

We thankfully acknowledge the receipt of you above Consultation Paper on Review of measures to protect interest of consumers in the telecom sector.

Our comments are as under:-

1. Chapter II page No. 108 point No.4
It is experienced in public that such toll free numbers remain busy and it is very difficult to contact hence there should be more than one toll free numbers. Number of consumers should be considered.
2. Chapter VI page No. 118 point No.21
Information should be provided free of cost. to the consumers.
3. Schedule page No.124,129
Refund of deposits to be made within 110 days of closure and not 60 days.

We hope our suggestions will be accepted.

Ramaben . R..Mavani
President (RSJGSM, Rajkot)