

CONSUMER CARE SOCIETY®

593, 24th Cross Banashankari II Stage, Bangalore-560070

(Regd.under Karnataka Societies Regn. Act. 1960)

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CCS//008/16-17

29/8 2016

Bangalore

To,

The Advisor (CA)

Telecom Regulatory Authority of India

Mahanagar Doorasanchar Bhavan

Jawahar Lal Nehru Marg

New Delhi -110002

Subj. COMMENTS ON CONSULTATION NO. 15/2016

Dear Sir,

Regret for the delay in submitting the comments late, which is due to the AGM of our society fixed for 28/8/2016.

The following are our point of view for the issues of the subj. draft consultation paper:

Q 1. The presently existing complaint Redressal mechanism is not fully satisfactory and needs strengthening.

Q 2. . i) The IVRS system for filing a complaint cannot be followed easily by the Common consumer/ who uses mobile phone.

ii) This system should be replaced by a 3 or 4 digit complaint number. This Number should be common to all service providers...

iii) Incase the complaint resolution given by the TSP is not satisfactory to the Consumer, facility for lodging appeal should be also simple as for lodging First complaint ie 3 or 4 digit No.

iv) Most service providers are not convening the A C. meetings as prescribed in the regulation. This is perhaps because TRAI are not systematically monitoring the convening of ACs by the service providers. If TRAI monitors this activity and takes up strictly with the defaulting service providers things will improve.

Q 3. i) In our view, for the use of mobile phone for common man voice transmission, Existing system with suitable strengthening as stated in answer to Q 2 could Continue.

ii) For bulk users of data and mobile services like corporate companies an Independent appropriately empowered structure can be considered and details Workedout.

Q 4. The organisational structure for bulk users may be worked out by TRAI in Consultation with COAI.

- Q 5. We feel establishing an office of Telecom Ombudsman at present is not Appropriate for the following reasons:
- i) The maximum number of users are common of people with complaints of minor values and they cannot afford to approach the ombudsman situated at for off places may be there will be 8 or 10 regional officers) to get redress al to small value complaints.
 - ii) The expenditure in establishing and running an ombudsman at Delhi and deputies at regional centers may not be commensurate with the volume of complaints likely to be received.
- Q 6. In view of the above this does not arise

Thanking You

With Kind Regards

(Ravindra Nath Guru)
President, CCS