

Grahak Shakti

Empowering Consumers of their duties & Rights

&



ಕರ್ನಾಟಕದ ಗ್ರಾಹಕ ಮತ್ತು ಸ್ವಯಂಸೇವಾ ಸಂಸ್ಥೆಗಳ ಸಂಘಟಿತ ಒಕ್ಕೂಟ (ರಿ)

***Coordinated Action of Consumer & Voluntary
Organisations of Karnataka*** ® (CAOCVO)

Registered office: RMV Clusters, Phase 2, Block 3, Flat 102-103, RMV 2nd Stage,
Devinagar, Lottegollahalli, BENGALURU-560094 Email: caocvo@gmail.com

Telefax: 080 8079675127  @GrahakNetwork

Also on facebook & Instagram - You can follow

Somasekhar V K

Managing Trustee: Grahak Shakti

Founder Chief Patron: CAOCVO

Mob: 7204360021 Or 9448366360 (WA)

Presents

***Independent Survey Report on Consumer Grievance handling
mechanism by TRAI in Karnataka***

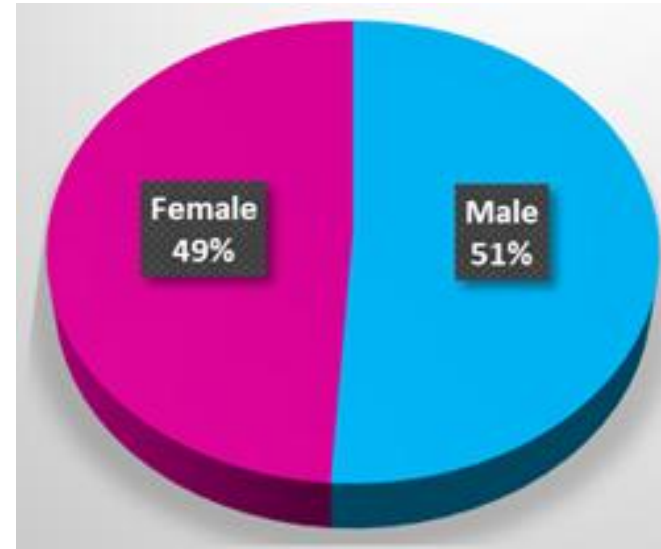
Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

- ❖ ***This poll is independent and not funded by any agency or authority.***
- ❖ ***TRAI name is mentioned as they are the regulators in this segment. It doesn't convey about affiliations or influence by any way.***
- ❖ ***This is widely spread across all the districts of Karnataka by our members.***
- ❖ ***It was done over the period of 3-4 months.***
- ❖ ***A valuable number of respondents are not considered because we wanted to keep it more authentic and within a time frame. We may consider a supplementary if necessary.***
- ❖ ***Surveys are routine process by us to get feedback from the 'grass roots'***

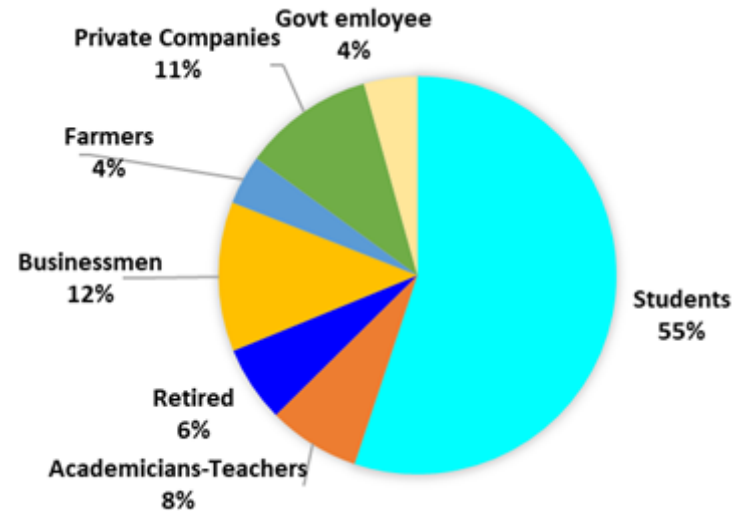
Somasekhar V K
Managing Trustee: Grahak Shakti
Founder Chief Patron: CAOCVO
Mob: 7204360021 Or 9448366360 (WA)

Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

Gender	
Male	8192
Female	7853
Total	16045

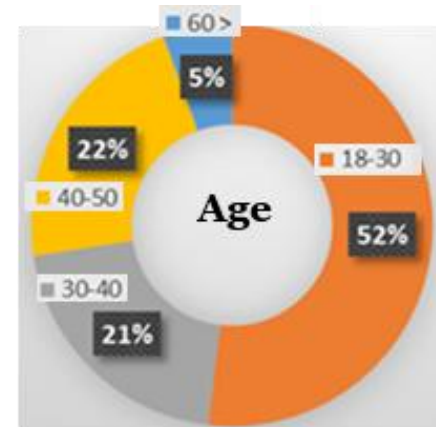


Occupation-Profession		Remarks
Students	8845	
Academicians-Teachers	1200	
Retired	995	VRS included
Businessmen	1951	
Farmers	648	
Private Companies	1710	
Govt employee	696	
Total	16045	

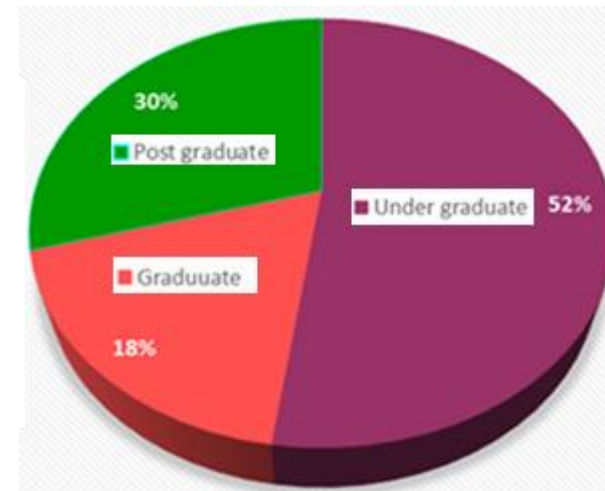


Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

Age	
18-30	8326
30-40	3316
40-50	3514
60 >	889
Total	16045



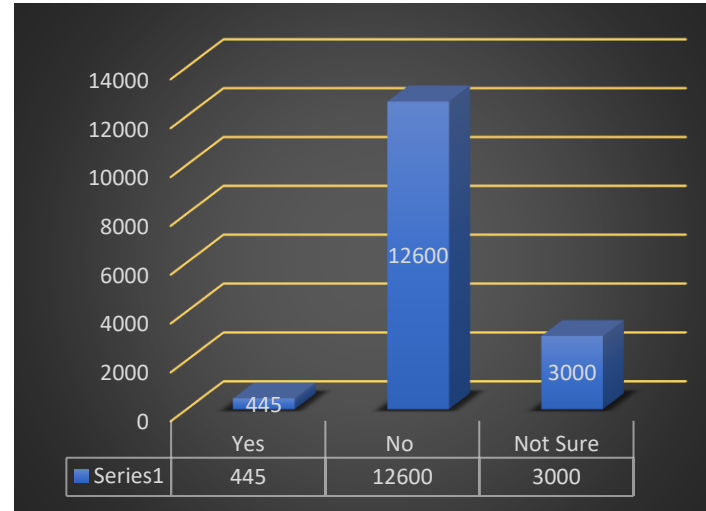
Education	
Under graduate	8385
Graduate	2937
Post graduate	4723
Total	16045



Independent Survey Report on Consumer Grievance handling mechanism by TRA in Karnataka

1) Are you happy with your Service Provider:

