

Fwd: Comments on " Review of Telecom Consumer Protection Regulations, (TCPR),2012"

AS Amit Sharma <advfea1@traf.gov.in>
Sat, 17 Aug 2024 11:51:29 AM +0530

To "Ajay Ashok" <ajay.ashok@traf.gov.in>, "Ajay Jain" <sro-tariff@traf.gov.in>, "Rajender Kumar Sharma" <rajender@traf.gov.in>

From: snmmsdtrust@gmail.com
To: "Amit Sharma" <advfea1@traf.gov.in>
Sent: Friday, August 16, 2024 11:20:01 PM
Subject: Comments on " Review of Telecom Consumer Protection Regulations,(TCPR),2012"

Respected sir

With due respect I would like to comment on " Review of Telecom Consumer Protection Regulations, (TCPR),2012" as per instruction by your office dated 32st July 2024.

My comments in point no-

3.2 Is there a need for separate plan for Voice & SMS and data to meet the specific requirements of the subscriber.

My comment is yes-

Reason - as per the feedback of consumers. The village living old consumers are are not use SMS generally so calling with sms plan is not useful for them.

Many housewife customers do not use SMS generally so calling with SMS is not useful for them.

These are some reasons for needing a separate plan.

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Thanks & Regards
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