

Complaint Redressal

Know-How



1

ACCESSIBILITY OF COMPLAINT CENTRE

- Complaint centre is accessible through call, email, service providers' app and website or through post/physical means at the nearest outlet.
- Toll-Free Consumer Care Number operational between 08:00 - 24:00 hrs on all days of the week
- Information regarding 'Consumer Care Number' & 'General Information Number' is publicized through various means - newspapers, website, telephone bills etc.



2

OPERATION OF IVRS ON CUSTOMER CARE NUMBER

- Dial Customer Care Number
 1. Select Language Hindi/English/Regional
 2. Select Category of complaints/ service requests or options related to Appeal.
 3. Select Sub Category of Complaints/ service requests or speak to a customer care agent



3

HANDLING OF COMPLAINTS AT THE COMPLAINT CENTRE

- Every complaint is allotted a 'Unique Docket Number'
- Unique Docket Number, Date & Time of Registration, Time limit for Resolution, Action-taken and Procedure for Filing an Appeal is informed through SMS/Email

continued



4

COMPLAINT MONITORING SYSTEM

- Every service provider is mandated to set up a 'Web-based Complaint Monitoring System'
- Customers can monitor the status of their complaints through 'Web-based Complaint Monitoring Systems' of service providers
- Complaint resolution time is 3 Days or as specified under Quality of Services regulations issued by TRAI



5

PROVISION FOR APPEALS

- In case of unsatisfactory, or untimely, or non-redressal of complaints, the consumers can approach the Appellate Authority of the concerned service provider
- There is no fee or charge for filing an appeal
- Consumers may file an appeal through email, or fax, or post, or in-person, or even through the Customer Care Number of the service provider, within 30 days after expiry of time limit prescribed for redressal of complaint



6

DISPOSAL OF APPEALS

- When an appeal is placed before the Appellate Authority, it may conduct such inquiry as it considers necessary
- The appeal is disposed within 39 days from the date of registration of appeal
- The appellant is intimated about the decision of the Appellate Authority on disposal of the appeal

For details, refer Telecom Consumer Complaint Redress of Regulations 2012



Issued in Public Interest by:

Telecom Regulatory Authority of India

(IS/ISO 9001:2008 Certified)

Mahanagar Doorsanchar Bhavan

Jawaharlal Nehru Marg, New Delhi-110002

Website: www.trai.gov.in