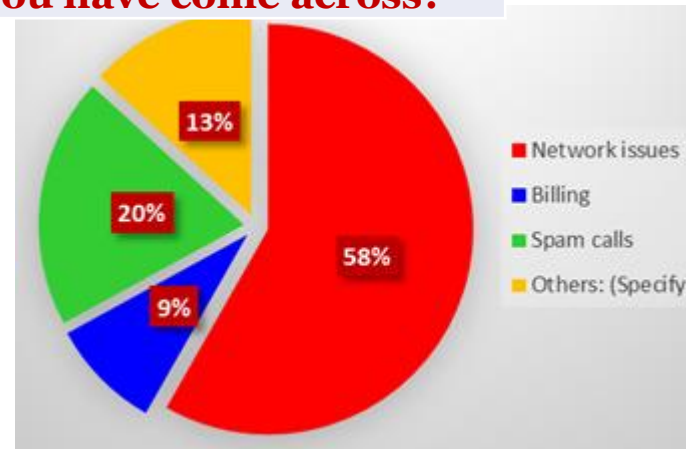
Yes	445
No	12600
Not Sure	3000
Total	16045



2) What are the issues you have come across?

Network issues	9345
Billing	1411
Spam calls	3167
Others: (Specify)*	2122
Total	16045

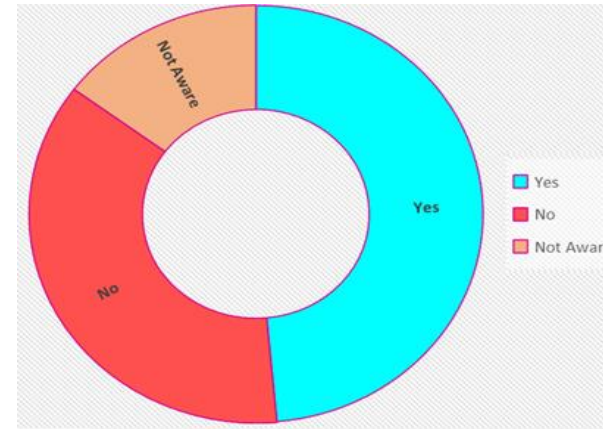
Others: Mostly related to Quality of service, specific complaints



Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

3) Did you Appeal as per TRAI guidelines?

Yes	7790
No	5878
Not Aware	2377
Total	16045



4) Was the issue resolved satisfactorily?

Yes	6778
No	9267
Total	16045

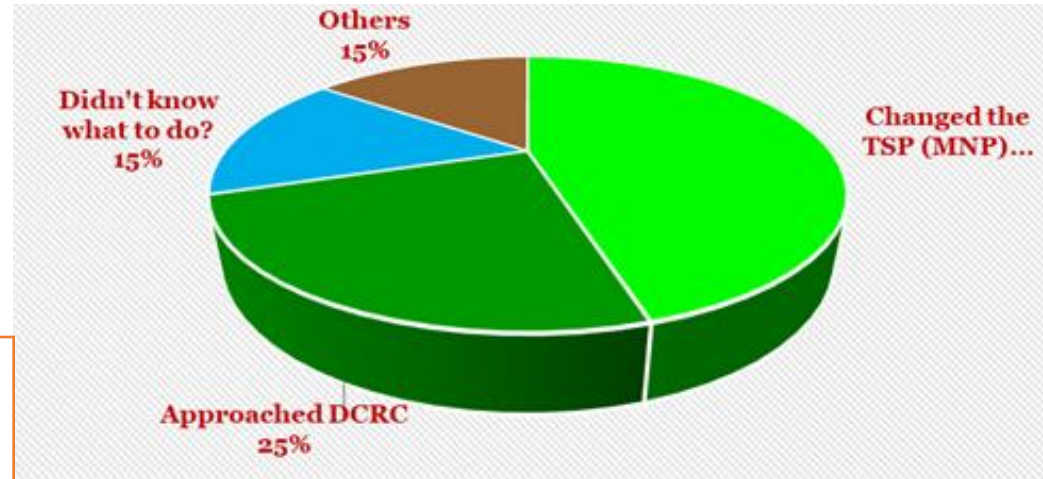


Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

5) If No: what did you do?

