



# Federation of Consumer Organisations, Odisha

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Zone Office for GANJAM, GAJAPATI, KANDHAMAL, BAYGADA DISTRICTS

**P. Kameswara Rao, Vice-President FOCO, ODISHA at Cuttack**

President South-West Districts, O/o : PNMSCWERD Regd. Certificate No. OD07762682510655V Dt. 09/11/23

GDCPG, ACCCRO, Member VCO Organisations, FOCO Odisha

Admin. Office : At - Madhurivari Street, Cantonment Road, Berhampur-760001 (Gm.)

Member DCPC, South-West Districts

## STATUS OF FOCOO

- Member Central Consumer Protection Council
- Member State Consumer Protection Council
- Member Consumer Co-ordination Council, New Delhi

## Aims & Objectives

- Consumer Awareness
- Consumer Protection
- Education & Research
- Movement : Against Corruption for the Welfare of the People

## Member

- Advisory Committee O.E.R.C.
- Advisory Committee T.R.A.I.
- Advisory Committee S.E.B.I

To

## **The Advisor (QoS/CA)**

Telecom Regulatory Authority of India (TRAI)  
New Delhi.

Sub:- Submitting comments recommendations on the Draft Telecom Consumers Welfare Protection and Preference 13<sup>th</sup> Amendment 2026 - Reg.

Respected Sir,

Federation of Consumer <sup>organisations</sup> ~~requisitions~~, Odisha, Cuttack (FOCO) is a registered consumer Advocacy Group (CAG), working for thousand Odisha since its inception year 1991-1992, as a advisory to Government and creating Awareness by organizing Group meetings, from Panchayat level, collecting complaints through conducting survey in rural belt and backward hilly Tribal district of Odisha in south west districts.

That the following comments recommendations, feed back furnishing as follows with we appreciate the best efforts thankful to all of you of TRAI. Particularly TRAI efforts to Curb spam though AI based detection and stricter DLT checks.

However, in the content of Odisha where a significant portion of consumers are low income but digital first areas facing commercial harassments though calls & app based forced Data consumption has become a major menace.

- A) As per opinion collected a span call control is required essential in all district of Odisha. Implement real time AI based blocking for calls from 10 digital numbers used by un-registered Tele-marketers.
- B) Mos of residents in Odisha, Districts like Gajapati, Kandhamal, Koraput, Rayagada an some tribal belts particularly south west districts facing too much harassed, one to lack towers, where required most of the consumers sufferers due to lack of maintenance and other services are not providing as per manadatory norms framed for the purpose by TRAI. Violating by every service provider in developed & un-developed district not only that the JIO towers installed in the middle of towns not working months

together, the entire main market place named Ganes Market in Berhampur are most sufferers since one year above.

Most of the mobile internet users are most sufferres the people of South west district frequently facing harassing by personal series, numbers (Insurance policies/Banking sector)/Agents/Marketing people harassing regularly.

- C) Low premium data packages for poor consumer highly essential.

Mandate low-cost "Validity limited Data" perks (below fifty) the do not requires high speed data for basic massages to assit low income households, some senior citizens do not requires high speed data.

- D) High data charges prevent poor consumers from accessing digital service as (DND Apps) and (Sanchar Sathi prohibition of forced App installations", pop-ups on App that monitors call must be explicitly contended to not pre-installed or forced.
- E) Un-wanted App usage consumer data and Battery amounts to violating consumer's freedom immediate action via DND APP/1909.

- F) TSPs must offer voice only STVs corresponding to every validity period (e.g 28,56,84 days) offered for bounded voice/data pack.
- G) STVs for voice/SMS must have a largely proportional reduction in traffic "compared to full bundled plans stopping over pricing for non-data users.
- H) Protects non data users, elderly and rural consumers from forced payment for unused data services.

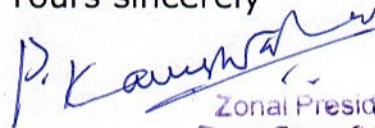
Mandatory parity appreciate the mandatory to provide equivalent validity voice/SMS packs to curb strategic non compliance i.e. offering high period long term only voice plans.

- I) Suggesting a mandatory, simplified format for publishing these new STVs, highlighting "Validity" effect cost per day and fair usage policy (PuP).
- J) We request TRAI to strictly define largely proportional reduction to ensure voice only packs are significantly, cheaper than Data bundled counter parts.
- K) Reduce complaints resolution time from f 7 days to one/two days for registered users.

- L) We request AI based detection block legitimate emergency calls or calls from local administration.
- M) We requests a subsential portion of fines collected from spammers in a disha be divertedted towards consumer Awareness initiates in the state.
- N) The amendment is very necessary for protecting the rights of consumers interest, Right to choice is most important part as per Consumer Protection Act. It is a choice to select, who do not require date service, not to force to purchase any product.
- O) Requesting a clear definition of "Largely proportional" to avoid ambiguity ensuing transparent and lower pricing.
- P) Suggest a strict time line TSPs to implement the changes & ending with a call to priortize Consumer Protection, Welfare, Choice and free from exploitation and monetary affordability to the Telecom sector through zero tolerance.

Thanking You,

Yours sincerely



Zonal President, Southern  
Zone, FOCO, Odisha, Berhampur  
(P.Kameswar Rao)

Vice President, FOCO, Odisha  
Cum President (South West Districts).