

Mathur, Subodh

From: Vivek Khare <adv.ca@traf.gov.in>
Sent: 20 June 2026 00:12
To: Shailesh Rajpoot
Cc: Mathur, Subodh
Subject: [EXT] Fwd: Counter Comments on " Telecom Consumers Complaint Redressal ,(Fourth Amendment) Regulation,2026"

Advisor (CA)
Telecom Regulatory Authority of India
New Delhi
Phone - 011-20907772

===== Forwarded message =====

From: snmmsd trust <snmmsdtrust@gmail.com>
To: <adv.ca@traf.gov.in>
Cc: "Dr. SK Samanta"<adv.kolkata@traf.gov.in>, <ja2-kolkata@traf.gov.in>
Date: Thu, 18 Jun 2026 16:18:25 +0530
Subject: Counter Comments on " Telecom Consumers Complaint Redressal ,(Fourth Amendment) Regulation,2026"

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Respected sir,

We are a Consumer Organisation working in the State of Jharkhand.

The counter comments on the said regulation against TSP comments is as follows.

Regulation-the second level of the IVRS provides callers with options to select request type, specifically: for options relating to the broad categories of complaints and service requests; (i) 'Complaints', (ii) 'Appeals', (iii) 'Service Request/Query'

TSP Comment- Airtel submits that the existing complaint handling framework, including the current IVRS architecture, should be retained under this clause, as it is already robust, consumer-centric and operationally efficient

Our Counter Comment -As a consumer organisation we have interacted with a large number of telecom consumers. We feel that if customers are provided with option like Complaints and Appeals right at the beginning of the IVR system, they will be able to voice their concerns immediately therefore i support this initiative by TRAI

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Thanks & Regards
Pradeep Kumar Mukherjee
Secretary

Sudhindra Nath and Molina Mukherjee
Social Development Trust
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