

- There should be no conflict between the interest of consumers and citizens as you discussed in the paper. There is a conflict between the interests of suppliers (and their investors) on the one hand and consumers or/and citizens on the other.
- the confusion might have arisen because the consultation document compares the provision of a public service, which is provided by the government normally to its citizens, with a commercial service provided by an enterprise to its consumers. In both cases, bad services or abuses by the provider should not be tolerated by governor/regulator, whether it is a public or commercial service provider, neither should he tolerate market failure where it might harm or deprive the citizen of the service.

Best regards  
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