



TELECOM REGULATORY AUTHORITY OF INDIA



DRAFT NOTIFICATION

Telecom Consumers Complaint Redressal

(Fourth Amendment) Regulation, 2026

New Delhi, India

07.05.2026

Tower-F, NBCC World Trade Center

Nauroji Nagar

New Delhi – 110029

Website: www.trai.gov.in

The draft posted for comments contains the following documents:

- 1. The draft amendment with explanatory note**
- 2. Annexure – I: A copy of the principal regulation incorporating draft amendment for ease of reference. This will however not be a part of final notification.**

Stakeholders are requested to submit their comments, feedback, and suggestions on the proposed amendments of Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026, by 5th June, 2026. The inputs/ comments may be sent, preferably in electronic form, to Advisor (CA), TRAI on the email id adv.ca@traigov.in, which will be posted on TRAI's website www.traigov.in.

For any clarifications/ information, Shri Vivek Khare, Advisor (CA), TRAI, may be contacted at +91-11-20907772 or email: adv.ca@traigov.in

DRAFT

**TO BE PUBLISHED IN THE GAZETTE OF INDIA, EXTRAORDINARY,
PART III, SECTION 4**

**TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION**

New Delhi | Dated: _____ 2026

**TELECOM CONSUMERS COMPLAINT REDRESSAL REGULATION
(FOURTH AMENDMENT) REGULATIONS, 2026
(xx of 2026)**

F. No. 2026/CA In exercise of the powers conferred upon it by section 36, read with sub-clause (v) of clause (b) and clause (c) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act 1997 (24 of 1997), the Telecom Regulatory Authority of India hereby makes the following regulations further to amend the Telecom Consumers Complaint Redressal Regulation, 2012 (1 of 2012), namely:-

1. Short title, extent and commencement. –

- a. These regulations may be called the Telecom Consumers Complaint Redressal Regulation (Fourth Amendment) Regulations, 2026 (xx of 2026).
- b. These regulations shall apply throughout the territory of India.
- c. These shall come into force after 30 days from the date of their publication in the Official Gazette.

2. In regulation 1 of The Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), (hereinafter referred to as the principal regulations),

a. For sub regulation (3), the following shall be substituted, namely: -

“(3) These regulations shall apply to all service providers having, --

- i. Unified Access Service Licence,
- ii. Unified Licence with Authorization for Access Service,
- iii. Internet Service Authorization under any licence,
- iv. Any of the Authorization under the Telecommunication Act, 2023, for providing Access (Wireline, Wireless) or Internet Services;”

b. After sub regulation (3), under the proviso following changes shall be made, namely: -

- i. The words “apply to” shall be substituted with “be mandatory, for compliance by”;
- ii. The words “whose turnover in any preceding financial year does not exceed rupees five crore or” to be deleted;
- iii. After the original proviso, the following shall be inserted, namely: -
“However, such Service Providers may voluntarily follow the provisions of this regulation and establish a suitable mechanism for redressal of consumer complaints.”

3. In regulation 2 of the Telecom Consumers Complaint Redressal Regulations, 2012 the following changes shall be made, namely: -

- i. Clause (b) of principal regulation shall be substituted, namely:

(b) “**Access Service**” means the telecommunication service provided by an authorised entity to users for conveyance of voice or non-voice messages through wireline or wireless telecommunication network, and the words “wireline access service” and “wireless access service” shall be construed accordingly.

ii. Clause (e) of the principal regulation shall be substituted, namely:

(e) “**Authorization**” means the authorization as defined in the Telecommunications Act, 2023;

iii. In the principal regulation, clause (f) shall be substituted with following clause, namely:-

(f) “**Broadband**” means a data connection, through wireless or wireline access media, that is able to support interactive services including Internet access and has the capability of delivering the minimum download speed, as specified by licensor from time to time, to an individual subscriber from the point of presence (POP) of the service provider intending to provide broadband service;

iv. In the principal regulation, the clause (fa) shall be inserted after clause (f), namely:-

(fa) “**Broadband Service**” means a data service provided using broadband data connection by Internet Service Provider and/or Wireless Access Service Provider under any license or authorization;

- v. Clause (g) shall be deleted from the principal regulation,
- vi. In the principal regulation, the clause (ha) shall be inserted after clause (h), namely:-
- (ha) “**Complaint Monitoring System**” means any world wide web based system using client server architecture or other similar architecture to register, track/monitor and manage consumer/subscribers’ complaints as established under sub-regulation (1) of regulation 6;
- vii. In the principal regulation, the clause (ka) shall be inserted after clause (k), namely:-
- (ka) “**Grievance Redressal Mechanism**” means the harmonious interworking of people, process, policies and the complaint monitoring system as per the extant regulation encompassing complaint centre and the Appellate Authority;
- viii. In the principal regulation, in clause (l), the word “/authorization” shall be inserted, after the words “provided in the license”:-
- ix. In the principal regulation, the following clause (m) shall be substituted, namely:-
- (m) “**Licence**” means a licence granted or having effect as if granted under section 4 of the Indian Telegraph Act, 1885(13 of 1885), as amended from time to time;

x. In the principal regulation, the following clause (o) shall be substituted, namely:-

(o) “**Service Provider**” means any service provider having License/ Authorization as mentioned under sub regulation (3) of regulation 1;

xi. In the principal regulation, the clause (pa) shall be inserted after clause (p), namely:-

(pa) “**Service Query**” means any query made by the consumer regarding the services provided by the Service Provider;

xii. In the principal regulation, the clause (qa) shall be inserted after clause (q), namely:-

(qa) “**Survey**” means Online Consumer Survey taken upon the resolution or closure of any formal complaint/appeal;

xiii. Clause (r) and (s) shall be deleted from the principal regulation.

4. In regulation 3 of the principal regulation, -

a. In sub-regulation (1), third proviso, for the words “local language of that service area in addition to Hindi and English”, the words “**official language/ languages of the state(s) in the licensed service area, in addition to Hindi and English as per the option exercised by the consumer**” shall be substituted,

b. In sub-regulation (1), fourth proviso, the following words, “**or separate dedicated number for the same**” shall be inserted at the end.

- c. In sub-regulation (2) for the word “licence” the words “**licence/ authorization**” shall be substituted;
- d. In sub-regulation (3) for the words “between 0800 hrs and 2400 hrs” the words “**round the clock**” shall be substituted;
- e. In sub-regulation (8) the words “**for Basic telephone services, Cellular mobile telephone service and Internet service**” shall be deleted;
- f. In sub-regulation (9) the following sub-regulation shall be substituted, namely: -
 - (i) For clauses (b) and (c), the following shall be substituted, namely: -

“(b) the second level of the IVRS provides caller with options to select request type, specifically: for options relating to the broad categories of complaints and service requests;

 - (i) ‘Complaints’,
 - (ii) ‘Appeals’,
 - (iii) ‘Service Request/Query’;
 - (c) Subsequent to selection made at second level,
 - (i) the third level of the IVRS provides for a context-specific sub-menu under complaints, appeals and service requests or queries, separately;
 - (ii) the third level of any complaint, appeal or service requests or queries sub-menu shall also contain an option to connect with a human consumer care representative;

(iii) At the third level of IVRS, the consumer/customer should be given an option for call-back facility or wait in the queue for connecting with human consumer care representative.

g. After sub-regulation (9), the following sub-regulation shall be inserted namely: -

“(10) Every service provider shall also ensure that a consumer is able to register complaints or appeals and raise request/ queries through their web portal/ website as well as mobile application. This mechanism should have following provisions:

(a) The first level of mechanism shall provide following options to select from:

(i) ‘Complaint’,

(ii) ‘Appeal’,

(iii) ‘Service Request/Query’;

(b) Subsequent to selection made at previous level,

(i) The application will provide context-specific sub-menu under the complaints, appeals and service requests or queries, separately;

(ii) In case the consumer prefers to give additional information or in absence of suitable options, the app/portal shall further provide an option for the complainant to share the details of their issue by entering text or via voice note.

(c) The application shall also provide an option to connect with a human consumer care representative.

(d) Consumers should receive regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, until final resolution, specifically but not limited to the following:

- (i) The initial update regarding the acknowledgement of service request/complaint with docket number is shared with the consumer;
- (ii) Depending on the category of complaint, the relevant information regarding expected time for resolution and information about allotment of technician, if required shall be shared with the consumer;
- (iii) In case a complaint is likely to exceed the prescribed or designated benchmark under these Regulations, the Service Provider should acknowledge the delay and inform the complainant about reason for such delay along with the revised estimated timeline for resolution;
- (iv) Once the complaint is closed, a confirmation message with survey link is shared with consumer.”

“(11) Service Provider may at its option also enable a consumer to register complaints or appeals and raise requests/ queries through any of their new-age customer-centric solutions (Chatbots, AI Agents, etc.), either already developed or the ones that may be deployed in future, which may be available on its web

portal/website or mobile application. These solutions shall follow the same provisions as mentioned above in sub regulation (10).

“(12) Making ICT Accessible for Person with Disability (PwD)

- (a) Service Providers should have a special desk(s) in their Call Centres/Consumer support centres which should be manned by person(s) competent to receive calls from PwDs using assistive technologies.
- (b) The calls from PwD category subscribers shall be routed to such dedicated desk/ helpline and necessary step-by-step assistance may be provided to them.
- (c) Mobile app/website/portal should have accessibility features as per Government of India guidelines on PwD.”

