

PATIALA CONSUMERS & TELEPHONE SUBSCRIBERS FOURM (REGD.)



(Estd. 1990-91)

Acting President
H.D Aggarwal

Registered under Societies Registration Act 1860 vide no. (23) dated 8th May 1991

(Voluntary Service Organisation - NGO)

Member(s) Consumer Co-ordination Council (CCC) & Consumer Advocacy Group- TRAI

General Secretary
Pawan Goyal

Founders

Maj. B S S Bedi (Late)
Sh. J N Shahi (Late)

Patrons

Smt. Sudarshan Bedi
CMA H S Arora

Advisor

Er. O P Garg (Retd.)

Vice President

Ravinder Singh

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Executive Member(s)

Mrs. Harinder Kaur Sandhu

Er. J K Gupta (Retd.)

S K Verma

S S Chabbra

Sh.Vivek Khare
Advisor (CA) New Delhi

Comments on Consultation Paper regarding Consumer Complaint Redressal Mechanism

Respected Sir,

It is in reference to the consultation paper issued by TRAI regarding proposed changes in the consumer complaint redressal mechanism and various other improvements in the telecom sector.

At present, the role of TRAI is primarily and mainly confined and focusing to frame rules and regulations and creating awareness among consumers from time to time for filing of complaints or otherwise in regard to their grievances if any for facing deficiencies in the services of telecommunication being provided to them. However, in reality, filing and for pursuing complaints in itself is a very difficult task for consumers for its resolution by the service providers of Telecom sector (TSPs) and often make every possible effort to ensure that complaints do not reach to the Appellate Authority level.

In such circumstances, the proposed change to make TSPs solely responsible and accountable for handling complaints and simultaneously abolishing the role of Consumer Advocacy Groups (CAGs) as members of the Appellate Authority may adversely affect consumer interests altogether. This would virtually provide a free hand to TSPs only to handle consumer grievances/issues without adequate independent oversight.

The present role of CAGs in the redressal process towards complaints acts as an important safeguard for consumers as it brings transparency, accountability, and rather confidence among users of services of

Telecommunication. As per proposed removal of CAG representation from the panel of Appellate mechanism may weaken the trust of consumers in the fairness of the system of resolution.

As desired by the TRAI officials of comments from the CAGs registered with them for consideration while making final document, its our appeal to have soft view for continuance as member of Appellate panel as hither to from amongst the CAGs.

No doubt certain safeguards are absolutely necessary for which following may be considered for more effectiveness besides as proposed in draft paper viz.

- Consumer Helpline similar to the National Consumer Helpline (NCH) for the good governance should be independently monitored and not solely controlled by TSPs.
- A dedicated team comprising TRAI officials and representatives from CAGs should regularly monitor and review the functioning of complaint handling systems at prescribed intervals.
- TRAI may conduct regular Open House Sessions where nature, volume, quality of complaints against TSPs are openly discussed for the benefit and relief to consumers.

" Jago Grahak Jago "


28/5/26

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- Since many consumers already face difficulties even in filing complaints, consumer-friendly mechanisms should be developed. At present, consumers are often expected to resolve technical issues at their own before their complaints are entertained by TSPs. If this approach continues, then TSPs should also provide proper training and guidance to consumers at the time of giving telecom connections.
- Digital complaint systems should be simplified and rather consumer friendly , multilingual, and accessible to senior citizens, rural consumers, and persons who are not technically skilled or sound .
- Our CAG has already proposed an idea to RO Jaipur that there must be some one back ended advisory committee at Regional Office level for the close proximity with each CAG from time to time and one member each from the CAGs functioning under their ambit may be taken as one of its member so that ground realities are detailed for making the system more fool proof to the extent possible. Meeting of it may be conducted online even at regular intervals.

Further more in case CAGs representation is not there It appears that under the framework as proposed , the role of CAGs may gradually be reduced only to consumer awareness activities, and even that process is being made gradually difficult. Apprehension that TRAI may eventually abolish the role of CAGs altogether in the long run/period to come with this proposed amendment which is not conducive on the part of fairness to the consumers.

Consumer participation and independent representation are essential components of any effective grievance redressal system in this era of technology . Therefore, the role of CAGs should be more strengthened rather dilution so that they feel concern for the cause otherwise .

It is fervently requested that TRAI should reconsider the proposal for continuance of CAGs participation so that it is ensured that consumer interests are protected through independent oversight, transparency, and meaningful effective role of consumer organizations.

Regards

Yours Sincerely

Pawan Goyal

General Secretary

28th May 2026

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