



**RAJKOT SAHER JILLA GRAHAK SURAKSHA MANDAL**  
ZFHSM8 XC[ZqÔ<,F U|FCS ;]Z1FF D\0/4ZFHSM8  
**DISTRICT CONSUMER INFORMATION CENTRE**  
(Approved by Ministry of Consumer Affairs, F. & P. D. Govt. of India New Delhi)  
329, POPATBHAI SORATHIA BHAVAN, SADAR BAZAR, RAJKOT-360001, GUJARAT  
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PRESIDENT

**PRESIDENT**

District Consumer  
Information Centre

**CHAIRPERSON**

Consumer Coordination  
Council, New Delhi

**EDITOR**

"Grahak Vani"  
Weekly Gujarati Newspaper

**MEMBER**

Consumer Affairs  
Committee,  
LIC of India.  
Bureau of Indian Standards,  
New Delhi  
Central Consumer  
Protection Council (CCPC),  
New Delhi

District Civil Supply  
Committee, Rajkot  
Programme Advisory  
Committee, Door Darshan  
Kendra, Ahmedabad

**GENERAL SECRETARY**

Indo-China Friendship  
Society, New Delhi

**ELECTED DIRECTOR**

Shri Sahyog Credit Co-  
operative Society Limited,  
Rajkot

**SECRETARY**

Shantiniketan Co-op.  
Housing Society, Rajkot

**ELECTED DIRECTOR**

Consumer Affairs &  
Protection Agency of  
Gujarat (CAPAG),  
Ahmedabad

**AWARDS WIN**

Swami Vivekananda  
National Award for  
outstanding contribution in  
the field of  
Consumer Protection for the  
year-2000

Swami Vivekananda  
National Award for  
outstanding contribution in  
the field of  
Consumer Protection  
for the year - 2001

GujaratState Award for  
outstanding contribution in  
the field of  
Consumer Protection  
for the year 2004-05

GujaratState Award for  
outstanding contribution in  
the field of  
Consumer Protection  
for the year 2005-06

To, Dated: 15-08-2013

Respected Brother Shri.VedPrakashVermajee,  
SRO (QoS)  
TRAI, New Delhi – 110002.  
E-mail; vedverma2gmail.com

Dear Sir,

Improving the existing complaint Redressal Mechanism

We refer to your letter dated; 14.08.2013 and appreciate the draft regulations.

However we have noted that no time limit is stipulated for redressal. We strongly believe that when there are citizen charter in each of the offices/department why it is not with TRAI?

We therefore suggest 15 days time limit for redressal of general appeal and 30 days for complicated appeal. Also there should be accountability for violation.

Hoping inclusion of our suggestion in the regulation.

With warm regards,

Yours sister

RamabenMavani,  
Ex-M.P. Lok-Sabha,  
CAG Member, TRAI.