

RURAL ACTION FOR SOCIAL SERVICE

(Under the Societies Registration Act of XXI 1860 - 137/97)

INTEGRATED RURAL DEVELOPMENT ORGANISATION

Ref:- R.A/CAG Member//2026-27/25/06

Dt:10.05.2026.

To
The Advisor (F&EA),
Telecom Regulatory Authority of India (TRAI),
New Delhi.

Respected sir

Sub: CAG Member – Submission of Counter Comments on the draft Telecom Consumers Protection – 13th Amendment – Regulations 2026 – Req – Reg.

Ref:- 1.TRAI – Draft Notification No.RG-8/(2) / 2025- ADV_FEA-1
dt:07-05-2026.
2. TRAI/R.O/Hyd Through Whatsapp Group received dt: 08-05-2026.

Greetings from 'CAG Member'

This is for your kind notice that, herewith we are submitting the comments on the Submission of Counter Comments on the draft Telecom Consumers Protection – 13th Amendment – Regulations 2026 – Kindly consider our letter and accept it.

With warm regards,

Encl:

Comments on the draft Telecom Consumers Protection – 13th Amendment – Regulations 2026.

Yours faithfully,


(P. CHITTI BABU)
CAG Member

Copy to:-

- 1.The advisor, TRAI, R.O., Hyderabad.
2. The Joint Advisor, TRAI, R.O., Hyderabad.
3. The Senior Technical officer, Grade – II, TRAI, R.O., Hyderabad
- 4.The Office File.



**K.J. Puram (Vil), S.K.R. Puram (Post), Palasamudram (Mandal),
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TELECOM CONSUMERS PROTECTION (13TH AMENDMENT) REGULATIONS – 2026.

This draft regulation is an important step towards protecting the rights and welfare of Telecom consumers. In particular the proposal by TRAI to ensure the availability of voice and SMS only special Tariff Vouchers (STV's) for consumers who don't use data services especially elderly persons, low income users, Rural consumers and feature phone users is highly commendable.

Our comments are as follows:-

1. Digital inclusion should be a choice, not forced.

TSP's say data packs are needed for digital India and to encourage digital usage

Our View:- People should not be forced to pay for data if they don't need it. Low income users should have the option to use only voice and SMS at affordable prices otherwise they are unfairly burdened.

2. Spam and Security should be managed by TSPs.

TSP's say cheaper packs may increase spam.

Our view:- Controlling spam is the responsibility of Telecom service providers using proper technology and regulations. Genuine users should not be punished by removing affordable options.

3. Price should reduce if data is removed.

TSP's say costs are fixed so prices can't change much.

Our View:- This is not correct data is a major part of the package. If data is removed, the price should reduce accordingly. Charging high prices for voice only plans is unfair.

4. Equal validity options for every one.

TSPs say current long validity plans are enough.

Our View:- This is not fair to low income users. Data users get many recharge options (28,56,84 days) but voice only users don't. The same validity options should be available for voice only plans.



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For RURAL ACTION FOR SOCIAL SERVICE
Secretary/Treasurer
C.P. CHITTBABU

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5. Data should not be forced in the name of safety.

TSPs say data helps in emergencies.

Our view: Many users have basic phones and do not use such features for smart phone users. Companies can provide a data lock option instead of forcing paid data packs. Safety should not be used as an excuse to increase costs

6. Information should reach all consumers.

TSP's say information is available on websites and Apps.

Our View: Many people donot use apps and websites. These plans should also be clearly shown at their company stores, franchise customer service centre and also mobile point units in different places and informed through SMS in local languages. So that everyone is aware.

At lastly conclusion our draft regulation will benefit all categories of telecom users / consumers. This is for my brief submission.

With warm regards,

Yours faithfully,



(P. CHITTI BABU)
CAG Member.



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