

Subject: **Written comments on Digital Addressable Systems and Consumer Protection**

To: mkasim@traigov.in, "Chairman, TRAI TRAI" <cp@traigov.in>

Cc: ks.rejimon@nic.in, G VISHNOI <gpvishnoi@gmail.com>, Joint Advisor CA <jaca@traigov.in>

Date: 06/08/16 01:39 PM

From: "Adv.Surendran P.A" <surendranpdca@gmail.com>

From

Adv. Surendran. P. A. (CAG Member TRAI)

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To

Prof. M. Kasim, Advisor (B&CS)-III

mkasim@traigov.in , ks.rejimon@nic.in.

Copy to : **Hon'ble Chairman, ,TRAI, New Delhi.**

Sub ; Written comments on Digital Addressable Systems and Consumer Protection

Sir,

Kindly recall my interaction on behalf of our NGO as a CAG Member TRAI for the last many many years.

We invite your kind attention on our activities as an NGO , functioning for the last 25 years in Kerala State.

During the short period of our 25 years of sincere service we have been awarded 8 times for State Awards, and Twice for National Awards and a number of recognitions from Govt. of India & Govt. of Kerala including the recognition of the TRAI, SEBI, PNGRB and BIS etc..

I am already late to submit our comments due to the Silver Jubilee celebration of our Consumers Association , inaugurated by Honble Justice Smt. Mary Joseph, High Court of Kerala ON 21st May ,2016..

We would like to submit and bring before you that, the existing grievance redressal system in cable TV and broadcasting sector is very very poor and not accessible the lay man consumers..

So our suggestion is that, a Complaint Grievance Redressal Regulation such as " The Telecom Consumer Complaint Grievance Regulation -2012 " is the need of the hour and at the earliest your good office may take necessary policy level decision for the same..

Also the time limit of the Advertisements to be considered in each programmes and the maximum time / seconds for the brake should be notified before going the advertisements..

I shall be pleased to furnish any other information you may need and highly obliged if an early decision .

Regards,

Adv. Surendran PA CAG Member TRAI from Consumers Association .