

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

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

Sir,

We are TRAI authorised CAG Member State of Uttar Pradesh, Uttarakhand, Rajasthan.

This is in reference to TRAI's Comments on the Draft Telecom Consumer Complaint redressal (Fourth Amendment) Regulation, 2026".

In this regard the RSVS 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.

At present reality, filing and pursuing complaints is itself a very difficult task for consumers. Telecom Service Providers (TSPs) often make every possible effort to ensure that complaints do not reach the Appellate Authority level.

In such circumstances, the proposal to make TSPs solely responsible for handling complaints and simultaneously abolishing the role of Consumer Advocacy Groups (CAGs) as members of the Appellate Authority may adversely affect consumer interests. This would virtually provide a free hand to TSPs in handling consumer grievances without adequate independent oversight.

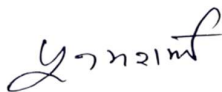
The existing role of CAGs in the complaint redressal process acts as an important safeguard for consumers. Their presence brings transparency, accountability, and confidence among telecom consumers. Removing CAG representation from the Appellate mechanism may weaken the trust of consumers in the fairness of the system.

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

It is requested that TRAI reconsider the proposal and ensure that consumer interests remain protected through independent oversight, transparency, and meaningful participation of consumer organizations.

Thanking You.

Yours sincerely



(Poonam Sharma) President