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FEDERATION OF CONSUMER AND SERVICE ORGANIZATIONS

Promoted exclusively to deal with the pressing issues..

(Regd. No.CAG/01/2016 as a Consumer advocacy group with TRAI)

No.5, 4th Street, Lakshmipuram,
Tiruchirappalli – 620 010. T.N. State .

The Chairman,
Telecom Regulatory Authority of India,
New Delhi

18th, Oct., 2016

Kind attention to: Prof. M. Kasim, Advisor, B&CS III

Sir,

Sub: **forward our view on Consultation on the draft Standards of Quality of Service and Consumer Protection (Digital Addressable Systems) Regulation, 2016 – reg:**

We respectfully submit our view on above draft consultation regulation for your kind perusal and necessary amendment in the interest of Consumer at large:

In Chapter IV on CUSTOMER CARE AND COMPLAINT REDRESSAL in this draft regulation, it speaks about Customer care centre and Nodal officers to redress the grievance and complaint of the consumer and there is no provision for appeal as provided in Telecom Consumers Complaint Redressal Regulation 2012 in Chapter III Appeal to Appellate Authority for Consumer Redressal Complaint.

The Appeal provision is must to protect the interest of television broadcasting service consumers at least in the line of Telecom Consumers Complaint Regulation, 2012.

This Federation is having reservation in nominating Advisory Committee members by the service providers and handling entire system by the service providers in Telecom Consumers Complaint Regulation, 2012.

But in this draft regulation even there is no such name sake appeal provision too, this is really against the interest of large numbers of the consumer/citizens of this Nation.

Hence, we appeal to include appeal provision within the draft regulation at least at par with the Telecom Consumer Complaint Regulation, 2012.

Thanking You,

Yours Sincerely,

M. Sekaran.

President.