

Mathur, Subodh

From: DR. NK Chaudhary <sro-ca@traf.gov.in>
Sent: 18 June 2026 14:46
To: Mathur, Subodh
Subject: [EXT] Fwd: Subject: Comments on the Draft TCCR (Amendment) Regulations, 2026

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Date: Wed, 17 Jun 2026 23:03:19 +0530
Subject: Subject: Comments on the Draft TCCR (Amendment) Regulations, 2026
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Shri Vivek Khare

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Subject: Comments on the Draft TCCR (Amendment) Regulations, 2026

Sir,

With reference to the Draft TCCR (Amendment) Regulations, 2026, I wish to submit the following comments.

I am a senior citizen and have been associated with Grahak Shakti since its inception. I have gone through the suggestions, comments, and responses submitted by various stakeholders and sections of society.

It is regrettable to note that the telecom industry has shown little willingness to accept the proposed amendments. In fact, many of their submissions appear to question the authority of the regulator and object to virtually every amendment proposed.

While it is the duty of service providers to establish and maintain effective systems for handling consumer grievances, they have even opposed the setting up of systems for receiving complaints. This attitude is highly deplorable and contrary to the interests of consumers.

The existing grievance redressal mechanism leaves much to be desired. Service providers have consistently failed to adhere to the guidelines issued by TRAI.

We strongly suggest that TRAI should not discontinue the Consumer Advisory Group (CAG) mechanism. Instead, its role should be strengthened. Representatives of CAGs should be included at the appellate level, and such appellate bodies should be headed by an independent nominee rather than necessarily by a representative of the concerned company.

Further, a two-member committee is structurally unsound. In the event of a difference of opinion, decision-making would reach a stalemate. An appellate body should therefore consist of an odd number of members to ensure effective adjudication.

Every complaint should culminate in a reasoned written order. This would enable aggrieved consumers to pursue further remedies before appropriate judicial forums, if necessary.

Finally, TRAI should assert its regulatory authority more effectively. The regulator must be seen as acting firmly in the public interest and should not create any perception of weakness in enforcing consumer protection measures.

Thanking you.

Yours faithfully,

K Sathyanarayan

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With Warm Regards



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