



Consumer Guild - (TRAI/CAG/10/2015-CA.)

Consultation Paper on Review of Telecom Consumers Protection Regulations (TCPR), 2012.

QUESTIONS FOR CONSULTATION :-

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.

At present mostly bundled plans offered by telecom service provider's .Bundled plans having data Plan with unlimited local calls, STD and roaming are being offered. Elderly individuals or even common consumers who are not using bundled facilities should have an option to choose bundled plan or separate Plans.

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.

Yes. There is need for separate Plans for Voice & SMS and Data with clear details of Plans. Bundled recharge plans in the market today (which include calling, messaging, data, and streaming services) make consumers pay for services that they are not using also the bundled nature of services limits their ability to choose telecom plans that best suit their individual needs and preferences.

Question 3: Whether the maximum validity of Special Tariff Vouchers (STVs) and Combo Vouchers (CVs) should be increased? Please Justify your response with reasons-

Presently STVs/CVs are limited due to validity restriction till 90 days (except for data STVs/CVs). Authority may consider maximum validity of special Tariff Vouchers at least 180 Days.



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Question 4: Are there specific consumer segments that would benefit from longer validity periods for Special Tariff Vouchers (STVs) and Combo Vouchers (CVs)? Please Justify along with rationale.

Longer validity periods for special tariff and combo vouchers are beneficial for telecom consumers, consumer should have an option to choose better plan according to his need .

Question 5: In the current scenario, where dealers are doing recharge of vouchers online instead of selling physical vouchers. How relevant is colour coding of physical vouchers? Please justify with reasons.

Colour coding of Physical vouchers can be continued for consumers who are purchasing physical vouchers.

Question 6: Whether colour coding can be introduced in digital mode to enhance consumer convenience and clarity? Please justify your response.

Colour coding should be introduced in digital mode also, it will bring more clarity to common telecom consumers while recharging through online mode as nowadays many consumers recharged himself.

Question 7: In the present situation where recharge of vouchers is carried out through digital mode, is there any relevance of reserving denomination of Rupees Ten and multiple there of only for Top up Vouchers. Please justify with reasons.

Top up vouchers are having processing fees and GST on total plan value. It should be continued to better understanding of common consumers.

Question 8: Whether all types of vouchers can be allowed to be offered in any denomination of the choice of service provider? Please Justify along with rationale.

Yes, all types of vouchers should be allowed on Rupees Ten and multiple thereof for better understanding of common telecom consumers.
