

To

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

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

**Sir,**

Organization is TRAI authorised CAG Member State of Uttar Pradesh, Uttarakhand, Rajasthan.

The PMRY appreciates the opportunity to provide **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.

The CAG's current role in the complaint resolution process serves as an essential safeguard for consumers. Their presence ensures transparency, accountability, and trust among telecom consumers. Removing the CAG from the appeals system could undermine consumer confidence in the fairness of the system.

It appears that under the proposed framework, the role of CAGs may gradually be reduced to mere consumer awareness activities, and that process is being increasingly cumbersome.

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

Therefore, you are requested to kindly strengthen the role of CAG in the relevant regulations.

**Yours Sincerely,**



**(Manish Chand Rana)  
Manager**