

Email

Sushil Kumar

[PLEASE OPEN THE ATTACHMENT WITH CAUTION]Fwd: Recommendations-Suggestions for Draft on Amendment to Consumer Organisations 2013

From : S.M.K. Chandra <ja-cadiv@trai.gov.in> Thu, Oct 05, 2023 05:05 PM
Subject : [PLEASE OPEN THE ATTACHMENT WITH CAUTION]Fwd: Recommendations-Suggestions for Draft on Amendment to Consumer Organisations 2013 1 attachment
To : Sushil Kumar <to-cadiv2@trai.gov.in>
Cc : Man Mohan Vyas <deputy-advisor.ca@trai.gov.in>

From: "A.K Singh" <advisorit@trai.gov.in>
To: "S.M.K. Chandra" <ja-cadiv@trai.gov.in>
Sent: Thursday, October 5, 2023 1:23:51 PM
Subject: Fwd: Recommendations-Suggestions for Draft on Amendment to Consumer Organisations 2013

From: southindiaconsumer@gmail.com
To: "A.K Singh" <advisorit@trai.gov.in>
Sent: Wednesday, October 4, 2023 11:28:28 PM
Subject: Recommendations-Suggestions for Draft on Amendment to Consumer Organisations 2013

தென்னிந்திய நுகர்வோர் அமைப்புகளின் கூட்டமைப்பு
கண்ஸோர்ஷ்யூம் ஓஃப் சூதாண் ஹூரூ கண்ஸ்யூமர் ஓர்ஓனெஸேஷன்ஸ் (COSICO)
సౌత్ ఇండియా కన్సూమర్ ఆర్గనైజేషన్స్ (COSICO) కన్సూర్టియం
ದಕ್ಷಿಣ ಭಾರತದ ಗ್ರಾಹಕ ಸಂಘಟನೆಗಳ ಒಕ್ಕೂಟ®

Consortium of South India  **Consumer Organisations® (COSICO)**
A Network of Not-for-Profit, Non-Political Voluntary Consumer Organisations of South India

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@cosico



@CSIGrahaak

COSICO/TRAI-A-9/23
4th October 2023

Wednesday

SrI A K Singh
Advisor (CA & IT)
TRAI New Delhi

Greetings from COSICO – Regional network “Consortium of South India Consumer Organisations” ®

Without prejudice to our case before the Delhi HC challenging the rejection of our application arbitrarily and also without responding to our appeal to the Chairman, we submit our views, suggestions.

We are glad that the Amendment to the Registration of Consumer Organisations Regulations, 2013 (1 of 2013) is under consideration. In our experience, the procedure followed by TRAI of collecting several documents, including balance sheets etc and following all procedures, the system of selection was opaque, arbitrary and also flouted the norms of which we have valid evidence.

Therefore, what is essential and relevant is to follow all the norms set forth here in and not extraneous instructions or internal undisclosed norms

2. In regulation 4 of the Registration of Consumer Organisations Regulations, 2013 (1 of 2013) (hereinafter referred to as the “principal regulations”), for sub-regulation (2), the following sub-regulation may be substituted, namely:-

“(2) The Authority may, from time to time, decide the number of consumer organisations which may be registered by the Authority at –
(a) National level; and
(b) State or Union Territory level. ”

1. In principle it is very good that the network of Consumer Organisations at the State and National level which should include **Regional** also as in our case are getting importance. While Regional isn't mentioned it should be incorporated.
2. It is not sufficient to just mention in the MOA or some clause but functionally they should also be established otherwise they may be disputed.
3. Telangana has several State Networks similarly, Tamil Nadu had previously a state network which was very popular but has now completely lost its moorings. Similarly, another Organisation exists that declared that it is an All-India Organisation through publicity and media advertisements. After the demise of its founder, it is redundant. They too can apply if this principle is followed?
4. TRAI must refrain from getting into disputes and litigations since it has a lot to do for protecting Consumer Interests. Therefore, experience

in the Consumer Movement can be an alternative or better still would be to take on board genuine networks with a track record.

5. Encouraging State-Regional as well as National Network is a good idea and it can be done by giving opportunity to demonstrate their skill in Organising group activity. Viz: Capacity building Workshops, Seminars, Symposiums, Conferences after submission of the concept note and obtaining sanctions/approvals.

6. Ideally it would be better if TRAI assign tasks to CAGs especially networks and monitor their skills, ability to handle situations. Then they can be formed into a core group. All these can be clearly spelt out so that there is no ambiguity or discretion.

7. Application should be invited only for fresh entrants and thereafter they should be on the basis of performance only.

8. Rejected applicants should also be given an opportunity to explain their stand for reconsideration. Then a `speaking Order' should be issued.

9. TRAI can also conduct surveys to gauge consumer's feedback through these networks and evaluated on their performance.

10. TRAI can also use networks as resource persons.

Kindly acknowledge receipt



Rama R Iyer

Chairperson: Legal