

Mathur, Subodh

From: DR. NK Chaudhary <sro-ca@traigov.in>
Sent: 18 June 2026 14:44
To: Mathur, Subodh
Subject: [EXT] Fwd: Counter to Industrial Lobbies refusal to comply with Grievance Handling amendments

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From: Voluntary Consumer Organisation <balekehitha@gmail.com>
To: "Vivek Khare" <adv.ca@traigov.in>, "DR. NK Chaudhary" <sro-ca@traigov.in>, "submathur" <submathur@deloitte.com>
Date: Thu, 18 Jun 2026 09:22:05 +0530
Subject: Counter to Industrial Lobbies refusal to comply with Grievance Handling amendments
===== Forwarded message =====

Sri

1. Vivek Khare <adv.ca@traigov.in>,
2. "DR. NK Chaudhary" <sro-ca@traigov.in>,
3. submathur <submathur@deloitte.com>

Reference to the draft provisions of TCCRR (Amendment) Regulations, 2026 which was put up and suggestions; comments elicited from stakeholders and Public.

I am a senior Citizen and a veteran in the Consumer movement. However, my mobility is totally restricted and I am kept informed of the developments. I have participated in TRAI and Telecommunication workshop, Conferences and also Parliamentary Standing Committee visits in Bengaluru headed by former Speaker Sri Somnath Chatterjee along with Sri Mishraji who was heading TRAI at that time. Have also interacted.

Oflate the proliferation and tremendous growth of the Industry that too with our Hon'ble Prime Minister Sri Narendra Modi driving from front on Digital India mission; the Telecom sector has got a huge boost. With the promotion of semiconductor manufacturing in India and also the 2nd Largest Mobile Manufacturer (it seems we are No 1 now?) the thrust for this sector is unpredictable and huge. With the advent of AI and that too again, India taking a leap forward in leadership is much more important. This being the case, the Industry too with its greed and thirst for profits are eager to improve their ARPU rather than service oriented. Well we don't want them to loose but forming cartels and trying to corner the Public sector Undertaking knowing tis limitations is to say the least very sad.

As mentioned TRAI has had a good history in handling the powerful Industrial lobby by their stern action and protecting the helpless Consumers who are actually the victims. Therefore, we don't want to elaborate but suffice to say, they should be reigned in when they are going totally astray.

Consumer Grievance handling has hit the nadir. The way consumers are treated by powerful Industrial big wigs that try to control everything is shameful. They want to monopolies and dictate term to Consumers. Due to deep pockets and their money bags, they even threaten the Government and put pressure. Therefore TRAI is only the solace or saving grace.

We have gone through the submissions of the specific Industrial houses and their usual tactics of putting pressure through their associations. This hasn't worked earlier as TRAI was very strong and imposed conditions which were required and also fair. Unfortunately it appears to be weak now. We have seen that instead of investing in infrastructure they are more inclined to increase their profits that too by unfair means and throttling consumers. We would appeal to TRAI to not succumb but show their might and authority. In short;

- 1) We call upon TRAI to have a strong Appellate Mechanism that includes representation to independent Consumer Organisations at the Appellate level. It shouldn't be an Advisory role as no Corporate ever listens to such useless cosmetic committees that are toothless and can't bite.
- 2) It should be more than 2 because incase of a stalemate the matter can be decided by a majority. This is the norm evreywhere.
- 3) Structure it in such a way that the methodology followed is fully transparent and methodical. Proper meetings with records, Orders or decision conveyed in writing to the Consumer with reasons there off to go for an alternate remedy if required. Obviously there should be signatures of all those party to that decision.
- 4) A structured hierarchical system that gives a solution rather than burden the Courts or other redressal commissions which are burdened.

Please don't hesitate to face them if Challenged. You should take the help of some reputed VCOs who also can intervene in the petitions on your side. Though on their own.

Lastly the threat of Mr Elon Musk coming up with Star links and his behaviour which will be beyond the realms of your authority is also looming large. Our Industrial big wigs are also scared but stupid not to be prepared and earn the good will of the Consumers who will be their protectors.

Thank you

Venkatachari
Former Secretary Balake hitha

With Warm Regards



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