



Registration No : F/182/Rajkot, Dated : 04-11-1976

1ST CONSUMER INFORMATION CENTER IN GUJARAT

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# RAJKOT SAHER JILLA GRAHAK SURAKSHA MANDAL

Registered with Department of Consumer Affairs, Ministry of Consumer Affairs, Government of Gujarat &amp; India

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329, Popatbhai Sorathia Bhavan, 3rd Floor, Sadar Bazar, Rajkot-360001, Gujarat

Phone No : 0281-2471122-2471120, Fax No : 0281-2471122

Mobile No : 9426201611-7016131872, Email : [ramjibhaimavani@gmail.com](mailto:ramjibhaimavani@gmail.com) - [mavaniramaben@gmail.com](mailto:mavaniramaben@gmail.com)

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**Shri Ramjibhai B. Mavani**  
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## Comments on Consultation Paper of Telecom Regulatory Authority of India (TRAI) on Regulatory Framework for Vehicle-to-Everything (V2X) Communication

By Smt. RAMABEN R. MAVANI, EX-M.P. (LOK SABHA)  
PRESIDENT,  
RAJKOT SAHER JILLA GRAHAK SURAKSHA MANDAL, RAJKOT

Date : 15-05-2026

### Introduction

Vehicle-to-Everything (V2X) Communication is an emerging technology where vehicles communicate with other vehicles, road infrastructure, mobile networks, and pedestrians to improve road safety and traffic efficiency.

While this technology can modernize transportation in India, the regulatory framework should primarily protect the interests of ordinary citizens, road users, consumers, pedestrians, and small vehicle owners — not only automobile manufacturers and telecom companies.

### The framework must ensure the following points:

- Public safety
- Affordable technology
- Data privacy
- Consumer rights
- Equal accessibility
- Transparent accountability

### Key Comments and Suggestions

#### 1. Road Safety Must Be the First Priority

The main objective of V2X should be reduction of road accidents and saving human lives.

India faces high numbers of road accidents every year. Therefore:

- V2X alerts should work reliably even in rural and semi-urban areas.
- Emergency alerts must function in all weather and network conditions.
- The system should support pedestrians, cyclists, ambulances, and public transport.

Consumers should not become victims of technology failures.



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## 2. Technology Should Remain Affordable for Common Citizens:

V2X systems should not increase vehicle prices excessively.

Suggestions:

- Basic safety-related V2X features should be mandatory but low-cost.
- Government may provide incentives or subsidies for mass adoption.
- Affordable retrofit devices should be allowed for existing vehicles.
- Small car owners and two-wheeler users should not be excluded.

If the technology becomes expensive, it may benefit only luxury vehicle owners.

## 3. Strong Data Privacy Protection is Essential

V2X communication may continuously collect:

- Vehicle location
- Driving behaviour
- Travel history
- User identity data

**This creates serious privacy concerns.**

**Therefore:**

- Consumer consent should be mandatory before data collection.
- Personal data must not be sold for commercial advertising.
- Data minimization principles should apply.
- Strict cybersecurity standards should be compulsory. Academic studies also highlight major security and privacy challenges in V2X ecosystems.

**Citizens should know:**

- What data is collected
- Who stores it
- How long it is retained
- Who can access it

## 4. No Monopoly by Telecom or Automobile Companies

The V2X ecosystem should remain open, interoperable, and competitive.

Recommendations:

- Common technical standards should be adopted.
- Consumers should not be forced to use one telecom operator or one automobile brand.
- Interoperability between different manufacturers must be mandatory.

This will prevent vendor lock-in and reduce long-term costs for consumers.



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## 5. Rural India Must Not Be Ignored

Most advanced technologies initially remain concentrated in metro cities.

**However:**

- Rural roads also witness serious accidents.
- Farmers, village transport operators, and highway travellers also deserve safety benefits.

**Therefore:**

- Pilot projects should include rural highways and state roads.
- Government support for infrastructure in non-urban areas is necessary.
- V2X services should work even in low-network coverage areas.

Digital inequality must not increase.

## 6. Consumer Complaint and Compensation Mechanism

If V2X systems fail and cause harm:

- Consumers must have clear grievance redressal mechanisms.
- Responsibility among telecom operators, automobile companies, and software providers must be clearly defined.

**Consumers should receive:**

- Easy complaint filing systems
- Time-bound resolution
- Compensation for negligence or technical failures

Public trust depends on accountability.

## 7. Cybersecurity Standards Must Be Strict

Connected vehicles may become targets of:

- Hacking
- Remote control attacks
- Data theft
- Fake traffic alerts

**Hence:**

- Security certification should be compulsory.
- Regular software updates must be mandated.
- Independent security audits should be conducted.

Consumer safety should never depend only on self-certification by companies.



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## 8. Transparency in Spectrum Allocation and Regulation

Spectrum for V2X communication is a public resource.

### Therefore:

- Spectrum allocation should remain transparent and fair.
- Public consultation outcomes should be disclosed clearly.
- Consumer interest must remain above commercial interests.

The consultation process initiated by TRAI is an important step in this direction.

## 9. Public Awareness and Digital Literacy

Most citizens are unaware of V2X technology.

Government and regulators should:

- Conduct awareness campaigns
- Educate drivers regarding benefits and risks
- Explain privacy rights and safety practices in simple regional languages

Technology adoption succeeds only when people understand and trust it.

### Overall Recommendations:

The regulatory framework for V2X communication should ensure:

Area	Recommendation
Safety	Human life and road safety must be top priority
Affordability	Low-cost access for common citizens
Privacy	Strong personal data protection
Accessibility	Inclusion of rural and low-income users
Accountability	Clear liability and compensation rules
Competition	Open standards and interoperability
Security	Strong cybersecurity safeguards
Awareness	Public education and transparency

### Conclusion:

V2X communication has the potential to transform transportation and reduce accidents in India. However, the technology should develop in a people-centric manner rather than becoming only a commercial or luxury ecosystem.

The regulatory framework should protect the interests of:

- Common consumers
- Daily commuters
- Two-wheeler riders



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- Pedestrians
- Rural citizens
- Senior citizens
- Public transport users

A balanced approach involving safety, affordability, privacy, transparency, and accountability will help India build a trusted and inclusive V2X ecosystem for the future

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