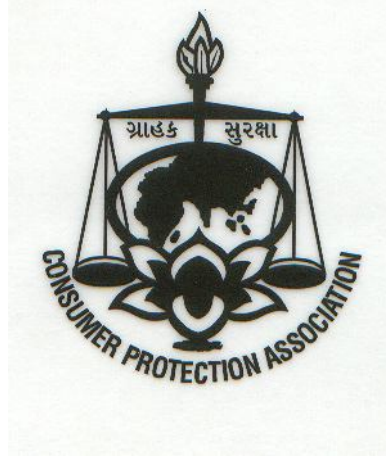


**CONSUMER PROTECTION ASSOCIATION  
HIMMATNAGAR  
DIST. : SABARKANTHA  
GUJARAT**



**Suggestions for the draft " Telecom Consumer Complaint Redressal ( Second amendment ) Regulation, 2013 :**

Hon. Sir,

Namaskar !

We are very much Thankful to you for taking effective steps to prevent consumer complaints. Such consumer relationship initiative will definitely go a long way in getting consumer issues resolved quicker and in a cheaper manner.

We are agree and supporting all the amendments suggested by TRAI with few suggestion.

1. (b) (5) You are requested to specify the telephone lines or connections as till now the Consumer Care Numbers are too much busy and consumer has to wait for their turn.

2. (6) On disposal of the appeal, the Secretariat of the Appellate Authority should produce monthly report to the TRAI.

As Some service providers has not yet started the meeting of Appellate Authority. Our organization is registered as an Appellate authority with 4 service providers among them only one has started it.

Thanks.

Yours faithfully,

(Dr. Kashyapnath)  
President