As a CAG Member TRAI from ,Kerala State , I would like to submit the following submissions on the Consultation Paper on 'Review of The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006'

1) What are the changes are suggested in the sampling methodology …., Full Spectrum Tariff plans … and wrong charging etc..

Our Comments : Current sampling methodology   is Okay. For wrong charging guideline and check list issued by TRAI in 2013 is more than enough. Only proper and timely enforcement is needful. No need for a Full Spectrum of tariff plans..

2) How IT tools and new technologies can be used … error in charging or wrong configuration leading to charging .. with the TSP be made available to the auditor.. for audit purpose..?

Our Comments : TRAI should follow TRAI's own IT tools. At present TRAI is not in apposition to gather domestically, consider what IT tools are being used in developing countries..

3) With the evolution of new technologies ….

 Our Comments : Ensure transparent communications including social media 's from the TSP's are must.

4) **Our comments :** TRAI should cross check that the tariffs offers by the TSP's transparent . If not necessary provisions should be included .

5) What changes are suggested in handling of billing :.. The existing provisions are good one. If anyone in deviated , our CUTCEF fund will be more benefitted. TRAI has to cross check whether the Customer grievance redressal mechanism is functioning fruitfully or not ? Not necessary for new Regulation on the subject.

6) According to us/ me no idea about the existing procedure.

7) Refund overcharged amount to customers etc..
Our Comments : Penal punishments to the TSP's should be avoided . Make necessary regulation   in favour of the Customers who are the backbone of their industry..