



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India



[भारत सरकार /Government of India]

DIRECTION

Dated: 12th March, 2026

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), read with the provisions of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), regarding display of information relating to Complaint Centre and Appellate Authority on the landing page of website and mobile application of the service providers.

File No. D-5/1/(1)/2026-CA: Whereas the Telecom Regulatory Authority of India (hereinafter referred to as "the Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "the TRAI Act"), has made the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) (hereinafter referred to as "the regulations"), which, inter-alia, provide for establishment of Complaint Centres and Appellate Authority by the service providers;

2. And whereas regulation 3 of the regulations, inter-alia, provides that every service provider shall establish a Complaint Centre for redressal of complaints, addressing service requests of its consumers and earmark or allot sufficient toll free telephone lines to the 'Consumer Care Number';

3. And whereas regulation 5 of the regulations, inter-alia, provides that every service providers shall publicise the 'Consumer Care Number' through public notice in the leading newspaper, display on its website and all Complaint Centres etc.

4. And whereas regulation 10 of the regulations, inter-alia, provides that every service provider shall establish an Appellate Authority in each of its licensed service areas for disposal of the appeals filed by the consumers and publish in the newspaper

Nirvik Khare

the details of the such Appellate Authority including the names, designation, address, fax number, e-mail address and also display said details in each of its offices, Complaint Centres, sales outlets and website;

5. And whereas the Authority has noted that the details relating to Complaint Centre and Appellate Authority are often not properly displayed and are not easily accessible on the landing page (homepage) of the website or mobile application of the several telecom service providers and the internet service providers, thereby causing inconvenience to the consumers in accessing grievance redressal mechanisms of the service providers;

6. And whereas the Authority is of the view that proper display of the grievance redressal details on the landing page of the website and the home page of mobile application of the service providers will significantly enhance transparency and enable the consumer to access conveniently the complaint redressal mechanisms established by the service providers ;

7. Now, therefore, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and the provisions of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), the Authority hereby directs all the Access Service Providers, the Unified Licensees, and the Internet Service Providers to:-

(a) display prominently on the landing page (homepage) of their official website and home page of mobile application, a clearly visible and distinct tab/ link titled "Customer Care" and ensure that such tab/link directly leads to the dedicated page containing, at least, the following information:-

- (i) the Consumer Care Number (toll-free);
- (ii) the Complaint Centre contact details (including email and postal address);
- (iii) the procedure for lodging complaints and service requests;



- (iv) time limits for redressal of complaints as per the provisions of the applicable regulations made by the Authority; and
- (v) clear mention that in case the customer is not satisfied with resolution of the complaint, he/she can approach the designated Appellate Authority of the service provider, along with time limits for filing and disposal of the appeal.
- (vi) the complete contact details of the Appellate Authority, including names, designation, address, email ID, telephone number, fax number and time limits for disposal of the appeals;

(b) ensure that the information displayed is:-

- (i) in Hindi, English and the official language of the service area/State;
- (ii) updated;
- (iii) easily accessible and not placed behind multiple navigational layers;
- (iv) consisting of telephone number, fax number and the email address which are functional;

(c) furnish, within fifteen days from the date of issuance of this Direction, the compliance report along with URLs/screenshots.

Vivek Khare
12/3/2026

Vivek Khare
Advisor (Consumer Affairs)
सलाहकार/Advisor

भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
टॉवर-एफ, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-29
Tower-F, World Trade Center, Nauroji Nagar, New Delhi-29

To

All Telecom Service Providers / Internet Service Providers

4th, 5th, 6th और 7th मंजिल, टॉवर-एफ, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली: 110029
4th, 5th, 6th & 7th Floor, World Trade Centre, Tower-F, Nauroji Nagar New Delhi – 110029