5. In regulation 5 of the principal regulation, -

- a. Under sub-regulation (1), clause (a), the words “in Hindi or English” shall be substituted with the words “each in Hindi and English” and the words “local language of the service area”, shall be substituted with the words “official language/ languages of the state(s) in the licensed service area” in the end;
- b. Under sub-regulation (1), clause (b) the words “as well as on the mobile application;” shall be inserted at the end;

c. After the sub-regulation (3), the following sub-regulation shall be inserted, namely: -

“(4) Every service provider should have ‘Consumer Corner’ on their website, displayed in prominence on the landing page (homepage). It shall contain/highlight details mentioned below as well as statistics:

- i. Details of Complaint Center,
- ii. Details of Appellate Authority,
- iii. Report of Consumer Satisfaction Surveys (as described in clause 14.A.),
- iv. Quarterly Performance Reports (as per sub regulation (2) of regulation 15);”

6. In regulation 6 of the principal regulation, -

a. In sub-regulation (1), for the words “Web based Complaint Monitoring System” the words “world wide web based client server architecture or other similar architecture-based Complaint Monitoring System” shall be substituted;

b. In sub-regulation (2), clause (a) the following shall be substituted, namely: -

“(a) immediately on establishment of the Complaint Monitoring System’ under sub-regulation (1), the service provider shall ensure that the address (URL) of the Complaint Monitoring System, along with the procedure for monitoring complaints, is published in at least one leading newspaper each in Hindi and English and in one leading newspaper in the official language of the state(s) in the licensed service area. This information should be

communicated to all consumers through SMS, and/or email, and the telephone bill issued by the service provider;”

c. In sub-regulation (2), clause (b) for the words “and also publish once in six months in the newspapers in the manner prescribed in clause (a).” shall be substituted with “publish once in six months in the newspapers in the manner prescribed in clause (a) and send through SMS and/or email once every six months”

d. In sub-regulation (3) the following sub regulation shall be substituted, namely: -

“(3). Any changes in the address (URL) of the Complaint Monitoring System or major overhaul/ comprehensive reform of the mobile application shall also be intimated to the consumers in the same manner as specified under sub-regulation (2).”

e. In sub-regulation (4) the words “Web Based” would be deleted.

f. After sub-regulation (4), the following sub regulation shall be inserted namely;

“(5) Service Providers shall ensure that consumers receive regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, as well as email and SMS, until final resolution.”

7. Under regulation 7 of the principal regulation, -

a. In sub-regulation (1), the following proviso will be deleted, namely: -

“Provided that the docket number assigned under clause (a) of sub-regulation (1) of regulation 4 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007), shall continue to be the docket number for the purpose of these regulations;”

- b. In the second proviso of sub-regulation (1) the word “further” would be deleted.
- c. In sub-regulation (2) the words “three” shall be substituted with “six (6)”;
- d. In sub-regulation (3), clause (i) of (a) the words “as well as email (to the registered email-id, if available)” shall be inserted after the word “SMS”;
- e. In sub-regulation (3), clause (i) of (b), the following sub regulation shall be substituted, namely: -

“(i) communicate to the consumer, through SMS as well as email (to the registered email-id, if available) the details of the action taken on the complaint and the procedure for preferring appeal to the Appellate Authority; and”

8. In regulation 8 of the principal regulation, -

- a. In sub-regulation (1) and (2) the following sub regulation shall be substituted, namely: -

“(1) Every service provider shall ensure redressal of the complaints and compliance of service requests in accordance with the time frame as specified under the Quality-of-Service Access (Wireline & Wireless) and Broadband (Wireline & Wireless) Services Regulation, 2024, Telecom

Commercial Communication Customer Preference Regulation, 2018 and Telecom Consumer Protection Regulation (TCP) 2012 issued by the Authority;”

“(2) Where a time limit has not been specified under the Quality-of-Service Access (Wireline & Wireless) and Broadband (Wireline & Wireless) Services Regulation, Telecom Commercial Communication Customer Preference Regulation, 2018 and Telecom Consumer Protection Regulation (TCP) 2012 issued by the Authority, the complaints and service requests shall be addressed within a time period not exceeding three (3) days.”

9. In regulation 9 of the principal regulation-

a. In sub-regulation (2) the following sub regulation shall be substituted, namely: -

“(2) A consumer may prefer an appeal under sub-regulation (1) directly to the Appellate Authority through email, mobile application, website/portal, complaint centre, or post or in person;”

b. In sub-regulation (3), the words “thirty days” shall be substituted with “**fifteen (15) days**”;

c. In proviso, under sub-regulation (3), the words “thirty days” shall be substituted with “**fifteen (15) days**”;

10. In regulation 10 of the principal regulation –

- a. In sub-regulation (1), the word “licence” shall be substituted with the words “[licence/ authorization](#)”;
- b. In first proviso, under sub-regulation (1), the words “[in each licence service area](#)” shall be inserted at the end;
- c. Second proviso, under sub-regulation (1), shall be substituted with “[Provided further that a service provider, being only an Internet Service Provider having all India licence/ authorization, may, for the purpose of these regulations, establish one or more Appellate Authority for its service area.](#)”;
- d. In sub-regulation (2), the words “as may be decided by the service provider” shall be substituted with “[who should be a regular employee in the senior management of the service provider with at least 5 years of experience](#)”;
- e. In sub-regulation (3), the following sub regulation shall be substituted, namely: -
“[\(3\) Every service provider shall, immediately on establishment of the Appellate Authority, publish in leading newspapers, one each in Hindi, English and the official language/language\(s\) of the state\(s\) in the licensed service area, the details of the Appellate Authority, including the names, designation, telephone number, address, and e-mail address, and also arrange to display the said details in each of its offices, Complaint Centres, at its sales outlets and also at a prominent place on its website’s home page and mobile app.](#)”
- f. After the sub-regulation (4), the following sub-regulation shall be inserted, namely: -

“(5) Every Service Provider shall place before its Chief Executive Officer (CEO) or the Board of Directors, as the case may be, a quarterly report on the redressal of complaints, appeals and results of online consumer survey, for review and appropriate oversight.

Provided that such report shall, inter alia, include the number of complaints/appeals received, disposed of, pending, the time taken for disposal and results of online consumer survey, in such format as may be specified by the Authority from time to time.”

11.The original regulation 11 of principal regulation shall be deleted.

12. In regulation 12 of the principal regulation, following amendments shall be done,

- a. In the heading of the regulation 12 the word “Secretariat” shall be substituted with “Office,”;
- b. In sub regulation (1), the word “a Secretariat and” shall be substituted with “an office,”;
- c. The original sub-regulation (2) shall be deleted.

13.The original regulation 13 of principal regulation shall be deleted.

14.In regulation 14 of the principal regulation,

- a. In the heading of the regulation 14 the word “Registration and” shall be inserted in the beginning;
- b. Sub-regulation (1), (2) (3) and (4) to be deleted and the following sub regulations shall be substituted, namely: -

“(1) The Office of Appellate Authority shall, ----

- a) immediately on receipt of an appeal (through complaint centre, mobile application, website/portal, email, post, or by in-person), register it by assigning a unique appeal number;
- b) acknowledge the appeal, immediately on its receipt, by sending the unique appeal number through SMS and/or e-mail to the consumer;

(2) The Appellate Authority will examine as well as seek necessary details and documents from the concerned division(s) and will give the final decision and take action for resolution of the grievance within 15 days of receipt of the appeal;

(3) The action taken will be communicated within 3 days of disposal, to appellant by email and/or SMS and also be updated on the website and mobile app of the service provider, by office of Appellate Authority.

15.After regulation 14 the following regulation shall be inserted, namely: -

“14.A. Online Consumer Survey

(1) Upon the resolution or closure of any formal complaint/appeal, the Service Provider shall immediately administer an Online Complaint/Appeal Resolution Survey (hereinafter referred to as the "Survey") to the complainant;

(2) The Survey shall be instantly accessible to the complainant via a dedicated, secure electronic link transmitted through electronic means, such as email (if available) and SMS besides service provider’s mobile application and website;

(3) The Survey must collect specific, complainant-provided feedback concerning the complaint/appeal resolution in the following metric on scale of 1 to 5:

1: Totally Dissatisfied

2: Largely Dissatisfied

3: Somewhat Satisfied

4: Largely Satisfied

5: Fully Satisfied

(4) The service provider shall share the detailed consumer satisfaction data, in respect of complaints and appeals separately, every quarter, along with Quarterly Performance Report (QPR), as described under sub-regulation (2) of regulation 15 of this regulation.

16.In regulation 15 of principal regulation,

a. In sub-regulation (1) the following sub-regulation shall be substituted, namely:-

“(1) The Appellate Authority shall keep record of the preferred appeals, relevant details and documents collected from the concerned division/ department of the service provider, the decisions and the action taken for resolution of the dispute by the Appellate Authority, for at least one year after disposal of the appeal.”

b. In sub-regulation (2) the following sub-regulation shall be substituted, namely: -

“(2) Every service provider shall submit to the Authority as well as publish the same on their website/portal/app, on quarterly basis, a comprehensive performance report separately for Complaints and Appeals for each LSA

separately, within fifteen (15) days from the end of each quarter; The report shall include, but not be limited to, the following:

(a) Key Performance Indicators (KPIs) for Complaints:

- i. Number of Complaints pending and brought forward from last quarter,
- ii. Number of Complaints received during the quarter,
- iii. Number of Complaints disposed off during the quarter,
- iv. Number of Complaints pending at the end of the quarter,
- v. Complaints Redressed Within the time limit,
- vi. Complaints redressed beyond the time limit,
- vii. Average Resolution time,
- viii. Percentages of the complaint resolved to the full satisfaction of the consumer,
- ix. Percentage of total complaints resolved,
- x. Survey results for Complaints to be shared for following indicators:
 1. Total count of consumers participated in survey,
 2. Total Count of Customers, who gave a rating of 1,
 3. Total Count of Customers, who gave a rating of 2,
 4. Total Count of Customers, who gave a rating of 3,
 5. Total Count of Customers, who gave a rating of 4,
 6. Total Count of Customers, who gave a rating of 5;

(b) Key Performance Indicators (KPIs) for Appeals:

- i. Number of Appeals pending and brought forward from last quarter,
- ii. Number of Appeals received during the quarter,
- iii. Number of Appeals disposed off during the quarter,
- iv. Number of Appeals pending at the end of the quarter
- v. Appeals Redressed Within the time limit,
- vi. Appeals Redressed beyond the limit,
- vii. Average Resolution time,
- viii. Survey results for Appeals to be shared for following indicators:
 1. Total count of consumers participated in survey,
 2. Total Count of Customers, who gave a rating of 1,
 3. Total Count of Customers, who gave a rating of 2,
 4. Total Count of Customers, who gave a rating of 3,
 5. Total Count of Customers, who gave a rating of 4,
 6. Total Count of Customers, who gave a rating of 5;

(c) Every Service Provider shall submit to the Authority, on a half-yearly basis, a compliance report certifying that the provisions relating to publicity of the Customer Care Number, General Information Number (GIN), and other information as specified under sub-regulation (2) of regulation 5, have been duly complied with.

