

===== Forwarded message =====

From: NCHSEBPL

To: <fea1-div@traf.gov.in>, "Vivek Khare"<adv.ca@traf.gov.in>

Cc: "TRAI Bhopal"

Date: Mon, 25 May 2026 11:25:47 +0530

Subject: Re: Comments on Draft Telecom Consumers Protection (Thirteenth Amendment) Regulations, 2026

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To
The Advisor (CA),
Trai, New Delhi.

Dear Sir,

Comments have been invited on Draft Notification on Telecom Consumers Complaint Redressal (Fourth Amendments) Regulation, 2026. In this context the NCHSE, Bhopal (CAG) has the following comments to offer for kind consideration and to modified the Notification if think so.

On Page 65, it has been mentioned take a final decision on the appeal within 15 days from the receipt of the appeal. In the Appellate Committee of the TSI CAG is also one of the members to take decision on the appeal. Before COVID, 2019 there was a meeting of Appellate Committee off line and therefore 15 days time limit was justified but now it has been on line even today when all activities now a days are going on off line. If this trend is still

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continue than 15 days time limit will not be fine. It has to increase to at least 20 days. Either TSPs should be asked for off line meeting or time limit should be increased.

2. In the draft notification which primarily deals with consumers complaints redressal mechanism no where the involvement /role of CAG has been mentioned. Most of the consumer complaints routed through CAG therefore we feel that role of CAG in this context must be mentioned in the Draft Notification.

Regards.

R.Chandra

Sr. Fellow & CAG member

National Centre for Human Settlements and Environment