

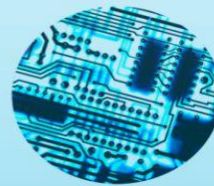
Interface Meeting



World Consumer Rights Day

March 16, 2017, Jaipur

**BUILDING A DIGITAL WORLD
CONSUMERS CAN TRUST**
#BETTERDIGITALWORLD



Organised by



Background of World Consumer Rights Day

The World Consumer Rights Day (WCRD) is observed on March 15 in most of the countries. The day has been chosen since it was on 15 March 1962, and then US President John F Kennedy made the historical speech to the US Congress upholding Consumer rights. The international consumer movement now marks 15 March every year to raise global awareness about consumer rights.

In an organised way, the World Consumer Rights Day (WCRD) first took place on 15 March in 1983 and has now become an annual ritual for solidarity within the international consumer movement along with creating awareness about consumer rights.

Theme for 2017: **Building a Digital World Consumer Can Trust**

For the year 2017, World Consumer Rights Day was celebrated under the theme “**Building a Digital World Consumer Can Trust**”.

Digital technology is having a dramatic impact on consumers around the world, creating many new benefits including better communication, access to information and greater choice and convenience.

Whilst consumers undoubtedly benefit from these technologies, there are questions about how to establish access to the internet for the many consumers who are not connected, how to improve the quality of services, which online services and products consumers can trust and what happens to the data they share online.

To address some of these issues and promote access, participation and innovation in digital technology and to create a #BetterDigitalWorld the theme *Building a Digital World Consumer Can Trust* was chosen.

CUTS Programme

To commemorate the World Consumer Rights Day, CUTS organised an Interface Meeting with Telecom Service Providers and CSOs at CUTS Conference Hall on March 16, 2017.

Participants

The meeting was attended by 29 representatives of various other consumer organisations and CSOs and representatives of service providers namely Idea Cellular Ltd (Pooja Godara), Idea Cellular Ltd (Pratyush Sharma), TATA DOCOMO (Jagdish Kumar), Reliance Communications Ltd (Anubhav Jain), MTS (Man Mohan Swami), Vodafone (Apeksha Batra), TRAI (Manish Lodha), TRAI (Manish Saxena), CSO and few media persons.

Proceedings

Deepak Saxena, Assistant Director, CUTS while giving the welcome remarks said that the technology is growing at a really fast pace, while telephone took 75 years to reach the audience, Facebook took one year and Instagram took just six months. Although there are many customers in the Country, who are struggling to access these technologies. The rapid growth of



the internet, mobile phones and other digital technologies has created opportunities and challenges for millions of consumers around the World. Whilst consumers undoubtedly benefit from the increased access, choice and convenience that these technologies deliver, questions remain about how to improve the quality of services, which online services consumers can trust, what happens to the data they share online and what consumers' rights are in relation to digital products. The sheer pace of change is also a challenge. It is to be noted that over 3 billion or 40 percent of the world's population is online now, compared with just 1 percent in 1995 with all projections suggesting this number will continue to rise.



George Cheriyan, Director, CUTS gave a presentation on “Building a Digital World Consumer can Trust- Introduction about Objectives of the Interface”. He said that every day, there are approximately 207

billion e-mails exchanges, 4.2 billion Google searches and 36 million Amazon purchases. There are around 108 crore mobile users, 50 crore internet users and most of the people in India use mobile to access internet, there is dire need to protect the rights of the consumers. He further said that the digital payment industry will grow 10 times by 2020. However, as per a study, over 60% mobile users in India are facing network problems while accessing internet across locations, he added. While taking the attention towards the security issues he discussed about the malware injected into system of Hitachi Payment Services and due to which 3.2 million Debit card data were compromised last year. He spoke about the Gandhian Philosophy *“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so”* and said that the utmost importance to the consumer should be given.