Provided that such report shall be furnished within fifteen (15) days from the end of each half-year, in such format and manner as may be specified by the Authority from time to time, along with documentary evidence of such publicity.

(d) The Authority may from time to time amend or change the reporting requirements, as necessary.

(e) Every service provider shall create or upgrade their system within six months of notification of these regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each parameters specified under regulation 15 (2) in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction

17.In regulation 16 of the principal regulation,

- a. In the sub-regulation (3), the words “to the consumer as well as” will be inserted before the words “the Authority”;

18.In regulation 17 of the principal regulation, -

- a. Under clause (1) (g), the following clause shall be substituted, namely: -

“(g) rights of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telcom Consumers Protection Regulation,

2012, (TCPR), Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCCPR) and Quality-of-Service Access (Wireline & Wireless) and Broadband (Wireline & Wireless) Services, 2024;”

- b. Under sub regulation (1), after clause (h), the following clause (ha) shall be inserted, namely: -
“(ha) procedure for termination or disconnection of each service plus value added services offered by the service provider; and”
- c. Under clause (1) (l), the words “Name, designation” shall be inserted at the beginning;
- d. Under sub regulation (1), the clause (m) shall be deleted;
- e. Under sub-regulation (2), the words “local language of each service area”, shall be substituted with words “official language/language(s) of the state(s) in the licensed service area”.
- f. Under sub-regulation (3), of the words “and also accessible via mobile app.” shall be inserted at the end;
- g. Under proviso of the sub-regulation (5), word “licence” shall be substituted with the words “licence/ authorization”;

19.In regulation 18 of the principal regulation, -

- a. Under sub-regulation (1), the words “for at least one year after disposal of the complaint/appeal as the case may be.” shall be inserted at the end;

- b. Under sub-regulation (2), the following words “in exercise of power conferred by section 12, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997)” to be inserted after words “provisions of these regulations,”;
- c. Under sub regulation (2), clause (a), the word “Complaint Centre and the Secretariat” shall be substituted with “the Compliant Centre, Complaint Monitoring System, Grievance Redressal Mechanism and the related instrumentalities including the Office”

20.In principal regulation the following new regulations 18.A., 18.B., 18.C. and 18.D. will be inserted after regulation 18, namely: -

“18. A. Regulatory Review

(1) The authority may conduct periodic regulatory review of the redressal of complaints and appeals by the service providers in the following manner:

- a. Auditing and/or Inspection as described under regulation 18;
- b. Audit/Analysis of Quarterly Performance Reports submitted,
- c. Review based on Consumer Feedback gathered via multiple channels;

(2) The Authority may establish a mechanism to seek reports from the Service Providers on consumer feedback received via various channels;

(3) Service Provider shall provide all data as requested by TRAI for the purpose of periodic Regulatory Review through manual/online mechanism as prescribed by the Authority.

(4) If during such audit, inspection, analysis or review, the Authority finds that a complaint/appeal was dismissed improperly or disposed of unsatisfactorily, the service provider shall be liable for a financial disincentive of:

(a) Rupees one thousand only (Rs. 1000/-) per improper dismissal /disposal of complaint by service provider, and

(b) Rupees five thousand only (Rs. 5000/-) per improper dismissal/disposal of appeal by service provider,

Provided that the maximum amount of financial disincentive, payable by a service provider shall not exceed rupees fifty lakhs (Rs. 50 Lakh) per quarter for the licensed/authorised service area.

Provided further that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representation against the contravention of the regulation observed by the authority;

18.B. Violation of Compliances

(1) If a service provider fails to meet the deadline of submitting the Quarterly Performance Report (QPR), it shall be liable to pay an amount, by way of financial disincentive, not exceeding rupees five thousand (Rs. 5,000/-) per report, for every day, during which the default continues, for first fifteen (15) days and thereafter rupees twenty thousand (20,000/-) per

report per day, subject to a maximum amount of rupees ten lakhs (Rs. 10 lakhs) per instance, as the Authority may, by order, direct.

Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representation against the contravention of the regulation observed by the authority;

18.C. Consequences for failure of Service Provider to pay Financial Disincentive

(1) If a service provider fails to make payment of financial disincentive under sub-regulation 18.A.(4) or 18.B.(1) within a period of twenty one (21) days from the date of issue of order for payment of financial disincentive, it shall be liable to pay simple interest on the outstanding amount of financial disincentive, at a rate which shall be two percent (2%) above the one year Marginal Cost of Lending Rate of State Bank of India applicable at the beginning of the financial year in which last day of the stipulated period falls.

(2) For the purposes of this regulation, a part of month shall be reckoned as full month for the purpose of calculation of interest, and a month shall be reckoned as an English calendar month;

18.D. The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.”

(Atul Kumar Choudhary)

Secretary

Note.1. — The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 5th January, 2012 vide notification number No. 305-20/2009-QOS dated the 5th January, 2012.

Note.2. —The principal regulations were amended by issuing the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012 (3 of 2012) dated the 11th January, 2012.

Note.3. -The principal regulations were further amended by issuing the Telecom Consumers Complaint Redressal (Second Amendment) Regulations, 2013 (11 of 2013) dated the 11th September, 2013

Note.4. -The principal regulations were further amended by issuing the Telecom Consumers Complaint Redressal (Third Amendment) Regulations, 2014 (7 of 2014) dated the 1st July, 2014

Note.5. -The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 (xx of 2026).

Explanatory Note

A. Introduction

- 1) India's telecommunications sector has witnessed unprecedented growth over the past two decades, emerging as one of the largest telecom markets in the world. As of February 2026, the total telecom subscriber base in India stands at approximately **1.32 billion**, while Internet subscribers exceed **1.05 billion**.
- 2) As telecommunications services increasingly underpin economic and social activities, consumer reliance on telecom connectivity has deepened considerably. Consumers may face an issue with the telecom service being provided by the Service Providers, which needs to be resolved at the earliest. Consequently, efficient, transparent and responsive grievance redressal mechanisms have become an essential component of consumer services for safeguarding their interests in the telecom sector.
- 3) The Government of India established the Telecom Regulatory Authority of India (TRAI) under the provisions of the **Telecom Regulatory Authority of India Act, 1997** with the objective to regulate the telecommunication services and to protect the interests of service providers and consumers of the telecom sector, to promote and ensure orderly growth of the telecom sector.
- 4) The Telecom Regulatory Authority of India (TRAI) is entrusted to safeguard consumer interests through a responsive and evolving regulatory framework. In exercise of the powers conferred by section 36, read with subclauses (i) and (v) of

clause (b) of sub-section (1) of section 11 of the TRAI Act, 1997, TRAI is empowered to make regulations for protection of the interest of consumers of Telecommunication Services and for ensuring compliance of the terms and conditions of the Licence.

- 5) In 2007, TRAI undertook consultations on consumer protection and grievance redressal, identifying gaps in complaint handling. This resulted in the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, establishing a three-tier mechanism: Call Centre, Nodal Officer, and Appellate Authority, with defined timelines and escalation processes.
- 6) In July 2011 TRAI issued the draft Telecom Consumers Complaint Redressal Regulations, 2011. After extensive consultative process, TRAI notified Telecom Consumers Complaint Redressal Regulation, 2012 (TCCRR-2012), introducing a standardized two-tier framework:
 - **Complaint Centre:** redressal of complaints and for addressing service requests of its consumers
 - **Appellate Authority:** appeal to lie with the Appellate Authority if consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified
- 7) The regulations mandated time-bound resolution, standardized procedures, consumer communication, and transparency, ensuring resolution within service provider systems before judicial recourse.

8) TRAI has refined the framework through amendments in the TCCR-2012 :

- **2012:** Terminology updates; “Citizen’s Charter” renamed to “Telecom Consumers Charter”
- **2013:** Improved disclosures, tracking systems, and compliance requirements
- **2014:** Updated broadband definition

9) The telecom ecosystem has evolved with growth in broadband, digital platforms, and value-added services. Consumer interfaces have evolved from IVRS to mobile apps, portals, email, and chatbots.

10) Over time, differences have emerged in the manner in which individual Telecom Service Providers (TSPs) interpret and implement the provisions of TCCR-2012. Variations in complaint registration processes, categorisation, escalation workflows, and timelines have resulted in inconsistent consumer experiences across service providers. The absence of procedural standardisation has limited the effectiveness and comparability of grievance redress outcomes across the sector.

11) Additionally, modes of consumer engagement have evolved significantly since 2012. While IVRS remains relevant, consumers today increasingly use mobile applications, web-based portals, chatbots, and emails to register and track complaints. The grievance appeal process also merits review from the perspective

of accessibility, clarity, efficiency, effectiveness and consumer convenience, as well as for avoiding fragmented handling of grievances across platforms.

