

Mathur, Subodh

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To: Shailesh Rajpoot
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Subject: Views and comments on draft on Telecom Complaints Details Regulations 2026
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Views and Comments on Telecom Consumer Complaint Details Regulation 2026 by
Upbhokta Sanrakshan and Kalyan samiti,Kanpur CAG Member TRAI

At present the role of t r i is mainly confined to framing regulations and creating awareness among consumers for filing complaints in reality filling and pursuing complaint is itself a very difficult task for consumers , Telecom service providers often make every possible efforts ti insure that complaints donot reach to Appellate Authority level ,
In such circumstances,the proposal to makr TSPs solely respected for handling complaints and simultaneously abolishing the role of consumer advocacy group as member of the Appellate Authority may adversely affect consumer interests,
The existing role of consumer advocacy groups in the complaints redressal process acts as an important safeguard for consumers ,Their presence brings transparency , accountability and confidences among telecom consumers Removing CAG representation from the Appellate mechanism may weaken the trust of consumers in the fairness of the system,
If the TRAI still intends to move towards a TSP driven complaints handling system then certain safeguards are absolutely necessary,
A complaints helpline similar to the NATIONAL CONSUMER HELPLINE NCH should be independently monitored and not solely controlled by TSPs
A dedicated team comprising TRAI officials and representatives of CAGs should regularly monitor and review the functioning the complaints Handling systems
TRAI should conduct regular open house system where the nature volume and quantity of complaints against TSPs are openly discussed for the benifits of the consumers,
Since many consumers allready face difficulties even in filing complaints, Consumer friendly mechanisms should be developed , At present consumers are often expected to resolve technical issues in thier own

before their complaints are entertained by TSPs if this approach continues then TSPs should also provide proper training and guidance to telecom consumers at the time of giving Telecom New Connection, The digital complaint and system should be simplified multilingual accessible to the SENIOR CITIZENS RURAL CONSUMERS and consumers who are not technologically skilled, Therefore it is requested that TRAI reconsider the proposal and insure that consumers interest remain protected through independent oversight transparency and meaningful participation of consumer organisation ie CAGs

With regards

Padam Mohan Misra

Secretary

Upbhokta Sanrakshsn and Kalyan samiti KANPUR

CAG