

Haryana Technical Association

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The Chairman,
Telecom Regulatory Authority of India,
New Delhi – 110 001.

18th, Aug, 2016

**Kind perusal to: Shri Sanjeet Singh, Advisor
(Consumer Affairs)**

Sir,

**Sub: forward our suggestion on consultation paper in Complaints/ Grievance
Redressal in the Telecom Sector – reg:**

We learned with immense happy that the TRAI seeks consultation on very important Consumer Grievance Redressal issue. We very glad in forwarding our suggestion for your kind consideration and necessary action:

ISSUES FOR CONSULTATION

Q1: Is the complaint redressal mechanism, as presently existing, adequate or is there a need to strengthen it?

- Not adequate as some TSPs are still not following Complaint Redressal Regulation as described by TRAI, Even in some TSPs Nodal desk are still working after passing order to discontinued with effect from 1st May'12.
- **Till now for telecom customers it's not easy to register their complaint at AA/ Tier 2 level.**
- We have number of cases in which “**customer care executive refuses to register customer complaint**”, but later on same complaint is resolved by simple email to customer care. Throughout India internet users are limited as compared to mobile users. So, present redressal mechanism, as presently existing, not adequate so there is need to strengthen it.

- Present Consumer Redressal System having so many reservation in functioning, which is sidelined from its original objects and aspirations in settling the disputes within 90 days and plead in person without any court fee. Now it is taking years together, dominating by advocates and the big companies are having hidden policy which “loses at lost”. The appeal will go up to Supreme Court and plight of common telecom consumers; that they could not go for such level to solve the small disputes.

So, the present system will be strengthening within the line of Electricity Consumer Grievance Redressal Forum with some power and teeth.

Q2: Are there any specific changes that can be made to the existing system to improve it?

1. The two-member advisory committee instead of provide recommendation to **Appellate Authority; it would be empowered to pass order in the line of Electricity Consumer Grievance Redressal Forum.** If any dissident/ split view; it may forward to another member of the Consumer Advocacy Group for his view; based on the majority view will be taken to consideration.
2. **Advisory committee for each TSP service area/state should be constituted by TRAI HQ for every state/service area.** Because we have example where TSPs has constituted single Advisory committee for three service areas. In such a way constituted Advisory committee is not effective.
3. **The list of Advisory penal may be hoisted with the TRAI as well service providers’ website.**
4. **Direct complaint raised to TRAI or DOT via portal/postal/email should be forwarded to state wise Advisory committee.**
5. **In web-based online portal point “C. To view the status of a complaint already lodged” & “D. To check the status of the appeal lodged with the appellate authority” not works properly for maximum TSPs. It should be properly updated to facilitate customers.**
6. **A National Advisory committee may be constituted to look after working of state/ TSP level Advisory committee.**
7. **In web-based online portal after viewing “C. To view the status of a complaint already lodged” & “D. To check the status of the appeal lodged with the appellate authority”**

complaint & solution given by TSP should be visible to plaintiff and option to forward complaint & solution to National Advisory committee to review.

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

The dispute between telecom consumers and service providers are seems very small; for this issue, the consumer unable to follow the legal procedures and follow-ups. As per our view it is not required.

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

Not applicable..

Q5: Is establishing an Office of Telecom Ombudsman an option that should be revisited, especially given the experience of the past few years of increasing numbers of complaints?

The numbers of telecom consumers are ever increasing as informed this introduction it crossed to one billion. There is no proper consumer complaint redressal system, the service providers are giving evasive replies, the telecom consumers have lost hope with the existing systems; these are all reasons for increasing the consumers complaints. If proper redressing system and wide publicity on complaint redressing system and spreading success stories among the consumers; there are possibilities to reduce the numbers of the complaints.

Q6: If yes, how should it be created – the legal framework? What should be its structure? How should it be funded? What types of complaints should it handle? What should be its powers, functions, duties and responsibilities?

It seems as lengthy and it faces so many legal battles. Therefore, the immediate and easy solution is to strengthen the present system as we mentioned.

Thanks and Regards
Er. Hitesh Dhanda
Founder
HTA Haryana