



Registered under the societies Registration Act XXI of 1860 vide No. S/RS/SW/0312/2011, Dated 29.04.2011

The Chairman,
Telecom Regulatory Authority of India,
New Delhi – 110 002.

Date: 15-06-2016

Kind attn to: Prof. M. Kasim, Advisor (B&CS)-III,**Dear Sir,**

Sub: Forward our view on Consultation Paper on Issues related to Quality of Services in Digital Addressable Systems and Consumer Protection Dt. 18.05.2016

We most respectfully submit the following as our view in the above "Consultation Paper" especially in the interest of Consumers those who are facing grievance with service providers:

1. The Order directed the Telecom Consumers to seek remedies through the Indian Telegraph Act, 1885 by barring remedy through Consumer Protection Act, 1988.
2. In recent statistics around 100 million subscribers/ consumers are availing the service. All service providers are speaking with sweet tongues on consumer redressal as quoted by Father of our Nation Shri Mahatma Gandhi. He speaks about the consumer importance to the service providers as "Consumer is the most important visitors of our premises".(but it is not the case today consumer is the king till he makes the payment after that he is the most unwanted man on earth)
3. But, there is no system available to redress the consumer complaint other than Self Redressal System of TSP's that too through hidden mechanism, i.e. Through online. No person is available to interact with consumer he is practically involved in IVRS system that we can call a virus system for consumers as 80% of consumers fail to register their complaints or follow the system due to lack of awareness of IVRS system as electronic literacy is low, the TSP's should conduct at least two days compulsory training program for IVRS for all their subscribers so that in case of complaint they can use IVRS system.
4. The Telecom Consumer Grievance Redressal System is very week in our country. At present, the services providers themselves are having own system to redress in the name of Nodal Officers as well as Appellate Authorities only comply the statutory obligations. But, they are originally not redressing the grievances. But hiding complaints as few operators in India has 0% appeal either consumer's are that much confused that they cannot reach to that level or if they are that much

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efficient in consumer redressal system then they should share their knowledge with other TSP's in the interest of our consumers.

5. The TRAI advice to the telecom consumers to approach the Consumer Forum for Redressal, if the consumer not satisfied with the Redressal system of Service Providers.

FEW SUGESTIONS FOR REDRESSAL SYSTEM IMPROVEMENT:

1. There are few Consumer activists are view that at present situation for redress and justice is not easily available because these Consumer Forums are subject to heavy advocacy dominations and influence.
2. Provisions in appearing consumers are directly with a mere petition within the paper and not in practical now.
3. Disposals of Consumer Complaints are taking long time and under heavy fees to be paid to the lawyer. The current system of Consumer Forum is not suitable for redress even small -small issues.

We are appealing to the Telecom Regulatory Authority of India to consider the following suggestions to protect the rights of telecom consumers:

1. **To set-up Consumer Forums for Telecom Consumers it should be like empowered "Appellate Advisory Committee" to pass appropriate orders instead of mere advise under supervision/involvement of Consumer Forums.**
2. **To set-up benchmark petition for the result of taken actions and its penalties over TSP for suffered Consumers and it should be highlighted in societies with the help of Consumers Forums.**

Thanks & Regards!

Yours Sincerely,
Dignity Restoration & Grievance
Settlement Association


(Arun Kumar)
Chairman

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