



भारतीय प्रौद्योगिकी एवं उद्यमी विकास संस्थान
INDIAN INSTITUTE OF TECHNOLOGY & ENTREPRENEUR DEVELOPMENT (IITED)
(AN INSTITUTE OF RESEARCH, ACTION FOR DEVELOPMENT)
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Date..17/06/26

To,

Secretary
Telecom Regulatory Authority of India (TRAI)
New Delhi

Subject: Counter 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

In this regard the IITED appreciates the opportunity to provide Counter Comments on the Draft Telecom Consumer Complaint redressal (Fourth Amendment) Regulation, 2026" issued by the Telecom Regulatory Authority of India (TRAI). We recognise and support the Authority's continued efforts to strengthen consumer protection and to ensure that telecommunications services remain accessible, affordable, and responsive to the needs of diverse user segments.

IITED's Counter Comments on the Draft Telecom Consumer Complaint redressal (Fourth Amendment) Regulation, 2026" on the above-mentioned consumer protection rules in the above regulations issued by TRAI have been opposed by Service Providers (TSPs).

1. 24x7 human support is essential for consumers. Most consumers are unable to register their complaints due to lack of time due to busy work schedules. If a 24x7 live human customer service agent is available, they can register their complaints and resolve them. This service is essential.
2. In today's times, registering a complaint through an IVR (phone system) is extremely difficult for consumers, as it takes a lot of time to select a complaint on the IVR, which can lead to consumers becoming bored and unable to register their complaint. Therefore, it is mandatory to implement the simple 3-level menu on the IVR phone system issued by TRAI. This is essential for consumers.
3. The IVR should also include an option to file an appeal on number 4, allowing consumers to easily file an appeal if their complaint is not resolve



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4. The service provider's argument that poor network experiences are due to third-party apps, operating systems, or device hardware is completely false. The truth is that the service provider's network is malfunctioning. This results in consumers not receiving proper services and suffering significant losses. Therefore, filing complaints regarding poor network experiences is crucial, and allowing TSPs to be exempted from this is a complete violation of consumer rights.
5. The service provider's claim that they should be given 6 to 9 months to implement the relevant regulations so they can update their systems is completely false. Consumers cannot be ignored for 6 to 9 months under the pretext of system updates.
6. It is wrong to oppose the proposed financial penalties for non-compliance with service provider regulations. Financial penalties are essential for the benefit of consumers. Financial penalties will encourage service providers to pay attention to consumer complaints and resolve them in a timely manner.
7. We welcome the consumer survey in the regulations issued by TRAI. This is highly commendable. It will identify consumer problems and pave the way for future improvements.
8. The regulations issued by TRAI require service providers to submit a quarterly report to the CAG. This is very important and should be implemented.
9. The previously operating Appellate Committee for Consumer Concerns needs to be continued. The role of the CAG in this committee should be further strengthened. This committee is very important for consumer interests.

Therefore, we commend the above regulations issued by TRAI and strongly advocate for it and express our support.

Yours sincerely



(Dr R. D. Usmani)
Director

