

Dear Sir,

my comments are as given below

Comments on Question 1: .

**Yes, TRAI should prescribe the format for publishing tariffs.**

Comments on Question 2: **Should assess and use all methods in suitable mix.**

Comments on Question 3: **TRAI should consider introducing separate formats for different tariffs.**

Comments on Question 4: Whether the service providers be required to publish all the tariff offerings and vouchers in addition to the publishing of tariff plans, in the prescribed format? Please provide rationale for your response.

**TSPs should not be allowed to withhold information in respect of any tariff voucher on account of any technicality.**

Comments on Question 5:

**Tariff calculator should be introduced which may capture the most important tariff products such as voice, sms and data and to ensure that it works efficiently. TRAI should also consider making it mandatory for TSPs all the disclosures which are appropriate.**

Comments to Question 6: .

**The consumers have a right to know everything about the plan e.g. protection period, validity and all other conditions in a transparent manner.**

Comments to Questions 7 & 8 :

**All existing and future consumers have a right to know their entitlements from entry to exit.**

Comments on Question 9: Whether the service providers be required to update the information on point of sale and retail outlets simultaneously with the launch/change of a tariff offer?

**It is important that the information on tariffs should be updated on its website**

**and all other channels ( including channel partners such as Paytm, other websites) instantly.**

Comments on Question 10:

**Needs standardization and simplification both. TRAI needs to ensure the same.**

Comment on Question 11:

**Unique id with some suitable name and year of launch should be done for easier distinction and identification.**

Comments on Question 12:

**Audits from third parties on payment from the regulator (not the TSP) should be done.**

Comment on Question 13:

**TRAI may consider opening a consumer form, open email id and help line number to resolve the issues of consumers. There should be exemplary punitive measures for defaults**

**Regards**

**Neeti Mishra**

**Activist**