

Information note to the Press (Press Release No. 2/2012)

For Immediate Release

Telecom Regulatory Authority Of India

TRAI issues regulations for consumer complaints redressal

New Delhi, 5th January 2012: With a view to improve the effectiveness of complaints redressal for the telecom consumer by the service provider, the Telecom Regulatory Authority Of India has today issued the Telecom Consumers Complaint Redressal Regulations, 2012. These regulations replace the earlier 'Telecom Consumers Protection and Redressal of Grievances Regulations, 2007'. The regulations have been issued after an extensive public consultations process including holding of five Open House Discussions across the country.

2. The highlights of the regulations are :-

- i. Establishment of a Complaint Centre with a toll-free "Consumer Care Number". The Complaint Centre will be responsible to address all the complaints received by them. Provisions have also been made at the complaint centre to establish a Customer Care Number which could be accessed from any other service provider's network.
- ii. The existing three-tier complaint redressal mechanism – Call center, Nodal Center and Appellate Authority, has been replaced by a two-tier one by doing away with the Nodal Officer. This is because the Complaint Centres are essentially registration and response centres and do not deal with the resolution of complaints. They only facilitate registration of consumer complaint and the level at which a problem is resolved within a company depends upon the complexity of the issue involved.
- iii. Every complaint at the Complaint Center shall be registered by giving a unique docket number, which will remain in the

system for at least three months. The docket number along with date and time of registration and the time limit for resolution of the complaint would be communicated to the consumer through SMS. The customer shall also be informed of the action taken through SMS.

- iv. If a consumer is not satisfied with the redressal of his complaint, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the specified period, he can approach the next tier – the Appellate Authority for redressal of his complaints.
- v. A two member Advisory Committee in each of the service areas by the service provider. This will comprise of one member from the consumer organization registered with TRAI and another member from the service provider. All appeals of the consumers will be put up before the Advisory Committee which will advice on all such appeals to the Appellate Authority. Individual time-lines have been provided for each stage of processing the appeals.
- vi. The regulations provide for resolution of complaints by the service provider in a time bound manner, referred by TRAI.
- vii. All service providers are requested to publish a Citizen's Charter. This will contain different time frames specified by the Authority for various complaints under QoS regulations, complaint redressal mechanism, various procedures related to services like mobile number portability, amount to be deducted as administrative expenses or otherwise, right of the consumers etc. An abridged version of the Citizen's Charter is required to be provided to each consumer at the time of subscription for service.
- viii. The regulations require the setting up of a Web based complaint monitoring system by the service provider through which the consumer can track their complaints.

3. "The Telecom Consumers Complaint Regulations, 2012" are available on TRAI website <http://www.traigov.in>.

Contact Details in case of any clarifications

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Authorised to issue

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