12) The number of complaints received by TRAI from the telecom subscribers has shown an increasing trend over the years, although TRAI does not have mandate to handle the individual complaints. In the year 2023-24: 44,733 complaints, 2024-25: 55,978 complaints and in year 2025-26: 73,081 complaints were received. An analysis of these complaints from consumers received has revealed a dissatisfaction and anguish against the existing grievance redressal mechanism established by the service providers. While the measures taken by TRAI so far have been, by and large effective, the effort in this regard is a continuous process and requires to be reviewed from time to time to improve the effectiveness of complaint redressal. Accordingly, the following amendments to the Regulations are proposed:

B. Proposed Amendment to Regulations:

Regulation-1

1) The Indian Telegraph Act, 1885 was the main legislation dealing with the establishment, maintenance and working of telegraphs in the country. It provided the Central Government an exclusive privilege of establishing, maintaining and working telegraphs in India, and a power to grant a license, on such conditions

and in consideration of such payments as it thinks fit, to any person to establish, maintain or work a telegraph within any part of India.

- 2) The extant telecommunication service licensing regime in India began in 1994 when the DoT granted licenses to private entities for cellular mobile telephone service (CMTS) in the four metro areas. Since then, many telecommunication services have been brought under licensing regime in the country. Since 2013, the Government of India was following the Unified Licensing (UL) regime for telecommunication services. Eligible entities could obtain appropriate authorizations under Unified License from the Government and provide a range of telecommunication services to their customers.
- 3) In December 2023, the Indian Parliament enacted a new statute namely, ‘The Telecommunication Act, 2023’. The Act amends and consolidates the law relating to development, expansion and operation of telecommunication services and telecommunication networks, assignment of spectrum, and for matters connected therewith or incidental thereto. The Section 3 of the Act grants the power of authorisation to the Central Government. The Section 3 is reproduced below:
- “3(1) Any person intending to —*
- (a) provide telecommunication services;*
 - (b) establish, operate, maintain or expand telecommunication network; or*
 - (c) possess radio equipment,*
- shall obtain an authorisation from the Central Government, subject to such terms and conditions, including fees or charges, as may be prescribed.”*

- 4) The proposed amendments seek to align the existing regulatory framework with the provisions of the Telecommunications Act, 2023 by incorporating changes as per new authorization-based framework while continuing with the regime as per Licenses granted under the Telegraph Act, 1885. Further it maintains uniformity with the applicability of the “Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024.”
- 5) In accordance with current regulation, the mandated compliance for ISPs was based on two major criterion which were, their financial turnover and subscriber’s count. These new amendments take into account the prevailing market scenario by retaining compliance obligations of Internet Service Providers based on the total subscriber base of a service provider, while omitting the existing minimum financial turnover criteria. This is in line with the provision of the “Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024.” However, its adoption by the ISPs having less subscriber base has been made voluntary.

Regulation-2

- 1) In order to ensure relevance with evolving sectoral and technological developments, the amendments propose to revise and introduce certain definitions, in accordance with The Telecommunication Act 2023 and Draft Telecommunications (Authorisation for Provision of Main Telecommunication Services) Rules, 2025. Definitions such as *Access Service*, *Authorization*,

Broadband Service, Survey, Service Query, Complaint Monitoring System have been suitably modified or newly incorporated.

- 2) Additionally, certain definitions, including *Service Provider, Grievance Redressal Mechanism* (earlier referred to as “System”), and *Licence*, have been refined to enhance clarity. The advisory committee definition has been deleted as the provisions related to it have been deleted. It has been observed that the elaborate process of routing appeals to Advisory committee was rendering the appellate process inefficient and ineffective in the redressal of the appeals preferred by the telecom consumers and needed to be simplified with clear accountability of the service provider.
- 3) The term “authorization” has been introduced alongside “licence” to ensure consistency with the authorization framework established under the Telecommunications Act, 2023.

Regulation-3

- 1) The technology of the complaint centres have evolved and the service providers can now deploy a common complaint centre capable of logical partitioning to provide complaint handling for each services separately or grouped as per the requirement. Hence accordingly the reference to the complaint centre either being common or separate or grouped has been included.
- 2) The existing reference to “local language” was found to be very general in nature and could have ambiguity in interpretation. Service providers were sometimes not

providing the services in the official language of the state(s). This amendment makes a clear provision for using the official language(s) of the state(s) or Hindi or English as per the option exercised by the consumer in the service area to ensure clarity in interpretation.

- 3) Under existing regulation the complaint centres were accessible between 0800 hours and 2400 hours on all days of the week. Telecommunication and Broadband services are now needed round the clock with rapidly growing digitalization. In order to enhance consumer convenience in this new era of digital/online services, it is proposed to extend the operational hours of Complaint Centres to 24 hours on all days of the week.
- 4) Under existing regulation, it was seen that there was lack of operational consistency between the service providers. Each service provider had their own implementation standards, as per their understanding of the regulation. These new amendments in the operation of IVRS flow system of service providers aim to introduce greater structural clarity and standardization in the grievance redressal framework, thereby ensuring uniformity across service providers and improving ease of access for consumers.
- 5) Recognizing the increasing adoption of technology-driven customer engagement platforms, the amendments incorporate provisions for emerging customer centric solutions like Chatbots, AI Agents etc. through communication channels like web portal or mobile application, while reinforcing the availability of human-assisted support. Further, service providers shall ensure the availability of customer care

representatives, along with facilitative features such as call-back options and voice-based interaction mechanisms, to cater to diverse consumer segments.

- 6) The Hon'ble Supreme Court, on April 30, 2025 has ruled that digital access is an intrinsic component of the right to life and directed changes to KYC (Know Your Customer) processes to better accommodate persons with disabilities. The court emphasised that current procedures used by banks, mobile service providers, and other institutions often fail to account for the challenges faced by disabled individuals, thereby violating their constitutional rights.
- 7) India's 2011 census showed that 2.68 crore people - over 2% of the population—live with disabilities, a majority of whom reside in rural areas. The Department of Telecommunications (DoT) has issued comprehensive directives dated July 31, 2025 to all telecom licensees mandating that telecom services and Know Your Customer (KYC) procedures be made fully accessible to Persons with Disabilities (PwDs).
- 8) Accordingly in this regulation it has been proposed to provide an additional level of assistance for PwDs. Specific provisions have been introduced to ensure accessibility of ICT-based grievance redressal mechanisms for Persons with Disabilities (PwDs). These include the requirement for dedicated support systems, such as specialized assistance at call centres and accessible digital interfaces, in accordance with Government of India guidelines, to promote inclusivity and equitable access.

Regulstion-5

- 1) The existing regulation had the provision for publication of information regarding customer care in the newspapers in Hindi or English or in the local language of the state. The use of word “local language” was found to be susceptible to ambiguity in interpretation.
- 2) This new amendment introduces well defined formulation to ensure clarity in interpretation. It also mandates that service providers publish prescribed consumer-related information in Hindi, English and the official language(s) of the state(s) falling within the respective Licensed Service Area (LSA).
- 3) It had been observed that service providers sometimes did not provide/furnish/publish important consumer related information/link on home page of their website, which led to inconvenience. The Telecom Regulatory Authority of India has recently issued Direction No. **D-5111(1)/2026-CA, dated 12th March 2026** mandating service providers to prominently display comprehensive “Customer Care” information including procedures, timelines, and escalation mechanisms, across all digital platforms (website/portal and mobile applications). This is intended to enhance transparency, accessibility, and consumer awareness. The provisions contained in the Directions have been suitably incorporated in the Amendment.

Regulation-8

- 1) Existing regulation had no references to timelines regarding resolution of grievances for Unsolicited Commercial Communication (UCC) which are critical in complaint handling systems because they directly impact customer

satisfaction, operational efficiency, and legal compliance. Defining the timelines in the Complaint handling and / or addressing the Service request enables in enhancement of Customer Trust and Satisfaction, Operational efficiency and data driven & evidenced based interventions for Regulatory Compliance and monitoring.

- 2) Considering the prevalence of Unsolicited Commercial Communication (UCC) and consumer complaints, the proposed amendment mandates the service provider to comply with the timelines as mentioned in TCCCPR, 2018 regulation for redressal of UCC complaints. This is aimed at ensuring timely and consistent handling of such complaints, in view of their prevalence and consumer impact. SECTION III, IV, V & VI of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024, under the quality of service parameters related to customer service has defined the time lines for handling the billing/charging complaints , other complaints and service requests for service provider providing access service (wireline) or access service (wireless) or broadband (wireline) service, as applicable. The same has been referred in the amendment to maintain uniformity in the TRAI regulations.

Regulation-9

- 1) The thirty day period indicated for filing an appeal after the unsatisfactory redressal of his complaint by the Complaint Centre, or his complaint remains

unaddressed or no intimation of redressal of the complaint within the period specified in regulations 8 of the Regulation, was observed to be too long as a dissatisfied customer would normally file appeal without much delay. Whereas a longer time allowed to file an appeal indicated that the redressal action, calling of the appellate committee meeting etc. was initiated after the expiry of the time period for filing the appeal (one month).

- 2) Hence the proposed amendment introduces to change the time allowed for filling of appeal to Appellate Authority from 30 days to 15 days within which the appeal can be lodged by the consumer after the unsatisfactory redressal of the complaint or unaddressed complaint or no intimation on the complaint status after the expiry of time limit for redressal of complaints as specified in regulation 8. This is aimed at expediting the appeal redressal process, ensuring quicker escalation, and promoting timely resolution of consumer issues.

Regulation-10

- 1) It was observed that there were no uniform practices for appointing/designating the appellate authority by the Service providers under existing regulation. In order to ensure greater efficiency, effectiveness and accountability of service provider and hence faster redressal of grievances and the responsibility of the service provider in taking appropriate action on receipt of the grievance and appeal thereto, this amendment mandates the Appellate Authority to be a regular employee in the senior management of the service provider with at least 5 years of experience.

