
	<p style="text-align: center;">BHANJA INSTITUTE FOR RURAL DEVELOPMENT ଭଞ୍ଜ ଗ୍ରାମ୍ୟ ବିକାଶ ପ୍ରତିଷ୍ଠାନ/ ଭଞ୍ଜ ଗ୍ରାମୀଣ ବିକାଶ ସଂସ୍ଥାନ <u>Bhanja Mandap, Kullada, Ganjam, Odisha-761131</u> Cell-9437619050 & email- birdkld90@gmail.com <u>Regd. Voluntary Consumer Organization</u> under SR Act-1860/IT Act-1961/FCRA-1976/CAG of TRAI</p>	
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Ref: 336/BIRD/CAG/2026

Date: 28.04.2026

To

The Advisor (Financial & Economic Analysis)

Telecom Regulatory Authority of India

Email ID: fea1-div@traigov.in

Sub: Comments and Recommendation by BIRD-CAG- Odisha

Sir

1. Digital Inclusion Should Be a Choice accordingly need of consumer other than forced or compulsory

TSPs say data packs are needed for Digital India and to encourage digital usage.

Our view: People should not be forced to pay for data if they don't need it. BPL, Poor, Low-income, middle class users should have the option to use only voice and SMS at affordable prices. Otherwise, they are unfairly burdened.

2. Spam and Security Should Be Managed by TSPs and if any subscribers cheated by cyber fraud that TSP should be answerable Because innocent consumer don't know more about its and

TSPs say cheaper packs may increase spam especially keypad mobile users and Subscriber.

Our view: Controlling spam is the responsibility of telecom companies using proper technology and regulations. Genuine users should not be punished by removing affordable options.

3. Price Should Reduce and adjust if Data is Removed or unreachd.

TSPs say costs are fixed, so prices cannot change much.

Our view: This is not correct. Data is a major part of the package. If data is removed, the price should reduce accordingly. Charging high prices for voice only plans is unfair.

4. Equal Validity Options for Everyone

TSPs say current long validity plans are enough.

Our view: This is not fair to low-income users. Data users get many recharge options (28, 56, 84 days), but voice only users do not. The same validity options should be available for voice only plans.

5. Data Should Not Be Forced in the Name of Safety

TSPs say data helps in emergencies.

Our view: Many users have basic phones and do not use such features. For Smartphone users, companies can provide a “data lock” option instead of forcing paid data packs. Safety should not be used as an excuse to increase costs.

6. Information Should Reach All Consumers

TSPs say information is available on websites and apps.

Our view: Many people do not use apps or websites. These plans should also be clearly shown at shops and informed through SMS in local languages so that everyone is aware.

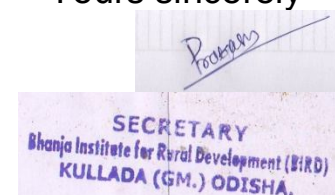
7. TSPs or BroadCast Services should obey and carry out rule and regulation of TRAI if any violations TRAI suo moto action other than complaints of Consumer/Subscriber/users/upabholta and Grahak.

Our View: general Months count consist of 30day or 31day other than 28day but still yet all TSP can emotional black mail to their users. In this regard, the question and answer raised at our parliament TSP cannot care or dare the interest of consumers.

8. TSPs should intimate to CAG members before launch of any plan

Our View: generally TSPs every second not to loot and hijack the interest of consumers but they can also role as black mailer to subscribers and users. They can only English and Hindi languages almost uses other than local & regional languages because India is diversity of language linguistic country ,except north and selected places of area people about 35% people know above languages but rest masses depend on regional languages so it is serious issues so CAG as eye and ear of TRAI they are conducting continue consumer awareness programme(CAP) throughout year at all over India owing to TSPs should inform and involve CAGs members before launch of any plan or IEC activities .

Yours sincerely



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