Bhavana Sharma, Advisor, Telecom Regulatory Authority of India (TRAI) Regional Office, Jaipur, gave the presentation on “Role of Regulator in Protecting the Rights of the Consumers” and discussed about the concerns of the consumers relating to frauds, data privacy, protection of accounts and transparency. She



advocated that there is need to increase the competition of the telecom service providers

(TSPs), in order to improve the quality of services. She further spoke about the concerns of digital consumers like data privacy, protection against frauds, transparency and also advocated the work done by TRAI to bring the change in present scenario. She also spoke about the rights of the consumers mentioned in the Consumer Protection Act, 1986 and how TRAI is working on those rights to protect the interest of the telecom consumers. While talking about the future of regulation for digital consumer Sharma said that it should be functionality based, dynamic and flexible and should have the universal accessibility, availability and affordability. She also added that TRAI is working on the greatest good of the greatest numbers.



Dharmendra Chaturvedi, Programme Officer, CUTS in his vote of thanks thanked everyone present in the interface meeting and while giving the highlights of the meeting he said that increase in the competition is always a welcome step as it improves the quality of the services.



Outcome

The interface meeting turned out to be very informative to get the details of the current status and the rights of the consumers. The consumers, Telecom Service Providers and the TRAI were on the same platform to discuss the issues. The future planning of TRAI to protect the consumers was discussed and TSP's heard the problems of their consumers respectively. The consumers found the meeting very fruitful as they got an opportunity to discuss about the network problems also and got to know that how they can reach to the appellate authorities if they are not satisfied with the services.

List of Participants

S.No	Names	Address
1	Mrs. Bhavana Sharma	Advisor, TRAI Regional Office 1st Floor, South Block, Sanchar Bhawan, Institutional Area, Jhalana Doongri, Jaipur- 302 004
2	Ms. Pooja Godara	Appellate Authority Idea Cellular Ltd., Plot no. 1 & 2, Jai Jawan Colony Tonk Road, Jaipur 302 018
3	Mr Pratyush Sharma	Idea Cellular Ltd., Plot no. 1 & 2, Jai Jawan Colony Tonk Road, Jaipur 302 018
4	Jagdish Kumar	Appellate Authority Secretary TATA DOCOMO Rajasthan Appellate Desk, Guman I Near Amrapali Circle Vaishali Nagar, Jaipur 302 021
5	Mr. Anubhav Jain	Reliance Communications Ltd 25, Sunder Nagar, Girdhar Marg, Malviya Nagar, Jaipur 302 017
6	Mr. Man Mohan Swami	Lead, Complaint Management Group Customer Service Delivery, Rajasthan Sistema Shyam Teleservices Limited 3, MTS Tower, Amrapali Circle Vaishali Nagar, Jaipur – 302021
7	Apeksha Batra	Vodafone 5 th Floor Gaurav tower malviya Nagar, Jaipur
8	Manish Lodha	TRAI R.O, Jaipur
9	Manish Saxena	TRAI R.O, Jaipur
10	Dr. Seema Joshi	Maulik Foundation , Jaipur
11	Sangeeta Singh	St. Xaviers, Jaipur
12	R.K. Sharma	Navjeevan Society, Jaipur
13	Dr. Sunita Shekawat	Kanoria College, Jaipur
14	Mahipal Kataria	Ayushi Welfare Society, Jaipur
15	Manish Saxena	World Organisation
16	Dr. Sunita Sharma	Advocate, Rajasthan High Court ,Jaipur
17	Bhood Ram Sharma	Hardev Siksha And Jankalyan Sansthan, Jaipur

S.No	Names	Address
18	Dr Geeta Pareek	Consumer Court, Jaipur
19	Amol Kulkarni	CUTS International
20	Akshat Mishra	CUTS International
21	Prashant Sharma	CUTS International
22	Rahul Singh	CUTS International
23	Nimisha Gaur	CUTS International
24	Rajdeep Pareek	CUTS International
25	Satyapal Singh	CUTS International
26	Renu Beniwal	CUTS International
27	A.K.Thalia	CUTS International
28	Dharmendra Chaturvedi	CUTS International