- 2) There was no mechanism to monitor the performance of the Appellate Authority with the organisation of the service providers leading to lack of accountability and responsibility. This was evident by the content of the complaints received by TRAI which pointed to a dissatisfaction against the Service providers either not redressing the complaint upto his satisfaction or non-communication of the status to him despite multiple complaints to the service providers. In order to ensure greater responsibility of the Service Provider it is felt that the Appellate authority shall place a quarterly report of the redressal of complaints, appeals and results of online consumer survey before their Boards of Directors and Chief Executive Officer (CEO) to enhance oversight, accountability, and effectiveness in grievance redressal.

Regulation-11

- 1) The existing regulation provided a two-member Advisory Committee, comprising representatives from both the service provider and a consumer organization to examine and render advice to the Appellate Authority. This mechanism of advisory committee assisting the Appellate Authority was not found to be functioning effectively leading to loss of trust in the appellate process and consequent dissatisfaction among customers as reflected in their complaints to TRAI.
- 2) However, given that the primary responsibility for addressing appeals lies with the Appellate Authority, the functional utility of this committee has been assessed as minimal. Furthermore, practical challenges, including scheduling difficulties

and the unavailability of members, often resulted in delays, thereby extending the overall timeline for resolution of appeals.

- 3) The amendment proposes to remove the Advisory Committee considering the need to make the appeal redressal process simpler, faster and effective, by eliminating an additional layer that was leading to procedural delays and diffusion of accountability.
- 4) With strengthened eligibility criteria for Appellate Authority members and enhanced oversight mechanisms as proposed under regulation 10, the decision-making process can be made more efficient, accountable, and time-bound without reliance on an Advisory Committee.

Regulation-13

- 1) As regulation 11 specifying advisory Committee composition and functioning has been proposed to be deleted, therefore accordingly regulation 13, specifying registration and scrutiny of appeals by Advisory Committee has also been omitted.

Regulation-14

- 1) It was observed that the timeline for each of the steps like, filing of appeals, registration of appeals by secretariat of the Appellate Authority, scrutiny by the Advisory Committee under the existing regulation, led to the delay in the resolution of the appeals, often going beyond 40 days leading to a dissatisfaction among the consumers.

- 2) The proposed amendments in regulation 10 and regulation 11, reduced the time allowed for filling of appeals. This proposed amendment in regulation 14 defines the time allowed for redressal of appeal by the Appellate Authority within 15 days of receipt of appeal.
- 3) The proposed amendments/changes in regulation 9, 10, 11,13 and 14, are done with the primary goal of strengthening the Appellate Authority, streamlining & reducing the overall appeal resolution process and retention of the consumer's trust in the two tier grievance redressal process adopted by the Service Providers.

Regulation-14. A.

- 1) Under existing regulation, there was no mechanism to collect and analyse the feedback of the consumers regarding complaints and appeals resolution. Consumer surveys by the Service Providers in the form of collecting feedback from the consumers regarding their perception of the complaints & appeal resolution by the Service Providers are important because they provide **direct, actionable feedback** from customers, allowing service providers to understand their needs, improve products/services, increase satisfaction among the consumers.
- 2) The mandate for survey by way of regulation is also important as it helps in assessment of consumer satisfaction, checking regulatory compliances by the service providers, improving transparency and trust, and facilitates data based regulatory interventions. Accordingly, the draft amendment proposes inclusion of online consumer surveys after redressal of complaint/appeal, which will provide

insights into the effectiveness of grievance redressal systems and facilitate continuous improvement. The same shall also facilitate obtaining regulatory insights to monitor the effectiveness of the grievance redressal mechanism deployed by the Service providers.

Regualtion-15

- 1) Under the existing regulation, reporting requirement prescribed reports on Appeals disposal only which was felt inadequate in assessing the effectiveness of the consumer grievance redressal system put in place by the service providers. The proposed amendments introduce a structured reporting framework requiring service providers to submit and publish periodic performance reports on complaints, service requests and appeals at the LSA level, incorporating defined Key Performance Indicators (KPIs) and customer satisfaction metrics. This is aimed at enhancing transparency and enabling effective monitoring of grievance redressal by service providers.

Regulation 18

- 1) Auditing or the regulatory review of the records pertaining to the consumer grievance redressal is a effective regulatory tool which may be used for assessing the efficiency of the consumer grievance redressal mechanism and improving the efficiency of compliance monitoring. However, it requires the availability of the appropriate records with the service providers and submit the same in the manner prescribed by the Regulator. Under the existing regulation, the time allowed for

retention of all necessary/required data pertaining to consumer complaints and appeal redressal was not specified. Proposed amendment in this regulation mandates the service providers to retain and maintain all the data for at least a year to ensure its availability for audit/review.

- 2) The amendment also details, in accordance with the power conferred by section 12, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), the requirement upon service providers to furnish all data for an inspection or audit by any of TRAI's officers or employees or an independent agency appointed by the Authority,.

Regulation-18. A.

- 1) The proposed amendments introduce a regulatory review mechanism enabling the Authority to undertake audits, periodic reviews and/or inspections, as well as reviews based on quarterly performance reports and consumer feedback via multiple channels.
- 2) The proposed amendments provide for mechanism to be established by TRAI, for seeking reports from the service providers on consumer feedback received via multiple channels. Service providers are mandated to provide all data for such periodic regulatory review through manual/online mechanisms as may be prescribed by the Authority.
- 3) In cases of non-compliance or deficiencies, either in disposal of complaints or appeals, appropriate Financial Disincentives are proposed to be imposed, based

on the outcomes of such reviews. This will act as deterrent to ensure proper and satisfactory redressal of consumer grievances.

Regulation-18. B.

- 1) Under the existing regulation, there was no provision of financial disincentive on violation of time allowed for submission of quarterly performance report. The amendment proposes for imposition of financial disincentive in case of violation of time allowed for submission of compliance reports by service provider. This will act as deterrent to ensure timely submission of quarterly performance report, which is essential for regulatory oversight.

Regulation-18. C.

- 1) The amendment proposes the clause detailing specific consequences for the failure of a service provider to make payment of financial disincentive within stipulated timelines. This is necessary to ensure timely compliance in payments of financial disincentives imposed and hence effectiveness of the regulation.

Conclusion:

Overall, the proposed amendments aim to standardize consumer grievance redressal mechanism, considering the changes in regulatory frameworks, evolving technology and consumer expectations. By enhancing standardization, accessibility, and accountability, the draft amendment seeks to make the grievance redressal process more efficient, transparent, effective and consumer centric.

ANNEXURE – I

For ease of reference only

(The text in red font with strikethrough indicates text proposed to be deleted. The text in the blue font indicates text proposed to be added.)

TO BE PUBLISHED IN THE GAZETTE OF INDIA, EXTRAORDINARY,

PART III, SECTION 4

TELECOM REGULATORY AUTHORITY OF INDIA

NOTIFICATION

NEW DELHI, THE 5th JANUARY, 2012

No. 305-20/2009-QoS.-----In exercise of the powers conferred by section 36, 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), the Telecom Regulatory Authority of India hereby makes the following regulations

namely: -

TELECOM CONSUMERS COMPLAINT REDRESSAL

REGULATIONS, 2012

(1 OF 2012)

CHAPTER I

PRELIMINARY

1. **Short title, commencement and application.**----- (1) These regulations may be called the Telecom Consumers Complaint Redressal Regulations, 2012.

(2) They shall come into force from the date of their publication in the Official Gazette.

~~(3) These regulations shall apply to all service providers, including Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited, being the companies registered under the Companies Act, 1956 (1 of 1956)] providing,--~~

- (i) ~~Basic Telephone Service;~~
- (ii) ~~Unified Access Services;~~
- (iii) ~~Cellular Mobile Telephone Service;~~
- (iv) ~~Internet Service;~~

(3) These regulations shall apply to all service providers having, --

- (i) Unified Access Service Licence,
- (ii) Unified Licence with Authorization for Access Service,
- (iii) Internet Service Authorization under any licence,
- (iv) Main Service Authorization under the Telecommunication Act, 2023, for providing Access (Wireline, Wireless) or Internet Services;”

Provided that nothing contained in these regulations shall ~~apply to~~ be mandatory, for compliance by an Internet Service Provider ~~whose turnover in any preceding financial year does not exceed rupees five crore or~~ whose total number of subscribers in the preceding financial year does not exceed ten thousand numbers, as the case may be. However, such Service Providers may voluntarily follow the provisions of this regulation and establish a suitable mechanism for redressal of consumer complaints.

2. Definitions.----In these regulations, unless the context otherwise requires,----

- (a) “Act” means the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);
- (b) ~~“Advisory committee” means Advisory Committee established under regulation 11, by a service provider;~~ “Access Service” means the telecommunication service provided by an authorised entity to users for conveyance of voice or non-voice messages through wireline or wireless telecommunication network, and the words “wireline access service” and “wireless access service” shall be construed accordingly.
- (c) “Appellate Authority” means Appellate Authority appointed under regulation 10, by a service provider;

(d) **“Authority”** means the Telecom Regulatory Authority of India established under subsection (1) of section 3 of the Act;

(e) ~~**“Basic Telephone Service”** covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee’s Public Switched Telephone Network in licensed service area and includes provision of all types of services except those requiring a separate licence;~~

“Authorization” means the authorization as defined in the Telecommunications Act, 2023;

(f) ~~**“Broadband” or “Broadband Service”** means a data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of five hundred and twelve kilo bits per second (512 kbps) to an individual subscriber from the point of presence (POP) of the service provider intending to provide Broadband service.]~~

“Broadband” means a data connection, through wireless or wireline access media, that is able to support interactive services including Internet access and has the capability of delivering the minimum download speed, as specified by licensor from time to time, to an individual subscriber from the point of presence (POP) of the service provider intending to provide broadband service;

(fa) **“Broadband Service”** means a data service provided using broadband data connection by Internet Service Provider or Wireless Access Service Provider under any license or authorization;

(g) ~~**“Cellular Mobile Telephone Service”**~~

(i) ~~means telecommunication service provided by means of a telecommunication system for the conveyance of messages through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication system which is designed or adapted to be capable of being used while in motion;~~

