

Mathur, Subodh

From: Vivek Khare <adv.ca@traai.gov.in>
Sent: 15 May 2026 13:10
To: Mathur, Subodh
Cc: Shailesh Rajpoot
Subject: [EXT] Fwd: Comments and Suggestions on Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026

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Advisor (CA)
Telecom Regulatory Authority of India
New Delhi
Phone - 011-20907772

==== Forwarded message =====
From: Konark Trivedi
To: "adv.ca@traai.gov.in"<adv.ca@traai.gov.in>
Date: Thu, 14 May 2026 20:11:20 +0530
Subject: Comments and Suggestions on Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026
==== Forwarded message =====

Dear Vivek Ji,

We appreciate the efforts of TRAI in issuing the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 for stakeholder consultation. The proposed amendments are progressive, consumer-centric, and aligned with the evolving digital telecom ecosystem.

The emphasis on mobile applications, web portals, AI-enabled customer support systems, complaint monitoring mechanisms, standardized workflows, consumer satisfaction surveys, and enhanced accountability of service providers is highly commendable.

We would like to submit the following suggestions and recommendations for consideration by TRAI to further strengthen the effectiveness, transparency, and accountability of telecom consumer grievance redressal mechanisms, especially for mobile coverage and network quality related complaints.

1. Unified Mobile Coverage Complaint Application

TRAI may consider development or mandating of a standardized mobile application framework through which telecom consumers can generate real-time mobile network coverage reports and register complaints directly with both the concerned Telecom Service Provider (TSP) and TRAI.

The application may enable users to generate first-hand field-level coverage reports for homes, offices, factories, commercial establishments, public places, and other locations where telecom coverage issues are experienced.

2. Geo-Tagged Coverage Complaint Reporting

The proposed application should automatically capture and transmit the following details while lodging a complaint:

- Name of complainant
- Mobile number facing coverage issue
- Telecom operator name
- Address/location of issue
- Geo coordinates (latitude and longitude)
- Timestamp of complaint
- Network technology (2G/3G/4G/5G)
- Signal quality parameters such as RSRP, RSRQ, SINR, call drop details, throughput, and latency
- Indoor/outdoor coverage indication
- Optional photographs or voice/video notes from complainant

This would help create objective and evidence-based complaint handling instead of subjective complaint descriptions.

3. Integration with Operator and TRAI Systems

The complaint generated through the application should automatically be forwarded to:

- Concerned Telecom Service Provider
- Appellate Authority
- TRAI monitoring system/dashboard

This would ensure complete transparency, centralized visibility, and effective monitoring of complaint resolution timelines.

4. Complaint Tracking and Accountability Mechanism

Consumers should be able to:

- Track complaint status in real time
- View expected resolution timelines
- Receive technician visit information
- Receive updates through app notifications, SMS, and email
- Escalate unresolved complaints automatically

In case the issue is not resolved within prescribed timelines, the application may allow the consumer to generate reminders or escalations at periodic intervals, such as every two weeks, until satisfactory closure by the consumer.

5. National Telecom Coverage Analytics and Heatmaps

The anonymized data collected through such application can help TRAI develop:

- Operator-wise coverage heatmaps
- Region-wise poor coverage identification
- Indoor coverage blackspot analysis
- Industrial area and enterprise connectivity assessment
- Smart city and public infrastructure coverage analytics

Such data-driven insights would help in policy formulation, spectrum planning, infrastructure development, and improving overall Quality of Service across the country.

6. Mandatory Closure Validation

TRAI may also consider introducing provisions whereby complaints related to network quality or mobile coverage cannot be closed automatically without:

- Consumer confirmation of satisfactory resolution; or
- Objective improvement in network performance indicators at the complaint location.

7. Enterprise and Critical Infrastructure Complaint Category

A separate fast-track complaint category may also be considered for:

- Factories
- Hospitals
- Airports
- Educational campuses
- Smart cities
- Government establishments
- Industrial corridors

Considering the increasing dependency on telecom connectivity for mission-critical operations, faster restoration timelines for such entities would be beneficial.

We believe the above recommendations would significantly enhance consumer confidence, improve accountability of telecom service providers, and enable TRAI to build a robust data-driven telecom quality governance framework for the country.

We once again appreciate TRAI's efforts toward strengthening telecom consumer protection and grievance redressal mechanisms.

Thank you for the opportunity to provide our suggestions and feedback.

Thanks & Regards



KONARK TRIVEDI
FOUNDER & MD

