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Sent: Friday, July 26, 2024 10:33:04 PM

Subject: Comments on consultation paper on "Review of Telecom Consumers Protection Regulations (TCP), 2012"

Comments :

**Question 1: How do current tariff plans offered by telecom service providers align with the preferences and usage patterns of consumers, particularly elderly individuals?
Please**

Justify with rationale.

Comments :

Present tariff plans offered by TSP's do not align with preferences & usage pattern of the customers, especially elderly, because -

- **There are very few plans with 365 days validity & voice only. Most customer have multi-Sim mobiles, do not need data plans in both networks. One network is taken for emergency situations .**

Question 2: Is there a need for separate plans for Voice & SMS and data to meet the specific requirements of subscribers. Please justify with reasons.

Comments :

Presently there is need of separate tariff plans for voice & SMS, because -

- **Voice service should be first priority of telecom providers. But, at present , data is given more importance due to revenue generation by TSPs. Bundled plans force customer to spend on data also, which is not there priority.**
- **SMS very rarely used service.**
- **SMS service is used mostly by business entities.**
- **Question 3: Whether the maximum validity of Vouchers for consumers should be increased? Please Justify your response with reasons.**

Comments :

Maximum validity of vouchers must be increased for consumer welfare , because -

- **Consumers are paying for 28 days instead of , for a month cycle. This means one extra installment in a year.**
- **There should be at least one voice only plan in each validity class voucher, that is, such voucher should be available for different validity periods.**

With regards,

Narendra kumar