(ii) ~~refers to transmission of voice or non-voice messages over Licensee’s Network in real time only but service does not cover broadcasting of any messages, voice or nonvoice, however, Cell Broadcast is permitted only to the subscribers of the service;~~

~~(iii) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable;~~

(h) **“Complaint Centre”** means a facility established under regulation 3 by the service provider;

(ha) **“Complaint Monitoring System”** means any world wide web based system using client server architecture or other similar architecture to register, track/monitor and manage consumer/subscribers’ complaints as established under sub-regulation (1) of regulation 6;

(i) **“Consumer”** means a consumer of a service provider to whom these regulations apply and includes its customer and subscriber;

(j) **“Consumer Care Number”** means a telephone number earmarked by a service provider to access its Complaint Centre;

(k) **“General Information Number”** means a telephone number earmarked by a service provider for providing information to the consumer in response to their query or request;

(ka) **“Grievance Redressal Mechanism”** means the harmonious interworking of people, process, policies and the Complaint Monitoring System as per the extant regulation encompassing complaint centre and the Appellate Authority;

(l) **“Internet Service”** means all types of Internet access or Internet content services as provided in the licence/ authorization;

(m) **“Licence”** means a licence granted or having effect as if granted under section 4 of the Indian Telegraph Act, 1885(13 of 1885) as amended from time to time;

(n) **“Regulations”** means the Telecom Consumers Complaint Redressal Regulations, 2012;

(o) **“Service Provider”** means any service provider having License/ Authorization as mentioned under sub regulation (3) of regulation 1;

(p) **“Service Request”** means a request made to a service provider by its consumer pertaining to his account, and includes, ----

- (i) a request for change of tariff plan;
 - (ii) a request for activation or deactivation of a value added service or a supplementary service or a special pack;
 - (iii) a request for activation of any service available on the service provider's network; and
 - (iv) a request for shift or closure or termination of service or for billing details;
- (pa) **“Service Query”** means any query made by the consumer regarding the services provided by the Service Provider;
- (q) **“SMS”** means a message which is sent through short message service and includes a Multi Media message which is sent through Multi Media message service (MMS);
- (qa) **“Survey”** means Online Consumer Survey taken upon the resolution or closure of any formal complaint/appeal;
- (r) ~~**“system”** means the ‘Web Based Complaint Monitoring System’ established under subregulation (1) of regulation 6.~~
- (s) ~~**“Unified Access Services”**, —~~
- (i) ~~means telecommunication service provided by means of a telecommunication system for the conveyance of messages through the agency of wired or wireless telegraphy;~~
 - (ii) ~~refers to transmission of voice or non-voice messages over Licensee's Network in real time only but service does not cover broadcasting of any messages, voice or non-voice, except, Cell Broadcast which is permitted only to the subscribers of the service;~~
 - (iii) ~~in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable;~~
- (t) all other words and expressions used in these regulations but not defined, and defined in the Act and the rules and other regulations made there under, shall have the meanings respectively assigned to them in the Act or the rules or other regulations, as the case may be.

CHAPTER II

REDRESSAL OF COMPLAINTS FROM TELECOM CONSUMERS

3. Establishment of Complaint Centre----(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, establish a Complaint Centre for redressal of complaints and for addressing service requests of its consumers;

Provided that the Call Centre, setup by the service provider in accordance with the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) dated 4th May, 2007, shall continue to be the Complaint Centre for the purpose of these regulations;

Provided further that a service provider, who is providing different services in a licensed service area, may, at its option, set up one or more Complaint Centres, being common or separate, for such services being provided by it;

Provided also that a Complaint Centre for a service area shall provide the service in the ~~local language of that service area in addition to Hindi and English~~ official language/ languages of the state(s) in the licensed service area, in addition to Hindi and English as per the option exercised by the consumer.

Provided also that the Complaint Centre shall register appeal, if any, preferred by the consumer through Consumer Care Number ~~or separate dedicated number for the same~~.

(2) Every service provider, who is granted a licence/authorization for any service mentioned under sub regulation (3) of regulation 1, after the commencement of these regulations, shall, before providing services, establish a Complaint Centre in its service area, for redressal of complaints and for addressing service requests of its consumers.

(3) Every Complaint Centre shall be accessible to the customers ~~between 0800 hrs and 2400 hrs~~ round the clock on all days of the week.

- (4) Every service provider shall deploy sufficient number of employees at its Complaint Centres to meet the Quality of Service parameters, as may be specified by the Authority from time to time.
- (5) Every service provider shall earmark or allot sufficient telephone lines or connections to the “Consumer Care Number” and ensure that its Complaint Centre is accessible to its consumers in person as well as through voice call, email and post.
- (6) Every service provider shall ensure that the Complaint Center is also accessible through the network of other service providers by earmarking a specific number. ‘
- (7) The “Consumer Care Number” shall be toll free.
- (8) The Authority may, through directions, issued from time to time, specify a uniform short code for “Consumer Care Number”, which may be common ~~for Basic telephone services, Cellular mobile telephone service and Internet service,~~ or different for different services.
- (9) Every service provider shall ensure that an Interactive Voice Response System or IVRS, if installed on a “Consumer Care Number”, is operated in the following manner:-
- (a) the first level of the IVRS provides for language selection;
 - ~~(b)the second level of the IVRS provides for options relating to appeal and the broad categories of complaints and service requests;~~
 - ~~(c)the third level of the IVRS provides for a sub menu under complaints and service requests, separately;~~
 - (b) the second level of the IVRS provides callers with options to select request type, specifically: for options relating to the broad categories of complaints and service requests;
 - (i) ‘Complaints’,
 - (ii) ‘Appeals’,
 - (iii)‘Service Request/Query’;
 - (c) Subsequent to selection made at second level,

- (i) the third level of the IVRS provides for a context-specific sub-menu under complaints, appeals and service requests or queries, separately;
- (ii) the third level of any complaint, appeal or service requests or queries sub-menu shall also contain an option to connect with a human consumer care representative.
- (iii) At the third level of IVRS, the consumer/customer should be given an option for call-back facility or wait in the queue for connecting with human consumer care representative.

(10) Every service provider shall also ensure that a consumer is able to register complaints or appeals and raise requests/ queries through their web portal/ website as well as mobile application. This mechanism should have following provisions:

- (a) The first level of mechanism shall provide following options to select from:
 - (i) 'Complaint',
 - (ii) 'Appeal',
 - (iii) 'Service Request or Query'
- (b) Subsequent to selection made at previous level,
 - (i) The application will provide context-specific sub-menu under the complaints, appeals and service requests or queries, separately;
 - (ii) In case the consumer prefers to give additional information or in absence of suitable options, the app/portal shall further provide an option for the complainant to share the details of their issue by entering text or via voice note.
- (c) The application shall also provide an option to connect with a human consumer care representative.
- (d) Consumers should receive regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, until final resolution, specifically but not limited to the following.

- (i) The initial update regarding the acknowledgement of service request/complaint with docket number is shared with the consumer,
- (ii) Depending on the category of complaint, the relevant information regarding expected time for resolution and information about allotment of technician, if required, shall be shared with the consumer,
- (iii) In case a complaint is likely to exceed the prescribed or designated benchmark under these Regulations, the Service Provider should acknowledge the delay and inform the complainant about reason for such delay along with the revised estimated timeline for resolution.
- (iv) Once the complaint is closed, a confirmation message with survey link is shared with consumer.

(11) Service Provider may at its option also enable a consumer to register complaints or appeals and raise requests/ queries through any of their new-age customer-centric solutions (Chatbots, AI Agents, etc.), either already developed or the ones that may be deployed in future, which may be available on its web portal/website or mobile application. These solutions shall follow the same provisions as mentioned above in sub regulation (10).

(12) Making ICT Accessible for Person with Disability (PwD)

- (a) Service Providers should have a special desk(s) in their Call Centres/Consumer support centres which should be manned by person(s) competent to receive calls from PwDs using assistive technologies.
- (b) The calls from PwD category subscribers shall be routed to such dedicated desk/ helpline and necessary step-by-step assistance may be provided to them.
- (c) Mobile app/website/portal should have accessibility features as per Government of India guidelines on PwD.

4. Setting up of General Information Number----(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, establish a “General Information Number” for providing information to consumers;

Provided that this is not mandatory where general information is also provided on the Consumer Care Number on a toll free basis.

(2) The Authority may, through directions, issued from time to time, specify a uniform short code for all the service providers as the “General Information Number” and every service provider who has established a separate number as “General Information Number”, shall use such short code.

5. Publication of Information----(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, publicise the “Consumer Care Number” and the “General Information Number”, through,----

- (a) public notice in a leading newspaper ~~in Hindi or English~~ each in Hindi and English and in a leading newspaper published in ~~a local language of the service area~~ official language /languages of the state(s) in the licensed service area;
- (b) display on the website of the service provider, as well as on the mobile application;
- (c) updation of SIMs of consumers by pre-configuration or over the air transfer;
- (d) display in all Complaint Centres and sales outlets; and
- (e) the telephone bills issued by the service provider.

(2) Every service provider shall publicise the “Consumer Care Number” and the “General Information Number” in the same manner as given at clause (a) of sub-regulation (1) above, at least once in six months.

(3) In case of any change in the “Consumer Care Number” or the “General Information Number”, the same shall be publicised at least one week prior to such change, in the manner specified in sub-regulation (1).

(4) Every service provider should have ‘Consumer Corner’ on their website, displayed in prominence on the landing page (homepage). It shall contain/highlight details mentioned below as well as statistics:

- (i) Details of Complaint Center,
- (ii) Details of Appellate Authority,
- (iii) Report of Consumer Satisfaction Surveys (as described in regulation 14.A.),
- (iv) Quarterly Performance Reports (as per sub regulation (2) of regulation 15);

6. Establishment of Complaint Monitoring System.---- (1) Every service provider shall, within forty-five days of coming into force of these regulations, establish a ~~Web Based Complaint Monitoring System~~ ‘world wide web based client server architecture or other similar architecture-based Complaint Monitoring System’ to enable the consumers to monitor the status of their complaints.

