

## Mathur, Subodh

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**Cc:** Mathur, Subodh  
**Subject:** [EXT] Fwd: Response of Consumer Guidance Society of India

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Subject: Response of Consumer Guidance Society of India

**The Appellate Authority was first suggested by our Society in Simla, with the presence of a Consumer Representative on it for the following reasons:**

- 1. At least one member of the Committee would think like an ordinary Consumer and protect his interests in resolving a problem.**
- 2. The common, repetitive type of complaint which would get brushed under the carpet would get highlighted and brought to the attention of the authorities.**
- 3. If this is going to be replaced by an in-house, opaque Grievance Redressal System, then the very concept of public participation in helping to get justice is thrown to the winds.**

**I believe TRAI should seriously rethink it's attitude and decision in this matter.**

**Dr. M S Kamath,  
Hon. Secretary, CGSI.**