



राष्ट्रीय समुद्देशीय विकास संस्थान Rastriya Samuddeshiya Vikas Sansthan

(ISO 9001: 2018 CERTIFIED ORGANISATION)

कार्यालय : स्वतंत्रता संग्राम सेनानी हाऊस, अमित विहार, गली नं० २ (मन्दिर वाली गली), कुकड़ा, मुजफ्फरनगर-२५१००१ (उ०प्र०) भारत

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Ref...D...232...TRAI 2026-27

Date...19...6...2026

To,

Secretary
Telecom Regulatory Authority of India (TRAI)
New Delhi

Subject: Counter 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, Haryana.

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

In this regard the RSVS appreciates the opportunity to provide Counter 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.

The RSVS is presenting the following counter commands to the various TSP and other commands given in the above regulation.

1. In today's times, registering a complaint through an IVR (phone system) is extremely difficult for consumers, as it takes a lot of time to select a complaint on the IVR, which can lead to consumers becoming bored and unable to register their complaint. Therefore, it is mandatory to implement the simple 3-level menu on the IVR phone system issued by TRAI. This is essential for consumers.
2. The service provider's argument that poor network experiences are due to third-party apps, operating systems, or device hardware is completely false. The truth is that the service provider's network is malfunctioning. This results in consumers not receiving proper services and suffering significant losses. Therefore, filing complaints regarding poor network experiences is crucial, and allowing TSPs to be exempted from this is a complete violation of consumer rights.
3. The IVR should also include an option to file an appeal on number 4, allowing consumers to easily file an appeal if their complaint is not resolve.
4. 24x7 human support is essential for consumers. Most consumers are unable to register their complaints due to lack of time due to busy work schedules. If a 24x7 live human customer service agent is available, they can register their complaints and resolve them. This service is essential.

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5. The service provider's claim that they should be given 6 to 9 months to implement the relevant regulations so they can update their systems is completely false. Consumers cannot be ignored for 6 to 9 months under the pretext of system updates.
6. It is wrong to oppose the proposed financial penalties for non-compliance with service provider regulations. Financial penalties are essential for the benefit of consumers. Financial penalties will encourage service providers to pay attention to consumer complaints and resolve them in a timely manner.
7. We welcome the consumer survey in the regulations issued by TRAI. This is highly commendable. It will identify consumer problems and pave the way for future improvements.
8. The regulations issued by TRAI require service providers to submit a quarterly report to the CAG. This is very important and should be implemented.
9. The previously operating Appellate Committee for Consumer Concerns needs to be continued. The role of the CAG in this committee should be further strengthened. This committee is very important for consumer interests.

Therefore, we commend the above regulations issued by TRAI and strongly advocate for it and express our support.

Thanking You.

Yours sincerely



(Poonam Sharma)
President

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