



Presentation on the 'Mechanism for consumer's Grievances in Private Telecom'

By ASSOCIATION OF UNIFIED TELECOM SERVICE PROVIDERS OF INDIA

In the seminar on "The way forward for TDSAT"

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Vision

To enable its members to build world class telecom capabilities in India to help meet national teledensity goals and play a larger role in shaping global developments in the telecom sector.

Mission

- ⇒ Support promotion of access technologies towards achievement of national goals on telecom services.
- ⇒ Facilitate bridging of the digital divide.
- ⇒ Facilitate implementation of latest technologies in telecom.
- ⇒ Establish strategic relationships with Government, Regulator, policy makers and industry decision makers to help formulate best policies and practices to promote co-operation and to resolve issues necessary for the growth of the industry.
- ⇒ Serve as a worldwide resource base for information on innovative products and applications for improving reach by providing differentiation in services provided.

Common Charter of Telecom Services

Our telecom systems are the means through which we establish a sense of community.

- In view of this consumer grievance is of utmost importance.
- Common Charter of telecom services also gives utmost importance to consumer grievance
- Common Charter acknowledges the consumer 's right to representation and redress and Service Providers agree to inform their subscribers about consumer grievance redress process with respect to fault complaints and billing disputes etc.
- Service providers also agree to resolve the dispute as per TRAI guidelines issued from time to time.
- Service provider agree to register complaints in all areas of their service immediately, if delivered in person or by e-mail and within 24 hrs on receipt of the complaint by post.

Mechanism for Consumer's grievances

- The government acknowledges the rights of Consumers to seek redressal of their grievances and has enacted the consumer protection act.1986.
- The Govt. issued instructions to set up call center level mechanism for redressal of consumer grievance in telecom service sector.
- As per the regulator in the Telecom service sector, a three tier mechanism exists focusing on self regulation by service providers for a speedy and inexpensive redressal of grievances of telecom consumers.
- The three tier mechanism comprises of the following entities:
 - Call Centre
 - Nodal officer
 - Appellate Authority

Redressal mechanism-Call centre

- Every service provider to establish a call centre accessible to its consumers round the clock during all days of the week.
- The call centre immediately on receipt of a complaint from a consumer
 - is to register such complaint by allocating a unique identification/ docket number.
 - to communicate at the time of lodging the complaint, the unique identification / docket number, date and time of registration of the complaint to the consumer.
- - to record details of such complaint.
- To intimate to the consumer through telephone or other electronic means, the action taken on the complaint within the time specified in the regulations
- To intimate contact details of the Nodal Officer to the consumer in case the consumer is not satisfied with the redressal of his grievance or requested by him.

Redressal Mechanism-Nodal Officer

- Every Service Provider to appoint/designate one or more Nodal Officers in each of its licensed service area for redressal of grievance of the consumers, in case he is not satisfied with the redressal of his grievance by the call centre.
- Such Consumer may approach the nodal officer through a letter, telephone, online or through short message service or through other electronic means for redressal of his grievance.
- In an emergent situation, the consumer may at the first instance approach the nodal Officer instead of Call Centre and the Nodal Officer shall redress the grievance.

Redressal Mechanism-Nodal Officer

- Nodal Officer :
 - to register every complaint lodged by the Consumers.
 - to communicate the Unique Complaint number to the consumer within three days from the date of receipt of the complaint.
 - to intimate the Consumer the remedial measure taken for redressal of the grievance or decision thereon within ten days provided that complaints relating to faults or disruption/disconnection of service to be redressed within three days from the date of Registration of the complaint.

Redressal Mechanism – Appellate Authority

- Every service provider is to appoint one or more appellate authorities in each of its licensed service area to hear and dispose of the appeals filed by a consumer in case he is not satisfied with the redressal of his grievance by the nodal officer or his complaint remains to be redressed or no reply is received within the specified period.
- Every appeal is required to be filed in writing within three months.
- The appellate authority may, however entertain any appeal after expiry of the period of three months.

Disposal of the appeal by the appellate authority

- The appellate authority to ensure uniformity in the procedure for deciding appeals and comply with the provisions in the regulations.
- The Secretariat of the appellate authority shall
 - register every appeal immediately, and acknowledge to the appellant.
 - forward a copy of the appeal to the concerned service provider within six days of receipt of an appeal for filing reply.
- The service provider to file reply within fifteen days.
- The appellant may either appear in person or authorize his representative to present the case or send his representation to dispose its appeal without being present in person. The service provider may authorize one or more of its officers/employees to present its case.

Disposal of the appeal by the appellate authority

- > The appellate authority is to decide an appeal within three months as per provisions in the regulations.
- The appellate authority may proceed ex-parte and decide the case on merits in case service provider fails to present its case.
- > The order of the appellate authority is to be communicated in writing within seven days of the order to the appellant and the service provider concerned.
- The Service Provider is to comply and report immediately compliance thereof to the appellate authority.
- > The appellate authority may also decide any appeal with the consent between the parties at any stage of the proceedings.



Thank you!

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