



Registration No : F/182/Rajkot, Dated : 04-11-1976

1ST CONSUMER INFORMATION CENTER IN GUJARAT

Registration No : Guj/277/Rajkot, Dated : 04-11-1976

RAJKOT SAHER JILLA GRAHAK SURAKSHA MANDAL

Registered with Department of Consumer Affairs, Ministry of Consumer Affairs, Government of Gujarat & India

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Comments on the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026

Submitted by:

Smt. Ramaben R. Mavani, Ex-M.P. (Lok Sabha)

President

Rajkot Saher Jilla Grahak Suraksha Mandal, Rajkot, Gujarat

(A Consumer Advocacy Group Registered with TRAI)

We sincerely thank the Telecom Regulatory Authority of India (TRAI) for bringing forward the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026. The proposed amendments are progressive, consumer-centric, and aimed at strengthening transparency, accountability, accessibility, and efficiency in the grievance redressal mechanism for telecom and broadband consumers. We strongly support the draft regulations and appreciate TRAI's efforts to safeguard the interests of telecom and broadcasting consumers.

The provisions relating to 24x7 complaint centres, complaint registration through multiple digital platforms, online complaint tracking, consumer satisfaction surveys, enhanced transparency, periodic reporting, and regulatory audits are welcome initiatives that will significantly improve the consumer experience. The proposal for regulatory reviews, audits, inspections, and financial disincentives for improper disposal of complaints is particularly commendable.

We strongly support the provision of 24x7 Human Consumer Care Service in the proposed regulations. This is a highly valuable and consumer-friendly measure, particularly for senior citizens, rural consumers, persons with disabilities, and consumers who are not comfortable with digital technologies.

In practice, many consumers face difficulties while interacting with IVR systems, chatbots, AI agents, and robotic response mechanisms. These systems are often complex, difficult to understand, and unable to properly comprehend consumer grievances. As a result, consumers frequently fail to register their complaints correctly, receive inadequate responses, or are unable to reach a satisfactory resolution.

Therefore, every Telecom Service Provider should always ensure easy and prompt access to a trained human customer care representative. Consumers should

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have the option to directly connect with a human representative without navigating lengthy IVR menus or automated systems. Human-assisted support remains essential for effective grievance redressal, consumer satisfaction, and protection of consumer rights.

The proposed 24x7 human interface facility will significantly improve accessibility, transparency, and confidence in the telecom complaint redressal system and should be strictly implemented by all Telecom and Broadcasting Service Providers.

However, we respectfully suggest the following additional provisions in the interest of genuine consumer protection:

1. Consumer Confirmation Before Closure of Complaints:

No complaint should be treated as resolved or closed merely based on the action reported by the Telecom Service Provider (TSP). A complaint should be closed only after obtaining clear confirmation from the consumer through OTP verification, SMS confirmation, mobile application acknowledgement, email confirmation, or any other verifiable mechanism. In the absence of such confirmation, the complaint should remain open or be automatically escalated for review.

2. Independent Audit of Complaint Redressal Systems:

TRAI should conduct periodic independent audits of the complete complaint redressal systems of all Telecom Service Providers, including complaint registration, processing, escalation, closure mechanisms, consumer feedback systems, and complaint monitoring platforms. Such audits should be undertaken regularly to ensure transparency, accountability, and authenticity of complaint disposal data reported by TSPs.

3. Publication of Audit Findings:

A summary of audit findings and compliance status of each TSP should be placed in the public domain on the TRAI website to enable consumers to assess the performance of service providers and to enhance confidence in the grievance redressal framework.

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We once again convey our appreciation to TRAI for initiating these important amendments, which will contribute significantly towards strengthening consumer rights and improving the quality of telecom and broadcasting services across India.

(RAMABEN R. MAVANI)
EX-M.P. (LOK SABHA)
PRESIDENT

Date : 17-06-2026

Place: Rajkot, Gujarat



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