	129367	41230	51713	0.52

\* Information received is NIL but the 10% data taken based on experience of EZ/WZ as the call centers are not working.