

# Haryana Technical Association

Head Office: - 3542, U/E, Jind, Haryana 126102 Contact No. +91-9813363001

 Like [www.facebook.com/htaharyana](http://www.facebook.com/htaharyana) E-mail:- [htaharyana@gmail.com](mailto:htaharyana@gmail.com) Website: - [www.htaharyana.in](http://www.htaharyana.in)

To,  
Shri A. Robert. J. Ravi,  
Advisor (TD & QoS) (TRAI)  
Mahanagar Doorsanchar Bhawan,  
Jawahar lal Nehru Marg (Old minto road)  
New Delhi-02 advqos@gmail.com

Draft Paper No.: **No. 308-1/2015-QoS** Dated: the 29th April, 2015

**Sub:- Comments on Draft paper on “Draft Telecom Consumer Protection (Eighth Amendment) Regulations, 2015”**

Resp. Sir,

Kindly refer to your office press release dated 29-04-2015 on the subject mentioned above vide which you have called for the written comments on the said draft paper from all concerned stakeholders. We appreciate TRAI efforts to make Telecom Consumers more comfort as there are number of complaints from consumers relating to charging of data services. Our comments as Consumer Advocacy Group of TRAI are as follows:-

- There should be Procedure to complain related to data services i.e. data setting, data speed etc.
- There should be any short code to check current uses of data.
- There should be option to consumer that after consumption of hundred percent of data available to the consumer under the Special Tariff Voucher or Combo Voucher or add-on pack or the tariff plan, if further consumer not recharge than there should be no further data consumption as now a days.

Thanks & warm regards,  
Arun Malik