

PATIALA CONSUMERS & TELEPHONE SUBSCRIBERS FOURM (REGD.)



(Estd. 1990-91)

Acting President
H.D Aggarwal
98885-11426

Registered under Societies Registration Act 1860 vide no. (23) dated 8th May 1991

(Voluntary Service Organisation - NGO)

Member(s) Consumer Co-ordination Council (CCC) & Consumer Advocacy Group- TRAI

Office - # 26, Alhana, Dhillon Colony, Opp.Govt. Mahendra College, Patiala-(Pb) 147001

General Secretary

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Founders

Maj. B S S Bedi (Late)

Sh. J N Shahi (Late)

Patrons

Smt. Sudarshan Bedi

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Ravinder Singh Saluja

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(Internal)

Founder Member

Subhash Chawla

Executive Member(s)

Mrs. Harinder Kaur Sandhu

Er. J K Gupta (Retd.)

S K Verma

S S Chabbra

Respected sir,

18th June 2026

PCTSF/151

It's a matter of immense satisfaction that TRAI is taking very healthy initiatives from time to time for the cause of customers in particular and not at the cost of TSPs whose constraints are too taken care of and rather make plans as consumer -TSPs friendly so that nobody is suppressed with the amendments and are happily accepted for implementation for the good governance .

In the recent there came draft on 4th proposed amendment on which lot of deliberations on key

Consumer-centric Provisions of draft TCCRR(Amendment)Regulations 2026 took place/have been/are being held so that consumer grievance system is made stronger/more transparent and easier to access.

But it has been observed during the on line Open House Discussions held on 12.6.2026, 15.6.26 and 17.9.26 and even before it, many Consumer organizations working for the welfare of consumers at various places across the country shared their views and the undersigned too participated and spoke on the concerns and told that the initiatives are good one , taken be implemented for the cause of consumers. As it is well said that in case there is not customer, the existence of the seller no where stands and therefore the interest of the consumers be well care taken of.

Further during the OHD held on 17.6.2026, certain issues viz 24/7 Human Support, Standardized Menus, Escaping Accountability, Delayed Timelines and Financial Disincentive came on which Service Providers have raised strong objections to several key clauses that protect consumer interest.

In view of the above objections, our views are that since economy across the world is working round the clock and needs telecom services for its expansion like anything which is quick and real time way too as proposed so that economy is developed like anything and to compete for maximum GDP for which we all know that Govt is making all strives to come at the top. As regards costs is concerned as objected that can be cared not at the cost of consumers and rather make it friendly acceptable.

" Jago Grahak Jago"

Secretary
Patiala Consumers & Telephone Subscribers Forum





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S S Chhabra

In case menu is standardized it will be more comfortable and rather unwanted complaints will be avoided to the maximum thus there should not be any grudge by TSPs

As regards, accountability is concerned, TSPs should not take it complaints and rather should feel as feed back for the improvements and good governance. They should go in the concern of the consumer and study for its rectification so that such like issues come elsewhere are too addressed well before so as to provide neat and clean service. At certain occasions it has been noticed that complaints are not properly addressed resulting these are sent to higher ups for redressal. As regards network is concerned, TSPs should get these checked as a regular feature so that in case they feel it, the same is searched and updated at the earliest to avoid such complaints.

As regards Delayed Time Lines, TSPs should not ask grace for the delayed time lines and rather come forward happily for its resolutions at the earliest so that system goes smooth. In case time lines are extended and even then are to take steps later on as well and cannot escape from their responsibility whatsoever.

As regards imposition of financial disincentive, it should be there to make the system fool proof otherwise nobody will take the ownership of the job concerned.

In view of above, we are in consonance with the draft amendment which has been taken in the right direction and be implemented for the cause it has been prepared.

You may also agree that in the past and recent past, the Govt. came at the back support of TSPs too who remained in stress on account of certain circumstances beyond their control otherwise they would have been out of the market and such like matters be also kept in mind by them and rather objecting to the issues as drafted. Almost all the TSPs are in plus and can give load if any that too on account of better services and up dating of technology to customers happily acceptable.

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Further in the earlier meetings held in regard to the fourth amendment it was proposed that the representation of the CAGs as one of the Advisory Committee (Appellate Authority) Member be dispensed with Telecom Consumers Complaint Redresal System which is not viable and healthy one on point of the view of consumers . As we all know that until and unless outside check is there, the complaints/appeals may be got filed without going into its spirit at the end of TSPs and chances may be there to create lot of pockets to go up against their decisions .

I may add that I too being member of Advisory Committee (Appellate Authority) with some TSPs, my endeavors remain always to go into the essence of the issue and complaint is not filed till the full satisfaction of the consumer and in many cases I too had calls to the consumers to take their feed back which is shared with TSPs concerned so that issues are resolved to the extent possible.

Therefore it is our request and strongly recommend that representation in the Advisory Committee(Appellate Authority Panel) of CAGs be continued as hitherto so as to keep the system more strong.

Best wishes and regards

Yours sincerely

Pawan Goyal
Secretary
Patiala Consumers & Telephone Subscribers Forum
General Secretary - 97795-86000



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