

Mathur, Subodh

From: DR. NK Chaudhary <sro-ca@traf.gov.in>
Sent: 18 June 2026 14:44
To: Mathur, Subodh
Subject: [EXT] Fwd: Re: Our Recommendation-Suggestion on the Draft Notification on TRAI Consumer Grievance Handling mechanism

Follow Up Flag: Follow up
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===== Forwarded message =====

From: Consortium of South India Consumer Organisations <southindiaconsumer@gmail.com>
To: ""Sri Vivek Khare"" <adv.ca@traf.gov.in>
Cc: ""Sri Brajendra Kumar"" <adv.bengaluru@traf.gov.in>, ""Sri Alok Vohra"" <deputy-advisor.ca@traf.gov.in>, "Dr. NK Chaudhary" <sro-ca@traf.gov.in>, "Somasekhar V K Founder Chief Patron State Network" <caocvo@gmail.com>, "Somasekhar Virinchipuram Kapali" <grahakshakti@gmail.com>
Date: Thu, 18 Jun 2026 10:25:21 +0530
Subject: Re: Our Recommendation-Suggestion on the Draft Notification on TRAI Consumer Grievance Handling mechanism

===== Forwarded message =====

On Fri, Jun 12, 2026 at 12:27 AM Consortium of South India Consumer Organisations <southindiaconsumer@gmail.com> wrote:



**COSICO/D Notfn-CG-
7/5 (2)
18th June 2026**

Thursday,

**Shri Vivek Khare
Advisor (CA),
Telecom Regulatory Authority of India
4th, 5th, 6th & 7th Floor, Tower F
World Trade Centre, Nauroji Nagar
New Delhi 110029**

Sir (s)

Greetings from COSICO -Regional Network of Consumer Organisations

Further to our earlier response on the Draft Notification on TCCR (Amendment) Regulations, 2026 Vide COSICO/D Notfn-CG-7/5 Thursday, 11th June 2026 and subsequent comments by other stakeholders from the Industry representing service Providers.

At the outset; we regret to note the negative approach taken by the Industry and its Associations which is totally unfriendly to Consumer Interest. While they are gungho about the Government's digital mission which incidentally gives a great push to their Industry; they are misreading, misinterpreting it as a freedom to do what they want since they believe Consumers have become captive?! Instead of trying to support the Government and improve their business also by all fair means, TSPs especially in the Private sector and that too limited are behaving irrationally, arbitrarily. Whereas ultimately it is the Consumer who also as a Citizen decides their masters, which over here Janata is Janardhan. Hence they should be made aware of the roles played by each of us that includes the authority that has a duty cast on it Viz: Protect Consumer Interest.

We have been in the Consumer Movement for over five decades with highly qualified, experienced people to guide us at the top so we are at nobody's mercy.

This is a powerful and unique network of Consumer Organisations of Southern States and we pride ourselves as the only such network in the country. We are spread out in all 6 six States of South India with powerful presence @grass roots. We have established well in Karnataka, Kerala, Puduchery, Tamil Nadu, Andhra and Telangana. Our roots are strong and our mission focussed.

Meanwhile, we have gone through the Comments and feel very sad that the major TSPs in effect 2 which is trying to influence and usurp leadership by all means. Pitiably they also want to push their associations to speak for them and make it appear that they have a huge clout with their moneybags. We pity BSNL for having its hands and moths tied and unable to fight them with several impediments.

In this context it is worthy to note that BSNL and Vi which is in deep trouble to get Consumer support that is dwindle every day, hasn't protested vehemently to TRAI's amendment. So that leaves it with Reliance Jio and Bharati Airtel.

While Consumers are definitely promoting their business and increasing their ARPU, it is quite unfortunate that these Companies do not reciprocate the sentiment. This is nothing but arrogance.

- 1) They have refused to improve their infrastructure which is affecting the network and therefore compromises.
- 2) Their Consumer Grievance handling including response methodology of providing 24/7 human support or proper IVRS that is user friendly is not provided. When TRAI tries to set it right and give them advise rather than instruct, they protest and do not show their courtesy to follow. We call upon TRAI not to get cowed down but give proper instruction to be followed. This is basic.
- 3) Obviously there has to be a proper structured grievance handling mechanism. Even this as history shows TRAI has tried its best to introduce Ombudsman scheme like in IRDA, Banking sectors or other regulators but even this is opposed and disobeyed. Ultimately TRAI was forced to adopt an Advisory role for its CAGs and even this was deliberately made to fail. It was bound to fail because TRAI accepted this more out of pressure. How can you have the Judge, Jury and executioner all be the same? Sans Logic. Perhaps this needs to be expanded. How can you expect the Company appointed Appellate Authority who incidentally is not known to anyone let alone the CAG or even the Advisory Committee member!! Ridiculous. Further where is the proof of their following the guidelines properly. Poor Consumer subscribes and when it doesn't function, he approaches the Company that defaults and he is put on the queue!! Isn't it funny that you dictate terms to the 'Master'? Without the Consumer; there is no Company at all. After the wait, he has to again go through an appeal process which again is Opaque. Consumer is not aware of what the process is. Ultimately to be told that they can do nothing? It ends here. Disastrous to say the least! Can TRAI even imagine how much of ill gotten wealth this is? No Consumer would be able to go to Court or for that matter the Redressal Commission for say ₹ 500/- or more. This is full advantage of the

Company, which is laughing at the plight of the Consumer.

Much more distressing is the fact these Company's don't even report them to the authorities or even fudge their records (We say this with full authority and evidence) knowing fully that for almost 6-8 months these TSPs haven't reported a single Complaint @the appeal level!! They are also not pulled up. Even though this has been brought to the notice of the authorities several times by the CAGs in their meetings and also in writing. This must stop. Buck ends here.

We call upon TRAI to device a fool proof transparent; respectable, Professionally acceptable system. All transactions should be recorded, signed and even sent to the Consumer to complete the cycle. Meanwhile, we will definitely work on a feasible system outside of this to provide justice to our Consumers.

We only hope that TRAI's authority will be firm and bold. Let TRAI accept the challenge of the Cartels and face them if they have to go to Court for it.

Looking forward to a fruitful, bold decision.



Sd,,

C P Krishnamurthy
Organising Secretary -COSICO



COSICO/D Notfn-CG-7/5
11th June 2026

Thursday,

Shri Vivek Khare
Advisor (CA),
Telecom Regulatory Authority of India

4th, 5th, 6th & 7th Floor, Tower F
World Trade Centre, Nauroji Nagar
New Delhi 110029

Sir (s)

**Greetings from COSICO -Regional Network of
Consumer Organisations**

Please find attached our Brief recommendation of the Draft
Telecom Consumer Complaint Redressal 4th Amendment 2026
dated 7th May 2026.

Kindly acknowledge receipt.

Thanks & Regards

Sd,,
C P Krishnamurthy
Organising Secretary -COSICO

With Warm Regards



Dr NK Chaudhary
Senior Research officer
TELECOM REGULATORY AUTHORITY OF INDIA
(Consumer Affairs Division)
NBCC World Trade Centre, Nauroji Nagar,
New Delhi - 110029, Mobile - 9971519379