



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

Comments :Consultation Paper on Validity period of Tariff Offers

Question 1: Whether TRAI should intervene in the issue of validity period or allow the same to be under forbearance?

Yes, TRAI should intervene in the issue of validity period.

Question 2: If the answer to the Question 1 is yes, then whether the TSPs be mandated or merely advised to offer tariff (for PVs, STVs and CVs) for a specified duration?

TSPs be mandated to offer tariff for a specified duration.

Question 3: Whether the period to be specified should be considered as 30 days or a month with requirement of tariff to be renewed only on the same date of each month or separate tariff offers be mandated for 29/30/31 days in addition to the present practice of offering tariff for 28 days?

There is lot of confusion among consumers regarding monthly tariff, it is suggested that “Monthly prepaid plans should be renew on the same date every month, regardless of how many days there are in the month.

Question 4: Whether on the lines of a monthly offering, the other periods viz., quarterly, half-yearly and yearly prepaid tariff offerings be mandated or just the monthly offerings be required?

Monthly offerings will be more suitable for the consumers understanding.

Question 5: If there are any other issues/suggestions relevant to the subject, stakeholders are invited to submit the same with proper explanation and justification.

Consumers are often getting confused about the tariff plans, for sorting this all the Tariffs Plans should be easy to understand. Nowadays consumers are getting reminder calls for recharge well before one week from the service providers. Same date renew will be more easy to understand.