Fwd: Fw: Consultation Paper on " Complaints/Grievance Redressal in Telecom Sector" - cacommentstrai@gmail.com

Inbox x

Read Comments x

Joint Advisor CA <jaca@trai.gov.in>

Aug 22 (1 day ago)

to me

-------- Original Message --------
From: **bharat jyoti** <bharat.jyoti@yahoo.co.in>
Date: Aug 19, 2016 7:00:57 PM
Subject: Fw: Consultation Paper on " Complaints/Grievance Redressal in Telecom Sector"
To: Joint Advisor CA <jaca@trai.gov.in>

Dear Sir,
Please find herewith our views&suggestions.
Thanks,
Vijay Acharya,
Founder President,
Bharat Jyoti,
Issues for consultation:
Q1: Is the complaint redressal mechanism, as presently existing, adequate or is there a need to strengthen it?OUR COMMENTS/VIEWS:
It is true that many of TSPs do not attend the complaints with seriousness and send routine mechanical responses. Present TWO TIER SYSTEM HAS all good elements provided same is implemented in letter and sprite.
TSPs on sending their response assume complaint(s) is/are deemed to have been addressed/settled and never brought to the notice of CAG appellate authority.The procedural aspect adopted by TSPs needs to be strengthened and made more transparent. **Q2: Are there any specific changes that can be made to the existing system to improve it?**

OUR COMMENTS/VIEWS:

1. Appellate authority (CAG) should be empowered to review/verify so claimed addressed/settled complaints on random basis and atleast .5% or 200 complaints (whichever is higher) of total complaints should be reviewed/verified.
2. There should be presence of at least 100 consumers in each of consumer meeting held by TSPs.
3. TSPs should be directed to hold consumers meeting regularly as per guidelines.

Q3 Should a separate - independent and appropriately empowered - structure to resolve telecom sector complaints and grievances be established?

OUR COMMENTS/VIEWS:

Creation of independent and empowered body shall not be useful, some of the reasons are as:

1. Most of ombudsman like banking and Insurance have not been effective and not justice to intent of their creation.
2. In the matter of telecom related complaints, the customers' amount/stake in the issue is very small (Like Rs. 10/- to 500/-), so negligible customer shall adopt the ombudsman process for settlement of their grievances. Further procedural aspect may also deter the customers to file complaints as has been noticed in the case of banking ombudsman.

Q4: If yes, please comment with regard to the organization; its structure; kinds of complaints to be handled and its powers?

OUR COMMENTS/VIEWSPlease see our comments and views at Q No.3.

Click here to Reply or Forward

0.01 GB (0%) of 15 GB used