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FEDERATION OF CONSUMER AND SERVICE ORGANIZATIONS

Promoted exclusively to deal with the pressing issues..

(Regd. No.CAG/01/2016 as a Consumer advocacy group with TRAI)

No.5, 4th Street, Lakshmipuram,
Tiruchirappalli – 620 010. T.N. State .

The Secretary,
Telecom Regulatory Authority of India,
New Delhi – 110 002

23.10.2019

Kind attention to:: Shri Sanjeev Banzal, Advisor CA & IT
Sir,

Sub: **forward our Comment on draft Telecommunication Consumer Education and Protection Fund (5th Amendment) Regulation, 2019 - reg**

At outset, we express our sincere thanks and appreciation to the Telecom Regulatory Authority of India for amending the Telecom Consumer education and Protection Fund and invite comments. .

We respectfully submit our comments on above subject for your kind perusal and necessary consideration in the interest of telecom and telecast, DTH and board casting Consumer at large:

1. The name of the “Regulation of Telecommunication Consumer Education and Protection Fund” may be amended as “Telecommunication, Broadcasting and Cable Consumer Education Protection Fund” (or any suitable name, which including cable and TV service) considering the T.V., DTH and Broadcasting services have come under the purview of .this Regulator and the Regulator would have to educate and protect the Telecasting, broadcasting and DTH consumers also.
2. So all amendment may be included in the name of Cable, DTH and Broad casting services and service providers. An example, now the TRAI has rightly released a very useful information on DTH and cable T.V. net work in English in the name of “Consumer Guide on DTH/ Cable T.V. Network”. But this useful awareness unable to reach the subscribers, those who are not able to read English.

3. The authority should educate and protect the telecom and telecasting consumers at gross route level through their knowing language. The large numbers of illiterate are the both telecom and telecasting consumers, so they are having every rights to know the things through their knowing language. For this task, the regulator will have fund to spend to translate with regional languages.
4. In such a case, we suggest to collect Re.1.00 per a sim from the telecom consumer and Re.1.00 per DTH or T.V. connection for this educational and protection fund. .

We appeal to consider the above comments in the larger interest of subscribers and hope that the above suggestions may be taken to account.

Thanking You, Sir,

Yours Sincerely, ..



M. Sekaran.

President.

CAG with TRAI