

We have gone through the consultation paper and have the following to submit:

1. It is very necessary that transparency has to be made and communicated for tariff information from the Telecom service providers. To consumers.
2. For this a standardised format has to be developed which TRAI should only do so, telecom service providers will not do.
3. The format should have the plans clearly listed and the tariff mentioned.
4. It is important that TRAI decide the plans and these should be restricted to maximum of 10 for both Pre-paid and Post paid.
5. Only these plans have to be offered and any other plans should be treated a void.
6. The telecom service provider then list down the tariff against these fixed specified plans by TRAI.
7. These plans should be publicised widely through all media say news papers, TV channels, WhatsApp, FB, Twitter etc.
8. Infact once fixed and finalised, they should be online of each service provider and the choice be given to the consumer to choose and opt for the plan online so that any middle man like customer service centre is out and the doubt of mis-understanding is removed.
9. These should be published in all languages being used by the public in different regions.
10. Once the online plan and tariff is chosen, a confirmatory SMS, email etc, be sent to the consumer.

These are our few suggestions, which TRAI may like to make a note and consider for inclusion.

Regards,

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