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**To:** "Amit Sharma" <advfea1@traf.gov.in>  
**Sent:** Sunday, July 28, 2024 8:13:13 AM  
**Subject:** submitting comments on Consultation Paper on Review of Telecom Consumers Protection Regulations (TCPR), 2012. New Delhi, 26th July 2024

Sir

submitting comments on Consultation Paper on Review of Telecom Consumers Protection Regulations (TCPR), 2012. New Delhi, 26th July 2024

#### 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.

Answer : No they do not align with usage patterns of consumers as they impose the high usage pattern to every consumers, from child to elderly to working 9 to 10 hours in any organization. This leads to loss of duty due to mobile watching and calling which is not good for any nation. This is actually leading to waste to several production hours of Indian citizens and government.

Justification in point no A

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.

Answer : Yes definitely it is required ASAP make Telcos to release these categorized plans as discussed below in B

Justification in point no B

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

Answer : Yes definitely it is required but  
It has to be additional plans with the existing monthly plans keeping in mind the interest of masses that reside in villages who cannot go for annual recharges at a single go due to money issues.

Justification:

if a person is given 1 time to recharge it will save the user from the revisiting the stores or digital payments and can invest the same time in other nation development and recreational activities

A. Problem in point no 1.2

The Authority issued the Telecom Consumers Protection Regulations (TCPR), 2012 (2 of 2012)1 on 6th January 2012 to bring transparency and help consumers understand various tariff plans.

It becomes very difficult to understand sometimes the plans itself e.g.

## CASE#1

Jio has so many plans with bundled offering but no limited voice plans where one who want to use only least calling and least data due to daily working for 8 to 9 hours a day why one should pay to data not used in a day , limit is set to 1.5 gb which is often not used by a consumer still they are charging heavily for that data .

## CASE#2

Why there is a difference between first recharge and other vouchers. e.g. BSNL has 201 Rs plan that need 7 days to get into grace period before once can again recharge with the same plan after normal expiry . If it is available on the same day of expiry then it will cost around 800Rs per year which is a better as compared to 1200 Rs annual plan. So this is a contradiction to normal mathematics where higher validity plans are expected to cost lower then monthly or bi annually plans.

## B. Problem in point no 2.2.1

“Despite the prevalence of bundled plans that include both data and voice & SMS services, many consumers find themselves paying for data they do not use.”

## CASE#3

Since inception in JIO there is no voice only plan and the village user and a labor working for his bread and barely managing his home in low income has no choice but to go for these hectic recharges is a total denial of telecommunication service in modern world to a poor person .

This will in coming years might lead to rationing of telecommunication services as we do for food and other items using Public distribution services.

Services should be categorized as

1. For normal users (with least prices of plans owing to least usage e.g. 200mb per day and 10 to 20 minutes calls a day) keeping in mind the radiation and health aspects also which can be a concern of TRAI and government.
2. For hectic data users.
3. For hectic voice users commercial nature with high prices  
all data only + voice only + low user group+ high user groups

## CASE#4

Many a times there is no signal of 1 provider at a specific location then we have to keep two sim at least and both give big bundled offers so user is left with no choice of either to be disconnected for the period he is in that signal blackout area or else fall in the trap of paying the double recharge amount for two sim

Thanks and regards

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Sarve bhavantu sukhinah.	May all be happy
Sarve santu niraamayaah.	May all be free from disabilities
Sarve bhadraani pashyant.	May all look to the good of others
Maakaschit dukkha bhaag bhavet.	May none suffer from sorrow