(2) Every service provider shall ----

- (a) ~~immediately on establishment of the ‘Web Based Complaint Monitoring System’, under sub-regulation (1), publish information about the address of the ‘Web Based Complaint Monitoring System’ and the process for monitoring the complaints in a leading newspaper in Hindi or English and in a leading newspaper in the local language of the service area and through the telephone bills issued by the service provider;~~ immediately on establishment of the ‘Complaint Monitoring System’, under sub-regulation (1), the service provider shall ensure that the address (URL) of the Complaint Monitoring System, along with the procedure for monitoring complaints, is published in at least one leading newspaper each in Hindi and English and in one leading newspaper in the official language/languages of the state(s) in the licensed service area. This information should be communicated to all consumers through SMS and/or email and the telephone bill issued by the service provider;
- (b) continue to make available such information in the telephone bills issued by the service provider, ~~and also publish once in six months in the newspapers in the manner prescribed in~~

~~clause (a)~~ publish once in six months in the newspapers in the manner prescribed in clause (a) and send through SMS and/or email once every six months;

- (3) ~~Any change in the address of the 'Web Based Complaint Monitoring System' shall also be intimated to the consumers in the same manner as specified under sub-regulation (2).~~ Any change in the address (URL) of the 'Complaint Monitoring System' or major overhaul/comprehensive reform of the mobile application shall also be intimated to the consumers in the same manner as specified under sub-regulation (2).
- (4) The Authority may, from time to time, issue such directions as it may deem appropriate, to the service providers regarding the '~~Web Based~~ Complaint Monitoring System'.
- (5) Service Providers shall ensure that consumers receive regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, as well as email and SMS, until final resolution

7. Handling of complaints by Complaint Centre----(1) Every Complaint Centre shall, immediately on receipt of a complaint from a consumer, register such complaint and allot a unique number to be called the docket number;

~~—Provided that the docket number assigned under clause (a) of sub-regulation (1) of regulation 4 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007), shall continue to be the docket number for the purpose of these regulations;~~

Provided further that the Authority may, if deemed necessary, specify a format for docket number.

- (2) Every service provider shall retain in the system, the details of complaints against each docket number for a minimum period of ~~three~~ six (6) months.
- (3) Every Complaint Centre shall.----
- (a) at the time of registering of the complaint,----

- (i) communicate, through SMS, as well as email (to the registered email-id, if available), to the consumer the docket number, date and time of registration of the complaint and the time within which the complaint is likely to be resolved; and
 - (ii) update the system with the date and time of registration of the complaint, docket number assigned under sub-regulation (1), the telephone number of the consumer, and the time indicated to the consumer for resolution of the complaint;
- (b) on completion of action on a complaint.----
- (i) ~~communicate to the consumer, through SMS or email or post, the details of action taken on the complaint and the procedure for preferring appeal to the Appellate Authority; and~~ communicate to the consumer, through SMS, as well as email (to the registered email-id, if available), the details of action taken on the complaint and the procedure for preferring appeal to the Appellate Authority; and
 - (ii) update the system with the details of action taken.

8. Time limit for redressal of complaints or addressing service requests of consumers-- (1) ~~Every service provider shall ensure redressal of the complaints and service requests in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority;~~ Every service provider shall ensure redressal of the complaints and compliance of service requests in accordance with the time frame as specified under the Quality of Service Access (Wireless & Wireline) and Broadband (Wireless & Wireline) Services Regulation, 2024, Telecom Commercial Communication Customer Preference Regulation, 2018 and Telecom Consumers Protection Regulations, 2012 issued by the Authority;

(2) ~~Where a time limit has not been specified under the Quality of Service regulations issued by the Authority, the complaints and service requests shall be addressed within a time period not exceeding three days.~~ Where a time limit has not been specified under the Quality of Service Access (Wireless &

Wireline) and Broadband (Wireless & Wireline) Services Regulation, 2024, Telecom Commercial Communication Customer Preference Regulation, 2018 and Telecom Consumers Protection Regulations, 2012 issued by the Authority, the complaints and service requests shall be addressed within a time period not exceeding three days.

CHAPTER III

APPEAL TO APPELLATE AUTHORITY FOR REDRESSAL OF CONSUMER

COMPLAINTS

9. Appeal to Appellate Authority ----

(1) Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified in regulation 8, such consumer may prefer an appeal to the Appellate Authority of the concerned service provider for redressal of his complaint.

(2) ~~A consumer may prefer an appeal under sub-regulation (1) either directly to the Appellate Authority through email or facsimile or post or in person, or through the Consumer Care Number of the complaint centre established by the service provider.~~ A consumer may prefer an appeal under sub-regulation (1) directly to the Appellate Authority through email, mobile application, website/portal, complaint centre, or post or in person;

Explanation: For the purpose of this sub-regulation post includes courier.

(3) Every appeal under sub-regulation (1) shall be preferred within a period of ~~thirty days~~ fifteen (15) days after expiry of the time limit specified in regulation 8;

Provided that the Appellate Authority may entertain an appeal after the expiry of the said period of ~~thirty days~~ fifteen (15) days but before three (3) months from the expiry of the time limit specified in regulation 8, if it is satisfied that there was sufficient cause for not filing it within that period.

(4) No fee shall be charged from a consumer for filing an appeal before the Appellate Authority.

10. Appellate Authority - Establishment and Composition---- (1) Every service provider shall, within forty-five days of the commencement of these regulations, establish an Appellate Authority in each of its licensed service areas to dispose of the appeals filed under sub regulation (1) of regulation 9;

Every service provider, who is granted a ~~license~~ licence/ authorization for any service mentioned under sub regulation (3) of regulation 1, after the commencement of these regulations, shall, before providing services, establish an Appellate Authority in its service area, in each of its licensed service areas to dispose of the appeals filed under sub regulation (1) of regulation 9;

Provided that a service provider, who provides different services in a licensed service area, may, at its option, establish an Appellate Authority, being common or separate, for such services being provided by it, in each license service area;

~~—Provided further that a service provider, being only an Internet Service Provider having all India licence, may, for the purpose of these regulations, establish an Appellate Authority for any part or whole of India.~~ “Provided further that a service provider, being only an Internet Service Provider having all India licence/ authorization, may, for the purpose of these regulations, establish one or more Appellate Authority for its service area.”;

(2) The Appellate Authority shall consist of one or more persons ~~as may be decided by the service provider~~ who should be a regular employee in the senior management of the service provider with at least 5 years of experience.

(3) ~~Every service provider shall, immediately on establishment of the Appellate Authority, publish in two leading newspapers, one in Hindi or English and the other in the local language of the service area, the details of the Appellate Authority, including the names, designation, address, fax number and e-mail address, and also arrange to display the said details in each of its offices, Complaint Centres, at its sales outlets and also on its website.~~ Every service provider shall, immediately on establishment of the Appellate Authority, publish in leading newspapers, one each in Hindi, English and the official language/languages(s) of the state(s) in the licensed service area, the details of the Appellate Authority, including the names, designation, telephone number, address, and e-mail address, and also arrange to

display the said details in each of its offices, Complaint Centres, at its sales outlets and also at a prominent place on its website's home page and mobile app.

(4) The service provider shall, within seven days of appointment of the Appellate Authority, intimate to the Authority, the details of the Appellate Authority.

(5) Every Service Provider shall place before its Chief Executive Officer (CEO) or the Board of Directors, as the case may be, a quarterly report on the redressal of complaints, appeals and results of online consumer survey, for review and appropriate oversight.

Provided that such report shall, inter alia, include the number of complaints/appeals received, disposed of, pending, the time taken for disposal, and results of online consumer survey, in such format as may be specified by the Authority from time to time.

~~**11. Advisory Committee Establishment, Composition and Functions**—(1) Every service provider shall, within forty five days of the commencement of these regulations, establish an Advisory Committee to examine and render advice on the appeals filed before the Appellate Authority.~~

~~(2) The Advisory committee shall consist of two members of which one member shall be from the consumer organisations registered with the Authority and the other member shall be a representative of the service provider;~~

~~—Provided that a member from the consumer organisations shall not be appointed as a member in more than such number of Advisory Committees as may be specified by the Authority.~~

~~(3) The service provider shall, within seven days of the appointment of the Advisory Committee, intimate to the Authority the details of the Advisory Committee.~~

~~(4) The member of the Advisory Committee appointed from the consumer organisations under sub-regulation (2) shall hold office for a term not exceeding one year, which may be extended for a further period of one year;~~

~~—Provided that such member shall not be removed before completion of his tenure, except with the prior written approval of the Authority;~~

~~—Provided further that the service provider seeking the approval of the Authority for removal of a member shall furnish to the Authority the reasons for such removal.~~

- ~~(5) The service provider shall pay to the member of the Advisory Committee, appointed from the consumer organisation, an honorarium of rupees two thousand per sitting of the Advisory Committee.~~
- ~~(6) The Advisory Committee shall meet in such a manner that it shall render its advice on every appeal placed before it within fifteen days.~~
- ~~(7) The Advisory Committee shall not receive any appeal directly.~~

12. Secretariat Office of Appellate Authority---(1) The service provider shall provide a **Secretariat and an office**, required supporting staff and office accommodation for the Appellate Authority to discharge its functions under these regulations.

