

## Mathur, Subodh

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**Sent:** 02 June 2026 17:52  
**To:** Shailesh Rajpoot  
**Cc:** Mathur, Subodh  
**Subject:** [EXT] Fwd: Comments on " Telecom Consumers Complaint Redressal ,(Fourth Amendment) Regulation,2026"  
  
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Subject: Comments on " Telecom Consumers Complaint Redressal ,(Fourth Amendment) Regulation,2026"

Respected sir,

With due respect I would like to comment on " Telecom Consumers Complaint Redressal ,(Fourth Amendment) Regulation,2026"

### **Point no-4.F-**

In sub-regulation (9) the following sub-regulation shall be substituted, namely: -  
For clauses (b) and (c), the following shall be substituted, namely: - 'Complaints',  
'Appeals',

“(b) the second level of the IVRS provides caller with options to select request type, specifically: for options relating to the broad categories of complaints and service requests;

(iii) 'Service Request/Query';

(c) Subsequent to selection made at second level,

i the third level of the IVRS provides for a context-specific sub-menu under complaints, appeals and service requests or queries, separately;

ii the third level of any complaint, appeal or service requests or queries sub-menu shall also contain an option to connect with a human consumer care representative;

i At the third level of IVRS, the consumer/customer should be given an option for call-back facility or wait in the queue for connecting with human consumer care representative.

**My comment is** – We support this as a Consumer Organisation and thankful for this types of regulations for consumer interest.

**Reason** - .When consumers wanted to lodge a complaint through call in IVR system , there were so many options and queries that they were confused.

**Suggestions**- Most complaints arise from internet network issues, hence some rules should be made for its business because customers are paying net charges but are not able to use regular network

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Thanks & Regards  
Pradeep Kumar Mukherjee  
Secretary  
Sudhindra Nath and Molina Mukherjee  
Social Development Trust Hazaribagh  
(Jharkhamd)