

To  
Mr. Ved Prakash Verma

SRO (QoS)  
TRAI, New Delhi - 110 002

Sir,

Kindly refer to your mail dated 13.08.2013, for submission of our comments regarding improvement of existing complaint Redressal Mechanism relating to Awareness of Appellate Authority and procedure of appeal, our views on the draft regulation are as follows :-

1. Provision for lodging appeal to the appellate authority at the consumer care number of the complaint center will no doubt enable consumers to lodge their grievances more easily but there should be provision for recording of voice complain.

2. There should be no provision for additional measures of Consumer grievances mechanism like Nodal desk, help desk, etc., We as a Advisory Committee member of Appellate authority of various Service Provider in West Bengal , know that the service providers are bypassing the Advisory Committee for scrutiny of Consumer grievances by keeping Nodal desk or help desk as additional measures and cases nodal desk were never been scrutinized by any one.

3. To create awareness among the consumers about the Appellate Authority , the service provider should at least publish details of Consumer Grievance mechanism in a leading news papers ( in local languages) for 4 times a year.

Apart from the above we appreciate that TRAI have taken appropriate measures to safe guard the issues of consumers.

with regards,

A.A.Parvej

Secretary-IRRWS

TRAI regn No. : TRAI/CAG/01/2013-CA