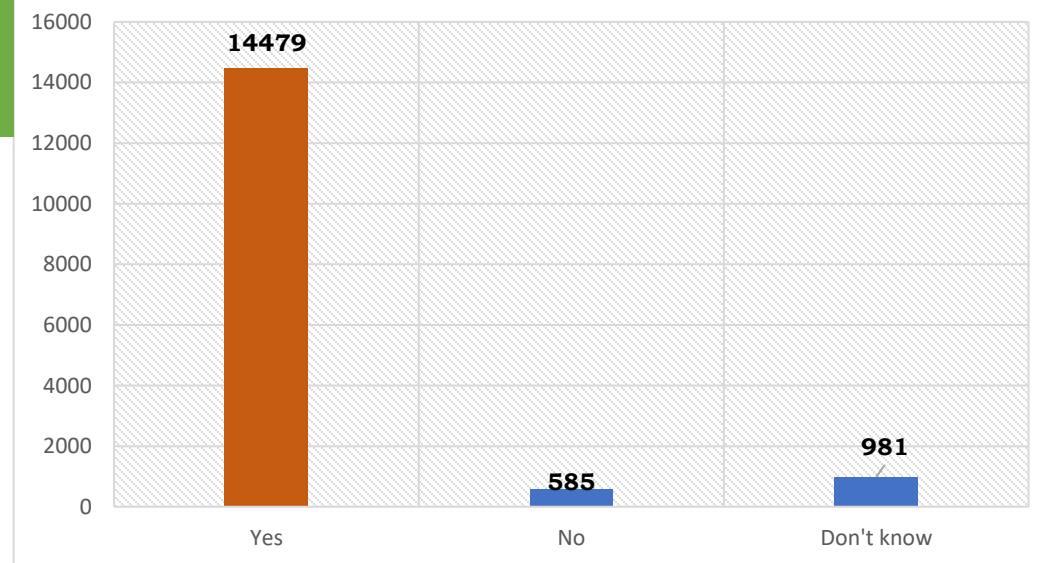
Changed the TSP (MNP)	7288
Approached DCRC	3926
Didn't know what to do?	2456
Others (Gave up!?)	2375
Total	16045

MNP: Mobile Number Portability
DCRC: District Consumer Redressal Commission as per Consumer Protection Act 2019



6) Do you think a total overhaul of grievance handling is necessary by TRAI BRAI?

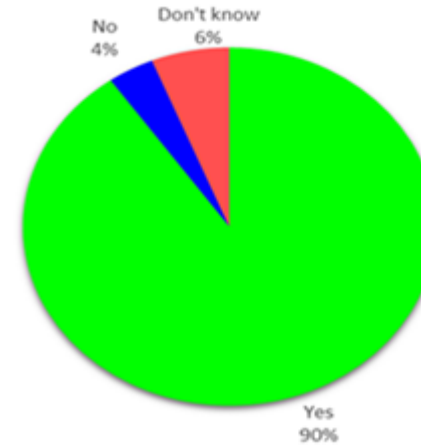
Yes	14479
No	585
Don't know	981
Total	16045



Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

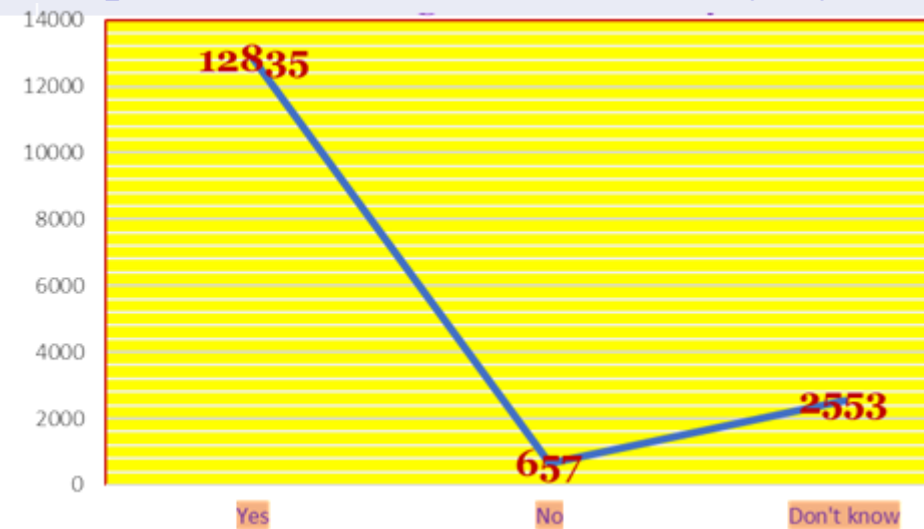
7) Do you think a total overhaul of grievance handling is necessary by TRAI-BRAI?

Yes	14479
No	585
Don't know	981
Total	16045



8) Do you feel that TRAI should include compensation to Consumers in case of deficiency?

Yes	12835
No	657
Don't know	2553
Total	16045

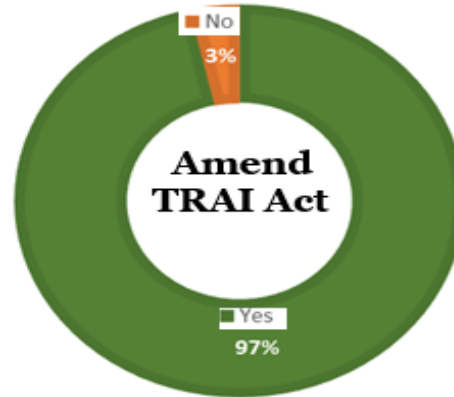


Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

9) Which means that TRAI Act has to be amended as recommended by SC in

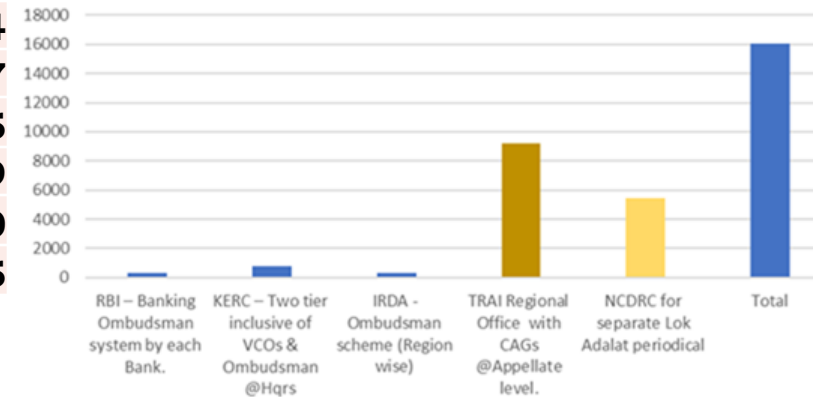
“Call drop” Case

Yes	15489
No	556
Total	16045



10) What is your suggestion to strengthen Grievance redressal in Telecom & Broadcasting by TRAI-BRAI? Follow:

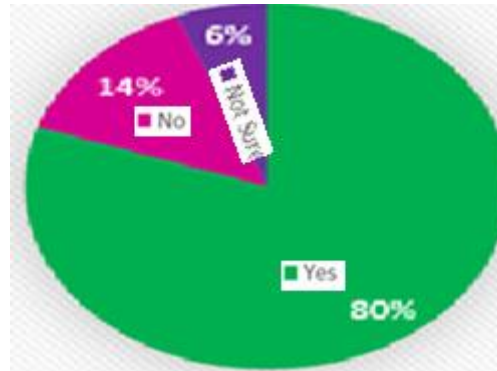
RBI – Banking Ombudsman system by each Bank.	314
KERC – Two tier inclusive of VCOs & Ombudsman @Hqrs	767
IRDA - Ombudsman scheme (Region wise)	345
TRAI Regional Office with CAGs @Appellate level.	9179
NCDRC for separate Lok Adalat periodical	5440
Total	16045



Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

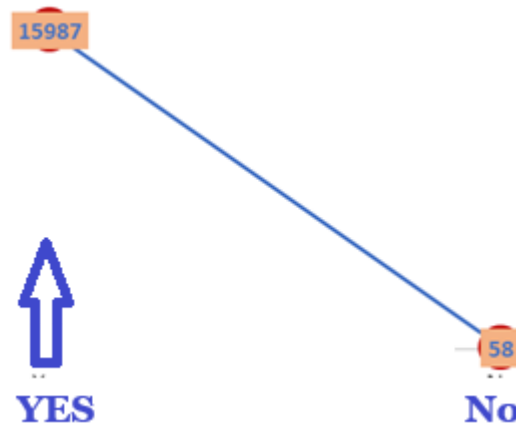
11) Do you feel that TSPs are hoodwinking TRAI with false reports like in “Call drop” issue?

Yes	12876
No	2193
Not Sure	976
Total	16045



12) Should TRAI take strict action to reign in TSPs?

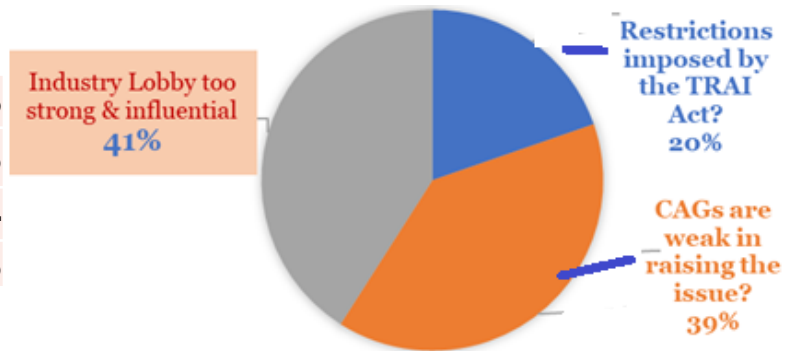
Yes	15987
No	58
Total	16045



Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

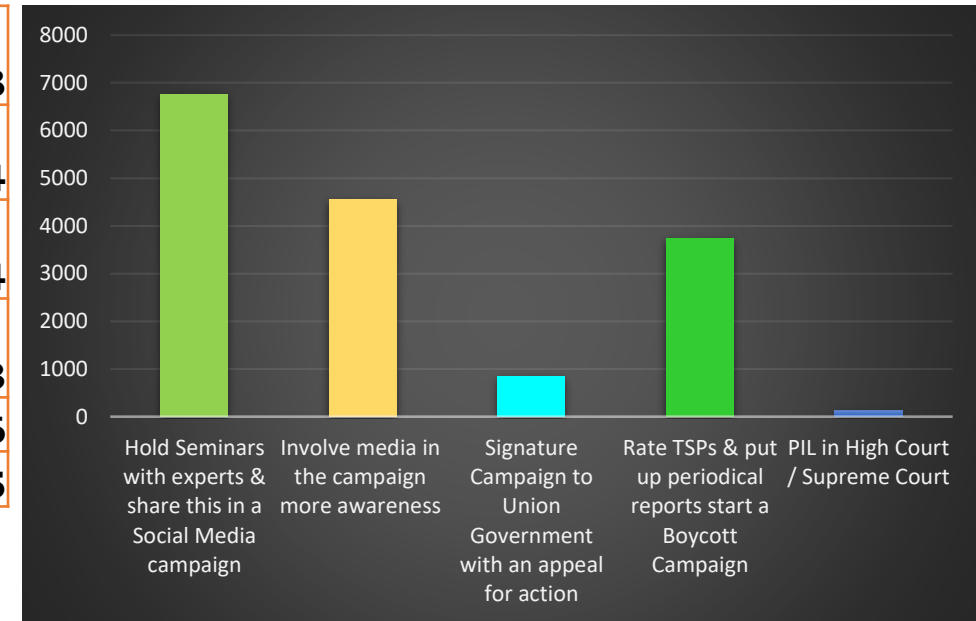
13) Why do you think TRAI is not acting?

