

Mathur, Subodh

From: Vivek Khare <adv.ca@traai.gov.in>
Sent: 08 June 2026 07:30
To: Shailesh Rajpoot
Cc: Mathur, Subodh
Subject: [EXT] Fwd: comment of consultation Paper regarding Consumer Protection is Built Through Collaboration and Stakeholder Participation

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Advisor (CA)
Telecom Regulatory Authority of India
New Delhi
Phone - 011-20907772

Subject: comment of consultation Paper regarding Consumer Protection is Built Through Collaboration and Stakeholder Participation

===== Forwarded message =====

Dear Sir/ Madam

It is understood that Consumer protection is a cornerstone of a fair and sustainable marketplace. However, effective consumer protection cannot be achieved by governments or regulators alone. It is built through collaboration and active participation of all stakeholders. Consumers, businesses, government departments, regulatory authorities, consumer organizations, educational institutions, standards-setting bodies, and the media all play an important role in safeguarding consumer interests.

Consumers themselves are the first line of defence. By being informed, aware of their rights and responsibilities, and actively reporting unfair trade practices, consumers contribute significantly to improving market accountability. Businesses and manufacturers have an equally important responsibility to provide safe products, transparent information, fair pricing, and quality services. Ethical business practices help build trust and long-term consumer confidence.

Government agencies and regulators establish laws, policies, and enforcement mechanisms to ensure that consumer rights are protected. Institutions such as consumer commissions, standardization bodies, and sectoral regulators work to address grievances, ensure compliance, and promote fair competition. Consumer organizations play a vital role in educating consumers, advocating policy reforms, conducting awareness campaigns, and representing consumer interests at various forums.

Educational institutions contribute by incorporating consumer awareness into academic programs and encouraging responsible consumer behavior. The media serves as a powerful tool for spreading awareness, exposing unfair practices, and informing the public about consumer rights and available remedies. Standards organizations help ensure quality, safety, and reliability by developing and promoting standards that benefit both consumers and industry.

Collaboration among all these stakeholders creates a strong consumer protection ecosystem. Regular dialogue, information sharing, public consultations, awareness programs, and community engagement help identify emerging challenges and develop effective solutions. When stakeholders work together, consumers receive safer products, better services, transparent information, and quicker grievance redressal. Consumer protection is therefore not a destination but an ongoing process that requires commitment and cooperation from everyone. By strengthening stakeholder participation and fostering collaboration, we can build a marketplace that is fair, transparent, safe, and beneficial for all.

Important Points

- Consumer Protection Requires Collective Effort
- Key Stakeholders in Consumer Protection

Consumers, Businesses, Government, Regulators, Consumer Organizations, Educational Institutions, Media, Standards Bodies

- Role of Consumers

Awareness, Responsible Choices, Reporting Complaints

- Role of Businesses

Product Safety, Quality Assurance, Fair Trade Practices

- Role of Government & Regulator

Laws and Policies, Enforcement, Grievance Redressal

- Role of Consumer Organizations

Consumer Education, Advocacy, Awareness Campaigns

- Role of Media

Public Awareness, Consumer Education, Exposing Unfair Practices

- Importance of Standards

Quality, Safety, Reliability

- Benefits of Stakeholder Collaboration

Better Consumer Protection, Increased Transparency, Safer Products and Services
Stronger Consumer Trust,

- Together We Build a Fair Marketplace

Regards and best wishes

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Dr. Arun Kumar

Founder Chairman: Dignity India / DRGSA

National Vice Chairman: Consumer Confederation of India

National President: Central Council of VCA & PCA

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