

To

**Secretary
Telecom Regulatory Authority of India (TRAI)
New Delhi**

Subject: Comments on the Draft Telecom Consumer Complaint redressal (Fourth Amendment) Regulation, 2026".

Sir,

We are TRAI authorised CAG Member State and union territory of Uttar Pradesh, Uttarakhand, Madhya Pradesh, Haryana, Punjab, Chandigarh, Rajasthan, Delhi, Himachal Pradesh. Jammu & Kashmir, Bihar. Assam, Jharkhand, Maharashtra

The initiative taken by the Telecom Regulatory Authority of India (TRAI) in issuing the Telecom Consumer Complaint redressal (Fourth Amendment) Regulation, 2026" is appreciated. The amendments are timely and necessary in view of the evolving telecom ecosystem and increasing consumer dependence on digital connectivity.

At present, the role of TRAI is mainly confined to framing regulations and creating awareness among consumers for filing complaints. However, in reality, filing and pursuing complaints is itself a very difficult task for consumers. Telecom Service Providers (TSPs) often make every possible effort to ensure that complaints do not reach the Appellate Authority level.

In such circumstances, the proposal to make TSPs solely responsible for handling complaints and simultaneously abolishing the role of Consumer Advocacy Groups (CAGs) as members of the Appellate Authority may adversely affect consumer interests. This would virtually provide a free hand to TSPs in handling consumer grievances without adequate independent oversight.

The existing role of CAGs in the complaint redressal process acts as an important safeguard for consumers. Their presence brings transparency, accountability, and confidence among telecom consumers. Removing CAG representation from the Appellate mechanism may weaken the trust of consumers in the fairness of the system.

The TSP claims that the designated CAG does not attend the Appellate Committee meetings on time, resulting in delays in timely disposal of appeals. However, the TSP provides notice of the Appellate Committee meetings on short notice. Therefore, a provision should be made to provide notice of the Appellate Committee meetings at least one week in advance.



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All CAGs are non-profit organizations that do not have a permanent income. The honorarium given by the TSP to the CAG for attending the Appellate Committee meetings should be increased from the previous fixed amount of Rs. 2,000 to Rs. 5,000.

Consumer participation and independent representation are essential components of any effective grievance redressal system. Therefore, the role of CAGs should be strengthened rather than diluted.

It is requested that TRAI reconsider the proposal and ensure that consumer interests remain protected through independent oversight, transparency, and meaningful participation of consumer organizations.

Yours sincerely

(Dr R. D. Usmani)
Director

