

Independent Stakeholder ISSUES FOR CONSULTATION

Q1: Is the complaint redressal mechanism, as presently existing, adequate or is there a need to strengthen it?

Q2: Are there any specific changes that can be made to the existing system to improve it?

A1&2.. The system is not sufficient because the grievance authority has no teeth. Any system is not going to be taken seriously unless there is a provision of awarding some penalty along with name and shame . Equally ,in case any any complainant is raising any frivolous complaint he/she should also be penalized.

Q3: Should a separate - independent and appropriately empowered - structure to resolve telecom sector complaints and grievances be established?

Q4: If yes, please comment with regard to the organization; its structure; kinds of complaints to be handled and its powers?

Q5: Is establishing an Office of Telecom Ombudsman an option that should be revisited, especially given the experience of the past few years of increasing numbers of complaints?

Q6: If yes, how should it be created – the legal framework? What should be its structure? How should it be funded? What types of complaints should it handle? What should be its powers, functions, duties and responsibilities?

Ans.In the existing scheme of things there is TRAI administered mechanism which has no teeth.on top of that there is consumer protection Act which has powers to award compensation but is time consuming.

Any system which has power to award compensation and can cut in delay in providing solution will only be helpful.Unless the authority is vested through a legal framework I will not be helpful at all.

Power duties and functions should be that of equivalent to consumer court without any pecuniary jurisdiction limitation. However, such authority should be duty bound to resolve the matter in maximum three months with out any provision of extension. If the delay is caused due to lack of participation by any of the parties to the dispute, ex-party order should be passed.

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