



हिमाचल उपभोक्ता संरक्षण परिषद् (रजि) शिमला

CAG Member: Telecom Regulatory Authority of India

Member: Petroleum & Natural Gas Regulatory Board, GOI

Consumer Coordination Council, New Delhi.

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Counter comments of Himachal Upbhogkta Sanrakshan Parishad, Shimla on the draft Telecom Consumer Complaint Redressal (4th Amendment) Regulations, 2026.

As stated earlier also the Telecom Regulatory Authority of India's introduction of the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 is a major milestone for consumer rights. For over a decade, consumers have relied on a framework established back in 2012. By updating these rules, the regulator has modernized the entire grievance mechanism to match today's digital habits. Here are our counter-comments on the TSPs stand that why these new regulations deserve high praise from a consumer standpoint:-

On Abolishing the Advisory Committee:

TSPs support removing the 2-member Advisory Committee to shift appellate power entirely to an internal management employee claiming the committee model is inefficient.

Our View: The primary mandate of the Consumer Protection Act, 2019, alongside the foundational TRAI Act, is to safeguard consumer interests against unfair trade practices. TSPs have consistently argued that further tightening the grievance Redressal framework introduces operational burdens and compliance costs.

Whereas shifting the appellate mechanism entirely to an internal employees of the TSP creates an inherent institutional bias and violates the principles of natural justice. The consumer is left with zero independent representation at the critical appeal stage.

However, the operational delays cited by TSPs are a result of their own systemic administrative gaps—often failing to report to route grievance to consumer representatives for months. In order to safeguard the consumer interest, the Advisory Committee should be digitalized. **We propose mandatory virtual consultations, digital file-sharing, and a strict 5 to 7 day turnaround timeline for committee.**

On financial Disincentive and penalties:

TSP Stand: TSPs stands on this point are also not maintainable as they argued that penalties are a double jeopardy since they are already penalized under QOS regulations.

Out counter comments: The proposed financial disincentives are absolutely critical and must be sustained. QOS parameters measure macro-level network uptimes, whereas this regulation addresses individual consumer grievance mismanagement thus there seems to be no double jeopardy.

So far as other amendments are concerned we strongly support TRAI's proposed amendments in the draft Telecom Consumer Complaint Redressal (Fourth Amendment) Regulations, 2026 as the initiative addresses the evolving needs of consumers by integrating modern digital interfaces like web portals and mobile apps, paving the way for a more efficient and transparent grievance redressal ecosystem.

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CAG Member of TRAI