Restrictions imposed by the TRAI Act?	3156
CAGs are weak in raising the issue?	6315
Industry Lobby too strong & influential	6574
Total	16045



14) What do you think we should do to bring change?

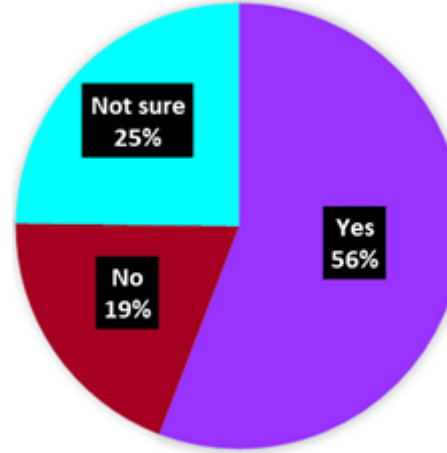
Hold Seminars with experts & share this in a Social Media campaign	6768
Involve media in the campaign more awareness	4564
Signature Campaign to Union Government with an appeal for action	844
Rate TSPs & put up periodical reports start a Boycott Campaign	3743
PIL in High Court / Supreme Court	126
Total	16045



Independent Survey Report on Consumer Grievance handling mechanism by TRA in Karnataka

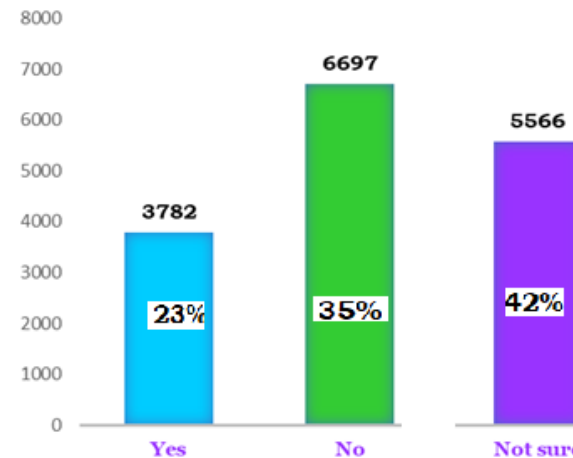
15) *Is there enough awareness on Telecom-Broadcasting issues than other sectors?*

Yes	8957
No	3110
Not sure	3978
Total	16045



16) *Do you think that regulators should be totally barred from handling Grievances?*

Yes	3782
No	6697
Not sure	5566
Total	16045



Independent Survey Report on Consumer Grievance handling mechanism by TRAI in Karnataka

Conclusions:

- ✧ Consumers are unhappy about the service providers not adhering to guidelines and flouting all rules.
- ✧ All of them collectively feel a total revamp and stricter policy be framed by TRAI that should include penal action.
- ✧ Codify the Grievances and specify the time for response including penalty for breach.(Citizen Charter?)
- ✧ TRAI Act should be amended to make it more powerful and strong rather than appear very meek and submissive.
- ✧ Suggestion to think out of the box rather than available mechanisms for resolving Consumer disputes which should be easy and faster must be considered. This should be decentralised & structured @Regional level involving key stake holders. Viz: Service Providers-Voluntary Consumer Organisations in regional levels.
- ✧ Capacity building programmes: Seminars and awareness are to be increased. Consumers have also expressed their *lack of faith* in the judiciary on PILs.



દાન્યવાદ