

Information Note to the Press
(Press Release No. 60/2026)
For Immediate release
Telecom Regulatory Authority of India

TRAI releases Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulation, 2026

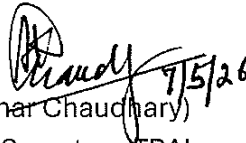
New Delhi, 7th May, 2026 - The Telecom Regulatory Authority of India (TRAI) today released the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulation, 2026 for stakeholder comments.

2. TRAI had notified Telecom Consumers Complaint Redressal Regulation, 2012 (TCCRR-2012), on 05.01.2012. The regulation was amended three times, i.e. in 2012, 2013 and 2014.

3. Modes of consumer engagement have evolved significantly since 2012. While IVRS remains relevant, consumers today increasingly use mobile applications, web-based portals, chatbots, and emails to register and track complaints. Further several provisions of existing regulation need modification to improve the efficiency, efficacy and operational details of complaint handling mechanism and its accessibility to consumers. The provisions regarding appeal against unsatisfactory handling of complaints also need modifications from the perspective of accessibility, clarity, efficiency, effectiveness and consumer convenience.

4. Accordingly, amendments in existing regulations have been prepared vide the Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulation, 2026, which has been placed on TRAI's website www.trai.gov.in, for seeking comments from the stakeholders. The written comments on the issues raised in the Draft amendment, may be sent preferably by mail to adv.ca@traigov.in, by 5th June, 2026.

6. For any clarification/information, Shri Vivek Khare, Advisor (CA), may be contacted at adv.ca@traigov.in or +91-11-20907772.


(Atul Kumar Chaudhary)
Secretary, TRAI

