

Telecom Regulatory Authority of India

PRESS RELEASE No. 99 /2005

Dated 7th December, 2005.

**TRAI's advice to the telecom service operators on
Common Charter of Telecom Services**

In February, 2005, after consultations between various NGOs, Consumer Advocacy Groups, telecom service providers and TRAI, a Common Charter of Telecom services was adopted by all the service providers. The Charter is a voluntary declaration by the service providers to promote the services in the best spirit of competition and traditions of service and inter-alia acknowledges the rights of the citizens to have a free choice in selecting the service providers, right to education, representation and redressal of complaints. TRAI has been receiving several complaints about non-adherence to the Charter by the service providers. For example, one of the clauses in the Charter stipulate that the service providers shall periodically inform their subscribers on the reverse of the bills about the consumer grievance redressal process. It is however, observed that no service provider has started this practice, despite agreeing to do so with Consumer Advocacy Groups.

TRAI had earlier advised all the service providers to nominate a senior executive as the Nodal Officer in the respective service areas for attending to consumer complaints. Recently, Department of Telecommunications has also issued directions to the service providers to set up a consumer grievance redressal mechanism at call center level and also an appellate authority within the company. TRAI is monitoring progress of steps taken by the service providers to adhere to the principles contained in the Common Charter and also to the directions issued by the Government and has asked for a report from the service providers by the 20th of December, 2005. Full text of the instructions issued to the service providers is available on TRAI's website www.traai.gov.in.

(Sudhir Gupta)
Advisor (QoS)