

**COMMENTS by: CONSUMERS' PROTECTION ASSOCIATION, AGARTALA**

On the draft

**THE STANDARDS OF QUALITY OF SERVICE OF BASIC  
TELEPHONE SERVICE (WIRELINE) AND CELLULAR MOBILE  
TELEPHONE SERVICE (SECON DAMENDMENT)  
REGULATIONS, 2012  
( -- OF 2012)**

In Regulation, at all appropriate places, **the following clauses should be added:**

- (i) In the hearing the complainant / consumer organisations shall also be heard.**
- (ii) The part of the amount of disincentive shall be paid to the complainant, consumer or consumer organisation.**
- (iii) complainant, consumer or consumer organisation shall be entitled to lodge complaint fo violation of the regulation.**

**Submitted by:**

**Amrit Lal Saha**

**President**

**Consumers' Protection Association**

**Agartala**

**E-mail: amrit1950@gmail.com**