

To,

**The Advisor (Consumer Affairs)**

**Telecom Regulatory Authority of India**

**New Delhi**

**Subject: Comments on Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026.**

Dear Sir ,

Consumer Coordination Council (CCC), Gurugram, respectfully submits the following comments on the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026.

At the outset, we welcome the proposed amendments aimed at strengthening telecom consumer grievance redressal mechanisms through enhanced accountability, transparency, digital accessibility, and stricter timelines. The proposed framework reflects a progressive, transparent, and consumer-centric regulatory approach that can significantly improve consumer confidence and service accountability within the telecom sector.

The introduction of improved digital grievance handling systems, time-bound complaint resolution mechanisms, and greater obligations upon Telecom Service Providers (TSPs) are positive steps toward ensuring efficient consumer protection. The emphasis on accessibility and streamlined complaint procedures is also appreciated, particularly in view of the growing dependence of citizens on telecom and digital communication services.

**However, we respectfully express our serious concern regarding the proposed complete removal of Regulation 11 relating to Advisory Committees and the participation of consumer organizations in the grievance redressal framework.**

Consumer organizations play an important role in representing the collective concerns of subscribers and providing valuable grassroots-level feedback regarding recurring issues such as billing disputes, poor network quality, spam communications, unsolicited commercial communications, delayed complaint resolution, wrongful service disconnections, and digital accessibility barriers. Their participation strengthens transparency, accountability, and public confidence in the complaint redressal ecosystem.

The proposed elimination of Advisory Committees may reduce opportunities for independent oversight and stakeholder participation. Instead of complete removal, the regulation may be strengthened by reforming and modernizing the functioning of such committees. TRAI may consider introducing transparent monitoring mechanisms, periodic reviews, digital meetings, and online reporting systems to ensure effective functioning and accountability of Advisory Committees.

Further, it is important to note that appeals constitute only a small percentage of the overall telecom consumer complaints received by service providers. Therefore, consumer representation should not be restricted only to appellate mechanisms but should remain integrated within the broader complaint handling and policy feedback process.

We also submit that consumers should be provided with immediate docket or reference numbers at the time of registration of complaints through all channels, including apps, websites, call centres, and chatbot platforms. Presently, many consumers face difficulties due to lengthy and confusing complaint registration procedures, especially on automated chatbot systems, which often discourage effective grievance reporting.

In addition, there should be periodic publication of complaint statistics, resolution timelines, and compliance reports of Telecom Service Providers in the public domain to further improve transparency and accountability.

We respectfully request TRAI to reconsider the proposed deletion of Regulation 11 and retain suitable provisions for participation of recognized consumer organizations within the telecom consumer grievance redressal framework.

We appreciate the opportunity to submit our comments and hope that the final regulations will continue to uphold and strengthen consumer rights and participatory governance in the telecom sector.

Thanking you,

Yours faithfully,

**Neetu Chauhan**  
**Secretary**  
**Consumer Coordination Council (CCC)**  
**Gurugram, Haryana**