

Email**Sushil Kumar**

Fwd: VOICE Comments on TRAI consultation on "Draft Registration of Consumer Organisations (Amendment) Regulations, 2023"

From : S.M.K. Chandra <ja-cadiv@trai.gov.in> Thu, Oct 05, 2023 05:14 PM
Subject : Fwd: VOICE Comments on TRAI consultation on "Draft Registration of Consumer Organisations (Amendment) Regulations, 2023"
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 1:20:36 PM
Subject: Fwd: VOICE Comments on TRAI consultation on "Draft Registration of Consumer Organisations (Amendment) Regulations, 2023"

From: hupadhyay@consumer-voice.org
To: "A.K Singh" <advisorit@trai.gov.in>, "S.M.K. Chandra" <ja-cadiv@trai.gov.in>
Cc: coo@consumer-voice.org
Sent: Wednesday, October 4, 2023 1:32:23 PM
Subject: VOICE Comments on TRAI consultation on "Draft Registration of Consumer Organisations (Amendment) Regulations, 2023"

To,
Shri A.K. Singh, Advisor (CA & IT),
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan (Opp. Ram Lila Gr.),
J.L.N. Marg, NEW DELHI – 110 002
e-mail:- advisorit@trai.gov.in and ja-cadiv@trai.gov.in,

Dear Sir,

Subject: VOICE Comments on TRAI consultation on "Draft Registration of Consumer Organisations (Amendment) Regulations, 2023"

We at VOICE as part of our advocacy initiative in Telecommunications continuously raise different issues with Policy makers impacting consumers based on the knowledge through Consumer feedbacks.

As registered CAG with TRAI we are in forefront of providing inputs to TRAI related to consumer concerns and interests.

In continuation of this effort on behalf of telecom consumers we at VOICE have following response to the questions posed in the consultation paper:

1. At the outset, we welcome this thought process of growing the CAG fraternity both in terms of numbers as well as size, reach and scope of operations.
2. However, we would have appreciated if this proposal also included ways and means of growing the current CAGs registered with TRAI.
3. TRAI is expected to appreciate the commitment and investment of present registered CAGs entirely by their own resources and perseverance. There is a long-term trust built-up between TRAI and respective CAGs-severely and collectively.
4. We suggest that before these regulations are implemented, TRAI should work towards empowering present registered CAGs both technically and financially by handholding them towards growing their organisation capabilities in terms of no. of persons involved (including some permanent volunteer employees), reach and scope.
5. Committed CAGs willing to dedicate themselves to consumer cause should be provided a long-term financial support for strengthening their organisations by engaging better qualified person and resources.
6. We believe sufficient finances are available with TRAI for this cause. We only need a proper system of selection, monitoring and evaluation to be instituted.
7. We are of the opinion that following categories as listed in draft proposal, namely-

(iii) undertaking research projects or surveys on consumer issues;

*(iv) undertaking study and research projects on matters relating to protection of interest of the consumers of the telecommunication and broadcasting services;
and*

cannot be pure play consumer organisations since very high investment as well as recurring expenses need to be incurred to keep such entities running. Hence such entities can at the most be pseudo-consumer organisations but in reality, are commercial organisations. Hence, these entities can not be trusted for their commitment to consumer cause.

So, our humble suggestion is for the TRAI to handhold the registered CAGs both financially and technically to grow in size and scope to fulfill this excellent idea proposed in this draft regulation.

It is in larger consumer interest as well as in supporting TRAI mandate that our CAG community is nurtured in the right direction.

Yours' Sincerely

4th October 2023

Hemant Upadhyay
Advisor-IT, Telecom & Projects

www.consumer-voice.org
<http://www.consumer-voice.org>

Consumer VOICE
M-20, Lajpat Nagar-II
New Delhi-110024
Ph. 011-29831121
M: 8920848943

Please visit our new website for latest blogs/product reviews and much more:

