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Comments on the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026

Submitted by:

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A CONSUMER ADVOCACY GROUP, REGISTERED WITH TRAI

We welcome and strongly support the proposed amendments aimed at making the telecom consumer grievance redressal system more transparent, accessible, accountable and consumer friendly. The provisions relating to 24x7 complaint centres, standardized IVR structure, web/mobile complaint registration, human customer care access, complaint tracking, consumer surveys and stricter accountability of Telecom Service Providers (TSPs) are highly beneficial for consumers.

Our specific recommendations are as follows:

1. Consumer Confirmation Before Complaint Closure

A complaint should not be treated as finally closed merely based on action reported by the TSP. Before closure of any complaint, the service provider must obtain confirmation from the consumer through SMS, email, mobile app, voice call, or web portal that the grievance has been satisfactorily resolved. In the absence of such confirmation, the complaint should remain open or be automatically escalated for review. This will ensure genuine resolution and prevent premature closure of complaints.

2. Uniform Standardized IVR and Customer Care System

We strongly support the proposal for a standardized IVR structure across all TSPs. Further, TRAI should mandate a uniform and easy-to-understand complaint registration process, common menu structure, and assured access to a human customer care representative across all telecom operators. Many consumers, especially senior citizens and rural consumers, face difficulties in navigating complex IVR systems. A standardized system will improve accessibility and reduce consumer inconvenience.

3. Mandatory Human Interface :

While AI-based systems, chatbots and automated solutions may be used, consumers must always have the option to connect with a live customer care



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executive without unnecessary delay. Human interaction is essential for proper understanding and resolution of complex complaints.

4. Representation of Consumer Organizations in Appellate Process

We respectfully oppose the complete removal of consumer participation in the appellate mechanism. Although the Advisory Committee is proposed to be deleted, TRAI should make it mandatory for every TSP to include at least one representative from a recognized consumer organization in the Appellate Committee/Appellate review process. Consumer representation will enhance transparency, neutrality, fairness and public confidence in appeal disposal.

5. Consumer Satisfaction Survey Should Not Replace Confirmation

The proposed consumer survey mechanism is welcome; however, a satisfaction survey should be in addition to, and not a substitute for, mandatory consumer confirmation before complaint closure.

Conclusion

We strongly supports the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 as a significant step towards strengthening consumer rights. We request TRAI to incorporate the above recommendations, particularly mandatory consumer confirmation before complaint closure and compulsory representation of consumer organizations in the appellate process, to ensure a truly transparent, fair and consumer-centric grievance redressal mechanism.

(DEEPABEN V. KORAT)

PRESIDENT,

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