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CG-counter comments/ DRAFT NOTIFICATION TCCR (Fourth Amendment) Regulation, 2026

Counter Comments by Consumer Guild, Lucknow on the Draft NOTIFICATION Telecom Consumers Complaint Redressal (Fourth Amendment) Regulation, 2026 New Delhi, India 07.05.2026

Consumer Guild, Lucknow welcomes the Draft Telecommunication Consumers Complaint Redressal Regulations, 2026 and commends TRAI for undertaking a comprehensive review of the consumer grievance redressal framework in light of the rapidly evolving telecommunications ecosystem.

While the telecom sector has undergone significant technological transformation, the need for consumer protection, transparency, accessibility, and accountability has become even more critical. Accordingly, Consumer Guild supports the key consumer-centric measures proposed by TRAI and respectfully submits the following observations on the comments filed by Telecom Service Providers (TSPs) and others.

1. Accountability in a Complex Digital Ecosystem

The increasing role of smartphones, applications, and digital platforms does not diminish the responsibility of TSPs towards consumers. Consumers maintain a contractual relationship with service providers and should not be burdened with identifying whether a service issue originates from the network, device, or application ecosystem. TSPs must remain the primary point of contact for grievance redressal.

2. Multilingual Accessibility and Consumer Support

Language accessibility is a fundamental consumer right in a diverse country like India. Operational challenges and cost considerations cannot justify limiting consumer access to grievance redressal services. TRAI's proposal to improve accessibility should be retained, with phased implementation where necessary.

Similarly, telecom services are available 24x7 and consumers increasingly depend upon them for essential communications, banking, digital payments, and emergency services. Therefore, complaint registration and consumer assistance mechanisms should remain available at all times.

3. Consumer Awareness Through Multiple Channels

Consumer Guild supports TRAI's proposal for wider dissemination of grievance redressal information. While digital platforms are important, a significant section of consumers, particularly senior citizens, rural consumers, and digitally excluded groups, continue to depend upon traditional communication channels. Therefore, print-based disclosures should complement, not be replaced by, digital communication.

4. Appeals, Consumer Corner and Complaint Tracking

The proposed Appeal option, Consumer Corner, and enhanced complaint tracking facilities do not constitute duplication. These measures improve transparency, awareness, and ease of access for consumers. Regulatory standardization is necessary to ensure uniform implementation across all service providers.



5. Accessibility for Persons with Disabilities

Accessibility requirements should be explicitly mandated through regulation. Uniform standards for Persons with Disabilities are essential to ensure equal access to grievance redressal services across the telecom sector.

6. Survey, Monitoring and Reporting Requirements

Consumer Guild supports TRAI's efforts to strengthen monitoring and performance assessment. Consumer satisfaction surveys, complaint analytics, and reporting obligations provide valuable insights into the effectiveness of grievance redressal systems and help identify systemic shortcomings.

While reporting requirements should remain practical and proportionate, transparency and consumer feedback are essential components of regulatory oversight. Information collected through surveys and reporting mechanisms assists both TRAI and consumers in evaluating service quality and complaint resolution effectiveness.

7. Financial Disincentives and Enforcement Framework

Consumer Guild supports the principle of proportionate financial disincentives for persistent non-compliance with complaint handling obligations. Regulatory requirements are meaningful only when supported by effective enforcement mechanisms.

Consumers frequently experience delays in complaint resolution, inadequate responses, and lack of accountability. Therefore, appropriate financial disincentives serve as an important deterrent against non-compliance and encourage service providers to maintain effective grievance redressal systems.

The argument that complaint-handling obligations overlap with Quality of Service requirements is not persuasive. Service quality and grievance redressal are distinct consumer protection objectives, and compliance in one area cannot substitute compliance in the other.

Conclusion

Consumer Guild, Lucknow strongly supports TRAI's initiative to establish a modern, transparent, inclusive, and consumer-centric grievance redressal framework. The proposed regulations are likely to improve consumer confidence, strengthen accountability, enhance accessibility, and ensure timely resolution of grievances.

Consumer Guild respectfully urges TRAI to retain the key consumer protection measures proposed in the Draft Telecommunication Consumers Complaint Redressal Regulations, 2026 and to resist attempts to dilute these provisions solely on grounds of operational convenience or compliance costs. Consumer welfare and effective grievance redressal must remain the cornerstone of telecom regulation in India.

Submitted by

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