

To,
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VOICE comments on-
"DRAFT TELECOM CONSUMERS COMPLAINT REDRESSAL (SECOND
AMENDMENT) REGULATIONS, 2013"

ISSUES BEING FACED BY CONSUMERS IN PRESENT REGULATIONS-

1. Refusal to provide complaint no. many a times when consumer calls customer care
2. Whenever repeated calls are made to customer care by a consumer (obviously in desperation) customer care no. is barred for that consumer
3. For limited-time packs (like 1 day or 7 day internet pack) by the time complaint is registered and acknowledged, the pack's validity expires resulting in dead loss for the consumer
4. There seems to be a disconnect between complaints lodged with customer care and Appellate Authority, it seems the process of redressal starts afresh at Appellate Authority.
5. Not all complaints are acknowledged by Appellate Authority so consumer is left wondering whether his complaint is registered and under process or not. The realisation of complaint not being registered by a consumer is realised only after 30 days waiting period.
6. And there is no recourse available to consumers if their complaint is not registered by the Appellate Authority

OR

The consumer is not satisfied by the redressal provided by Appellate Authority

After reviewing the proposed draft amendments, VOICE has following comments-

1. A system should be put in place for the Advisory Committee to know the total complaints referred to The Appellate Authority and reasons why a complaint is not referred to the Advisory committee.
2. The Advisory Committee should be allowed to review the cases where its advice is not accepted
3. For time sensitive complaints (like the pack expiring within 7 days explained in point 3) there has to be a special provision for complaint redressal

4. There needs to be a very strong review / audit mechanism to ensure compliance as today consumers are becoming sceptical of Appellate Authority. Hence there also has to be a mechanism for TRAI to convey the audit results to consumers at large to bring back consumer confidence in the Complaint Redressal System.
5. Every consumer wants to know after Appellate Authority what. We need to have a system of review either by Appellate Authority itself or some other entity whenever a consumer is not satisfied by the redressal offered by Appellate Authority.

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