



To
The Manager,
Tata Tele Services,
Srinagar.

Subject: Complaint against Tata Photon Services – Account No. 933857286.

Sir,

J&K Economic Reconstruction Agency (ERA) is a State Government Enterprise which is executing infrastructure projects in J&K State. For the last many years, we have been using Tata Photon postpaid services (10 GB plan) and have purchased eight Photons, details of which are mentioned below:

Photon Number	Monthly Rentals (Rs.)
9205032068	1100.00
9205032894	1100.00
9205032901	1100.00
9205032902	1100.00
9205032903	1100.00
9205034608	1100.00
9205034609	1100.00
9205034611	1100.00

The credit limit for these photons is Rs. 17,100. Bill Numbered 108719593 dated 5-08-2011 for the period 03-07-2011 to 02-08-2011 under account no: 933857286, amounting Rs. 22,078 was served to our organization through mail on 04-08-2011 and subsequently the Tata Photon service for these eight devices was deactivated. As such, we faced to lot of trouble to access the bill details and get it processed in our organization. On the request of Director (Urban) ERA photons were activated for period of 2 days (06-08-2011 & 07-08-2011) and were again deactivated. The dates for which the service was reactivated were holidays and hence we could not process the bill on these two days.

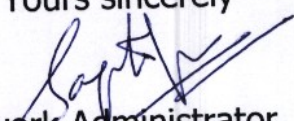
Pertinent to mention here is a fact that no intimation was given to us when the data usage charges for the photon bearing no 9205034611 had exceeded its limit. This may be treated as breach of trust and inefficient services by Tata Tele Services and as such, ERA is not liable to pay the excess amount.

Further, out of eight photons, five are being used by Officers who are residing at Tourist Reception Centre (TRC), Srinagar (From May to October-Darbar Move). It may be mentioned that while for Tata Photons devices issued to others who are residing in TRC Srinagar, the speed is of the range of 100 Kbps, the average speed photons issued to ERA is 5 to 10 Kbps in TRC. This discriminatory service has added to our pain. Repeated letters have been issued to local officials in Tata Tele Office, Srinagar to improve the services, especially in TRC area.

It may also be mentioned that the services have been deactivated for the last ten days which has hampered our working. We will like to know that who is liable to pay the rental for these ten days?

This may be treated as notice to your Company with the request that the issues mentioned above may be addressed at the earliest and the photons be reactivated immediately.

Yours sincerely


Network Administrator
J&K ERA

No: ERA/2011/Adm/3759-61

Dated: 16-8-11

Copy to:

1. Manager Tata Tele Services Ltd. Jeevan Bharti, Tower 1 10th floor, 124 Connaught Circus, New Delhi.
2. Director Finance, J&K ERA.