



TRAI-CA/003/UP/04-2025

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Date – 22/04/2026

**Comments: - DRAFT NOTIFICATION TELECOM CONSUMERS PROTECTION (THIRTEENTH AMENDMENT) REGULATIONS, 2026 No. ---- of 2026**

The initiative taken by the Telecom Regulatory Authority of India (TRAI) in issuing the Draft Telecommunication Consumers Protection (Thirteenth Amendment) Regulations, 2026 is appreciated. The amendments are timely and necessary in view of the evolving telecom ecosystem and increasing consumer dependence on digital connectivity.

With reference to the proposed amendments relating to tariff transparency under the Telecommunication Tariff Order provisions, it is submitted that mere disclosure may not be sufficient. A standardized and simplified format for tariff publication should be mandated across all Telecom Service Providers (TSPs). Key terms such as Fair Usage Policy (FUP), speed throttling, validity, and auto-renewal conditions must be prominently disclosed to avoid consumer confusion and mis-selling.

Regarding provisions linked to Unsolicited Commercial Communications (UCC) under the existing regulatory framework, the draft may be strengthened by prescribing stricter penalties for repeated violations by telemarketers and Principal Entities. Further, real-time mechanisms for reporting spam and prompt action by TSPs should be made mandatory, along with enhanced traceability requirements.

In the context of Quality of Service (QoS) requirements under the relevant TRAI QoS Regulations, it is suggested that benchmarks should be aligned with actual consumer experience, including call drops, data speeds, and service downtime. The draft may also consider introducing automatic compensation to consumers for prolonged service outages, thereby ensuring accountability of service providers.

With respect to complaint redressal provisions under the Telecom Consumers Complaint Redressal Regulations, the timelines for resolution should be strictly enforced, and an independent audit mechanism may be introduced to assess the quality of complaint handling. A unified digital platform for lodging and tracking complaints across all TSPs would further enhance transparency and ease of access for consumers.

For prepaid consumers, additional safeguards may be incorporated in line with existing consumer protection provisions. These should include mandatory prior notification before deactivation due to inactivity, protection against arbitrary balance deductions, and provision of a reasonable grace period with limited services before disconnection.



Further, in relation to activation of value-added services and data usage practices, explicit and informed consumer consent must be ensured. Default opt-out provisions for promotional communications should be strengthened, keeping in view emerging data protection principles and consumer privacy concerns.

Overall, while the draft amendment is a progressive step, incorporating the above suggestions with clearer linkage to existing TRAI regulations and enforcement mechanisms will significantly enhance consumer protection and regulatory effectiveness.

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