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To: "advqos@traf.gov.in" <advqos@traf.gov.in>  
Cc:  
Date: Fri, 02 Aug 2013 02:25:45 -0700 (PDT)  
Subject: Comments on Amendment of Telecom Consumer Complaint Redressal Regulations,2013

Dear Sir,

I have faced a practical problem in lodging complaint before Appellate Authority of the Telecom Service Provider Appellate Authority which is as under:

1. Once i called 198 to register a complaint at the first instance, a simple answer is given " THERE IS NETWORK PROBLEM PLEASE CALL AFTER 4 HOURS"
2. I tried to call 198 so many times but could not succeed in lodging the complaint.
3. I sent emails to customer care but that was also futile.
4. Then, i tried to escalate the matter to the Appellate Authority of Telecom Service Provider BUT Appellate Authority refused to entertain the same because complaint number generated by the Telecom Service Provider's Call Centre at the first stage need to be obtained THEN ONLY Appellate Authority will entertain the case.

In this way, Telecom Service Providers are avoiding the true spirit of Telecom Consumer Complaint Redressal Regulations.

I would like to request you to please add the "E-MAIL & SMS" as an additional mode of lodging the complaints by the aggrieved consumers at first instance instead of calling 198 only and at all stages as well.

Telecom Service Providers should be answerable to time bound resolution of consumers complaints filed through emails & sms.

Regards

Ashok Jha