Consumer Rights under the TRAI Act, 1997 and Redressal of Consumer Grievances

Presentation by
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CGMT, BSNL, J & K Circle
Consumer Rights Under TRAI Act

To avail the telecommunications services of assured Service Quality
Redressal of Consumer Grievances

- Group of consumers:
  - may approach the TDSAT for redressal of their grievances

- Individual Consumers may approach:
  - In house dispute resolution mechanism of service providers
  - Consumer Disputes Redressal Forum or a Consumer Disputes Redressal Commission or a National Consumer Redressal Commission for redressal of their grievances
Consumer Grievances

1. Services
   - New Provision
   - Fault repairing

2. Metering & Billing
Redressal of Consumer Grievances under TRAI Act

- TRAI Regulations prescribes for a three tier consumer grievance redressal mechanism:
  - call centres – 1st Level
  - nodal officers – 2nd Level
  - appellate authority – 3rd Level

- TRAI Regulations also prescribes for publishing a manual of practice for handling of complaints
Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations

- **Call Centres (toll free numbers)**
  - For basic services: 1500
  - For GSM Mobile services: 9400024365
  - For Broadband & Internet services: 1500
  - For MPLS & Other Data services: 1500
  - Additional number for complaints: 1800-424-1600
  - Complaint to be redressed within 7 days
Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations

- Nodal officers at SSA level
  - One in every SSA
  - If problem is not redressed at Call Centre level then subscriber may approach concerned nodal officer
  - Customers may also approach concerned SSA heads
    - GMTD – Jammu & Srinagar
    - TDM- Udhampur & Leh
    - TDE - Tajouri
Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations

- Appellate Authority at Circle level
  - General Manager(O&D) - 9411120520
  - If problem is not redressed at nodal officer level within the specified time frame then subscriber may file an appeal in writing to appellate authority within three months
  - Appeal to be decided within three months of filing
Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations

▪ Corporate office of BSNL has published its Manual of Practice for handling consumer complaints

▪ Details of call centre, nodal officer and appellate Authority as well as Manual of Practice is available on: http://www.bsnl.co.in
Mechanism for Redressal of Consumer Grievances in BSNL

In addition to mechanism prescribed by TRAI, BSNL has its own well established consumers grievance redressal mechanism at:

- SDCA (Tehsil) Level
- SSA (District) Level
- Circle (State) Level
- Corporate Office (National) Level
Mechanism for Redressal of Consumer Grievances in BSNL

J & K Circle of BSNL is having

- 5 Secondary Switching Areas (SSAs)
  - Jammu
  - Srinagar
  - Leh
  - Udhampur
  - Rajouri

- 34 Short Distance Charging Areas (SDCAs)
Mechanism for Redressal of Consumer Grievances in BSNL

Consumers may approach BSNL through:

- Computerized booking
  - 198/1094
- Customer service centers
- Interaction with BSNL officers
  - Telephonically
  - Personal meeting
- Written Complaints
Mechanism for Redressal of Consumer Grievances in BSNL

198 Service:
- Any complaint pertaining to fault in service
- IVRS Based Service
- Toll Free Number
- Same Number throughout SDCA
- More than 90% complaints are handled on this service, to the satisfaction of the customers
Mechanism for Redressal of Consumer Grievances in BSNL

- Second stage of grievance handling on 1094 Circle Level
  - Toll free Number
Mechanism for Redressal of Consumer Grievances in BSNL

- Customer Service Centers
  - Single Window Concept
  - Available at Taluka level
  - Multiple Nos. of CSCs available at cities
Mechanism for Redressal of Consumer Grievances in BSNL

- Interactions with BSNL officers (Telephonically/ personal visits)
  - Junior Telecom Officer
  - Sub-divisional Engineer
  - Divisional Engineer
  - Dy. Gen. Manager / Telecom District Manager
  - General Manager
  - Chief General Manager
Mechanism for Redressal of Consumer Grievances in BSNL

- Written Complaints
  - Letters through post/ Fax /Emails
  - Received at Public Grievance cells at SSA and Circle levels and at various levels of officers
  - Replied to the complainants after settlements
Mechanism for Redressal of Consumer Grievances in BSNL

- Telephone Adalats
  - All the individual Cases
  - Frequency: Once in six Months in Each Districts (SSA Level)
  - Once in six Months in State Level (Circle Level)
  - Composition: (Distt. Level):
    - SSA heads as Chairman
    - IFA of SSA.
    - Officer from Circle Office
  - Composition: (Circle Level):
    - CGMT,
    - IFA to CGM
    - SSA head of concerned SSA
Mechanism for Redressal of Consumer Grievances in BSNL

### Telephone Adalats Statistics

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<th>Year</th>
<th>TA Held</th>
<th>Cases Recd</th>
<th>Cases Settled</th>
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Mechanism for Redressal of Consumer Grievances in BSNL

- **Arbitrations:**
  - In case the disputes are not settled then the arbitrators are appointed by the competent authority under the provision of the “Arbitration Act”
  - Appeal to the decision of the arbitrator lies to Hon’ble High court
Proactive Measures to improve the services in J & K Circle of BSNL

- Proactive Measures/ Feedback System
  - Open House Sessions
  - Telephone Advisory Committee (TAC) meetings.
  - MP’s Meetings at SSA and Circle Level
Proactive Measures to improve the services in J & K Circle of BSNL

- Open House Sessions
  - Once in three Months at each districts
  - Consumers problems of generic nature
  - Seeking suggestion for Service Improvement.

<table>
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<th>Year</th>
<th>Open House session held</th>
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<tr>
<td>2006-07 up to Sept’07</td>
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Proactive Measures to improve the services in J & K Circle of BSNL

- Telephone Advisory Committees
  - Eminent personalities of various fields
  - Act as co-coordinator between BSNL and public
  - Come up with various suggestions for improvement in service
  - Formal meeting scheduled once in 6 months.
Proactive Measures to improve the services in J & K Circle of BSNL

- MP’s Meetings
  - Eminent personalities from different fields of life
  - All district heads are in touch with MPs for their valuable suggestions
  - CGM also meets with MPs to get their view points for improvement in service
THANK YOU