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## TAMIL NADU CONSUMER FEDERATION

(Recognised by the CCS and Consumer Protection, Govt. of Tamil Nadu)

No.5, 4<sup>th</sup> Street, Lakshmipuram,  
Tiruchirappalli – 620 010. T.N. State.

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The Chairman,  
Telecom Regulatory Authority of India,  
New Delhi – 110 002.

09<sup>th</sup>, June, 2016

Kind attn to: Prof. M. Kasim, Advisor (B&CS)-III,

Dear Sir,

Sub: Forward our view on Consultation Paper on Issues related to Quality  
Of Services in Digital Addressable Systems and Consumer Protection Dt.  
18.05.2016

With all regards and great respects, we furnish the following facts in the Consumer Protection for kind consideration and necessary action in the interest of the consumers of our Nation:

As rightly pointed out in the Consultation paper;

That up to 31st March 2016; MIB has granted permission to 869 satellite Television channels. The cable TV sector comprises of a large number of MSOs and LCOs serving almost 100 million cable TV subscribers. A large number of MSOs are small scale operators, and almost 70% of the total cable TV subscriber base in the country is shared among the top ten MSOs.

Apart from Free Dish, free-to-air DTH services of Doordarshan, there are 6 pay DTH service providers in operation with an active subscriber base of 55.98 million.

As per section 11(1)(b)(v) of the Telecom Regulatory Authority of India Act, 1997 as amended, TRAI is required to discharge, among others, the following function: *“lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service*

*provided by the service providers so as to protect interest of the consumers of telecommunication services.”*

1. In observation of the above statistics; it claims that millions of subscribers/ consumers are availing paid telecast from the service providers and their grievance should be redressed in priority basics as per the Consumer Protection Act, 1986.
2. The service providers are speaking with sweet tongues on consumer redressal. But there is no effective system available to redress the consumer complaint other than the so-called Self Redressal System of the Service Providers.
3. The TRAI rightly takes the issues on quality of service and Consumer Protection and seek opinion in these issues from the stakeholders to help the aggrieved and innocent consumers are most welcome move.

#### **OUR VIEW IN COMPLAINT REDRESSAL MECHANICAM:**

4. The Consumer Grievance Redressal Mechanism is a most important tool in protecting consumers' interest. We admitted that the present Consumers Forums are not suitable to redress the Television subscribers complaint, considering which are small in nature and present procedures and happenings at Consumer Forums in availing justice is lengthy and costly affairs as observed by some of the Consumer activists.
5. In such a case, we suggest to constitute a Consumer Redressal Mechanism in the line of Telecom Consumer Complaint Grievance Regulation – 2012 with the active involvement of Consumer Advocacy Group. Instead of advice, the Appellate Advisory Committee may be empowered pass the orders.

Thanking You, Sir,

Yours Sincerely,

M. Sekaran,  
President.