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# LITIGANTS WELFARE ASSOCIATION

Regd.

(Promoted exclusively to protect the interest of Innocent litigants)

18/37, South Vellala St., Pandamangalam, Woriyur,  
Tiruchirappalli – 620 003  
Tamil Nadu

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

19.10.2016

Kind attn. – Prof. M. Kasim, Advisor,

Dear Sir,

**Sub: forward our view on Consultation on the draft Standards of Quality of  
Service and Consumer Protection (Digital Addressable Systems) Regulation,  
2016 – reg:**

We respectfully submit our view on above draft consultation regulation for your kind perusal and necessary amend in the interest of Consumer at large:

In Chapter IV on CUSTOMER CARE AND COMPLAINT REDRESSAL, it speaks about Customer care centre and Nodal officers to redress the grievance and complaint of the consumer and there is no provision for appeal as provided in Telecom Consumers Complaint Redressal Regulation 2012 in Chapter III Appeal to Appellate Authority for Consumer Redressal Complaint.

The Appeal provision is must to protect the interest of television broadcasting service consumers at least in the line of Telecom Consumers Complaint Regulation, 2012.

But in this draft regulation there is no such appeal provision too, this is really against the interest of large numbers of the consumer/citizens of this Nation.

**Hence, we appeal to include appeal provision within the draft regulation at least at par with the Telecom Consumer Complaint Regulation, 2012.**

Thanking You,

Yours Sincerely,

A.Rajan,

Secretary.