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To "fea1-div"<fea1-div@traf.gov.in>

To
Shri Vijay Kumar,
Advisor (F&EA)

Dear Sir,

The National Centre Of Human Settlements and Environments, Bhopal (Consumer Advocacy Group) CAG is happy to note that ultimately TRAI is going to fulfil long standing demand of specially of rural population for which we are making every efforts by way of "Reports on Consumer Awareness Programmes" on rural areas

In the Telecom Consumers Protection Regulations, 2012 the amended notification which was issued on 23rd. Dec, 2024 was just to fulfil the instructions of TRAI because there was no publicity of STV having voice and SMS only was made by the TSPs. Even the retail outlets of TSPs were not aware of this facility and rural population where we conducted CAPs were blunt about this facility. We had to tell them about such facility several times.

We totally agree with the new notification of TRAI in this connection and to request that there were clear instructions of TRAI in their notification of 30th. SEPT. 2020 about due publicity but somehow it was not implemented by the TSPs in true spirit and therefore unless and until the due publicity is nor being made the benefit of such change will not reach to the end point and for that these are the following suggestions of NCHSE, BHOPAL for consideration;

- A. When the notification is being made effective and implemented by TSPs a copy of that should go to press clearly highlighting the STV having voice and SMS facility only and STV having data facility also with the same validity period
- B. Thereafter a copy of the same should be forwarded to all CAGs of the area and in turn CAG responsibility to check it from the media.
- C. After ascertaining the fact, CAG must report to concerned Regional Offices of TRAI.

In these process, we think old people, household women and rural population may take the true benefit of the STV having voice and SMS facility only.

Hoping an early release of notification.

Regards,

R.Chandra

Sr. Fellow & CAG member



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