~~(2) The service provider shall appoint or designate one of its officers or employees as Secretary to Appellate Authority.~~

13. Registration of Appeals and scrutiny by Advisory Committee—(1) The Secretariat of Appellate Authority shall,---

- ~~(a) immediately on receipt of an appeal, register it by assigning a unique appeal number;~~
 - ~~(b) acknowledge the appeal, within three days of its receipt, by sending the unique appeal number through SMS or e-mail to the consumer;~~
 - ~~(c) forward, within three days from the date of receipt of the appeal, a copy of the appeal to the service provider concerned for filing a reply, within seven days, along with the relevant information, document or record; and~~
 - ~~(d) within two days of receipt of the reply from the service provider place the reply, along with the appeal, before the Advisory Committee for its consideration.~~
- ~~(2) The Advisory Committee shall render its advice on every appeal placed before it within fifteen days.~~

~~(3) The Secretariat shall, within two days of receipt of the advice of Advisory Committee, place before the Appellate Authority, the appeal, the reply received from the service provider under clause (c) of sub-regulation (1) above and the advice of the Advisory Committee, for its consideration.~~

14. Registration and Disposal of appeal by Appellate Authority

~~—(1) The Appellate Authority shall ensure uniformity in the procedure for deciding appeals and shall comply with the provisions contained in sub-regulations (2).~~

~~(2) The Appellate Authority shall, within ten days of the appeal being placed before it, conduct such inquiry as it may consider necessary and dispose of the appeal by passing a reasoned order in writing stating therein the points for determination and the decision thereon;~~

~~— *Provided that* the Appellate Authority shall, while deciding the appeal, give due consideration to the advice given by the Advisory Committee;~~

~~— *Provided further* that in case the Appellate Authority decides the appeal otherwise than in accordance with the advice of the Advisory Committee, it shall record the reasons for the same in the order passed by it.~~

~~(3) The presence of the appellant shall not be obligatory, but he may, if he so desires, appear in person to present his case before the Appellate Authority.~~

~~(4) On disposal of the appeal, the secretariat of the Appellate Authority shall intimate the decision, through SMS or email or post, to the appellant and the service provider.~~

(1) The Office of Appellate Authority shall, ---

- a) immediately on receipt of an appeal (through complaint centre, mobile application, website/portal, email, post, or by in-person), register it by assigning a unique appeal number;
- b) acknowledge the appeal, immediately on its receipt, by sending the unique appeal number through SMS and/or e-mail to the consumer;

- (2) The Appellate Authority will examine as well as seek necessary details and documents from the concerned division(s) and will give the final decision and take action for resolution of the grievance within 15 days of receipt of the appeal.
- (3) The action taken will be communicated within 3 days of disposal, to appellant by email and/or SMS and also be updated on the website and mobile app of the service provider, by office of Appellate Authority.

14.A. Online Consumer Survey

- (1) **Obligation to Administer Survey:** Upon the resolution or closure of any formal complaint/appeal, the Service Provider shall immediately administer an Online Complaint/Appeal Resolution Survey (hereinafter referred to as the "Survey") to the complainant.
- (2) The Survey shall be instantly accessible to the complainant via a dedicated, secure electronic link transmitted through electronic means, such as email (if available) and SMS besides service provider's mobile application and website.
- (3) The Survey must collect specific, complainant-provided feedback concerning the complaint/appeal resolution in the following metric on scale of 1 to 5:
 - 1: Totally Dissatisfied
 - 2: Largely Dissatisfied
 - 3: Somewhat Satisfied
 - 4: Largely Satisfied
 - 5: Fully Satisfied
- (4) The service provider shall share the detailed consumer satisfaction data, in respect of complaints and appeals separately, every quarter, along with Quarterly Performance Report (QPR), as described under sub-regulation (2) of regulation 15 of this regulation.

15. Reporting requirements----(1) ~~The Secretariat shall keep record of the appeals preferred, reply of the service provider, the advice of the Advisory Committee and the decisions of the Appellate Authority.~~ The Appellate Authority shall keep record of the preferred appeals, relevant details and documents collected from concerned division/ department of the service provider, the decisions and the action taken for the resolution dispute by the Appellate Authority, for at least one year after disposal of the appeal.

(2) ~~Every service provider shall submit to the Authority and also place on its website, by the 15th of the month succeeding every quarter, a report mentioning therein~~

- ~~(a) the number of appeals received;~~
- ~~(b) number of appeals disposed of;~~
- ~~(c) number of appeals pending; and~~
- ~~(d) such other particulars, as may be required by the Authority.~~

Every service provider shall submit to the Authority as well as publish the same on their **own** website/portal/app, on quarterly basis, a comprehensive performance report separately for Complaints and Appeals for each LSA separately, within fifteen (15) days from the end of each quarter; The report shall include, but not be limited to, the following:

- (a) Key Performance Indicators (KPIs) for Complaints:
 - i. Number of Complaints pending and brought forward from last quarter,
 - ii. Number of Complaints received during the quarter,
 - iii. Number of Complaints disposed off during the quarter,
 - iv. Number of Complaints pending at the end of the quarter,
 - v. Complaints Redressed Within the time limit,
 - vi. Complaints redressed beyond the time limit,
 - vii. Average Resolution time,
 - viii. Percentages of the complaint resolved to the full satisfaction of the consumer,

- ix. Percentage of total complaints resolved,
- x. Survey results for Complaints to be shared for following indicators:
 - 1. Total count of consumers participated in survey,
 - 2. Total Count of Customers, who gave a rating of 1,
 - 3. Total Count of Customers, who gave a rating of 2,
 - 4. Total Count of Customers, who gave a rating of 3,
 - 5. Total Count of Customers, who gave a rating of 4,
 - 6. Total Count of Customers, who gave a rating of 5;

(b) Key Performance Indicators (KPIs) for Appeals:

- i. Number of Appeals pending and brought forward from last quarter,
- ii. Number of Appeals received during the quarter,
- iii. Number of Appeals disposed off during the quarter,
- iv. Number of Appeals pending at the end of the quarter
- v. Appeals Redressed Within the time limit,
- vi. Appeals Redressed beyond the limit,
- vii. Average Resolution time,
- viii. Survey results for Appeals to be shared for following indicators:
 - 1. Total count of consumers participated in survey,
 - 2. Total Count of Customers, who gave a rating of 1,
 - 3. Total Count of Customers, who gave a rating of 2,
 - 4. Total Count of Customers, who gave a rating of 3,
 - 5. Total Count of Customers, who gave a rating of 4,
 - 6. Total Count of Customers, who gave a rating of 5;

(c) Every Service Provider shall submit to the Authority, on a half-yearly basis, a compliance report certifying that the provisions relating to publicity of the Customer Care Number,

General Information Number (GIN), and other information as specified under sub-regulation (2) of regulation 5, have been duly complied with.

Provided that such report shall be furnished within fifteen (15) days from the end of each half-year, in such format and manner as may be specified by the Authority from time to time, along with documentary evidence of such publicity.

- (d) The Authority may from time to time amend or change the reporting requirements, as necessary.
- (e) Every service provider shall create or upgrade their system within six months of notification of these regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each parameters specified under regulation 15 (2) in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction

(3) The authority may, if it deems necessary, publish the report submitted to it under sub-regulation (2) and also place the same on its website.

16. Complaints referred to service providers by Authority---- (1) The Authority may, without prejudice to the provisions contained in the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), refer to a service provider, for the purpose of redressal,---

- (a) complaints alleging violation of the Act or regulations made there under or directions issued or orders made by it under the Act;
- (b) complaints of the consumers that are generic in nature;
- (c) complaints alleging that a practices adopted by the service providers adversely affects the interest of the consumers;

(d) a complaint of such nature that, in the opinion of the Authority, is required to be resolved expeditiously by the service provider.

- (2) Every service provider shall investigate and find out the root cause of all complaints referred by the Authority under clauses (a), (b) and (c) of sub-regulation (1) and redress such complaints, under information to the consumers as well as the Authority of the result within one month from the date of reference of the complaint.
- (3) Every service provider shall resolve every complaint referred to under clause (d) of sub regulation (1) within seven days of reference of the complaint, and inform the result to the consumers as well as the Authority within three days of the resolution of the complaint.
- (4) In case the investigation and root cause of the complaints referred to under sub-regulation (2) reveal general deficiency or systemic inadequacy in practice or procedure or operation adopted by or on the part of the service provider, the service provider shall take remedial measures in respect of all similarly placed consumers and intimate the same to the Authority within one month of reference of the complaint.

CHAPTER IV
TELECOM CONSUMERS CHARTER

17. Telecom Consumers Charter----(1) Every Service provider shall within sixty days of the coming into force of these regulations, publish a ‘Telecom Consumers Charter’ containing the following information:-

- (a) name and address of the service provider;
- (b) services offered by the service provider, including the details of geographic areas where such services are available;
- (c) terms and conditions of service offered by the service provider;
- (d) Quality of Service parameters specified by the Authority in respect of each of the services;
- (e) Quality of Service promised by the service provider in respect of each service and geographic area;
- (f) details about equipment offered to the consumer by the service provider in respect of any of the services;
- (g) ~~right of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telecom Commercial Communications Customer Preference Regulations, 2010 (TCCCPR) and Value Added Services (VAS);~~ rights of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telecom Consumers Protection Regulation, 2012 (TCPR), Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCCPR), and Quality of Service Access (Wireless & Wireline) and Broadband (Wireless & Wireline) Services Regulation, 2024 ;

- (h) the duties and obligations of the service provider under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, TCCCPR, and VAS;
 - (ha) procedure for termination or disconnection of each service plus value added services offered by the service provider; and
 - (i) General Information Number;
 - (j) Consumer Care Number;
 - (k) complaint redressal mechanism, including complaint redressal procedure and the time limits for redressal of complaints;
 - (l) Name, designation, e-mail, contact address, telephone number and facsimile number of the Appellate Authority and time limits for disposal of appeals;
 - ~~(m) procedure for termination or disconnection of each service plus value added and bundled services offered by the service provider; and~~
 - (n) any other information that may be specified by the Authority from time to time.
- (2) The ‘Telecom Consumers Charter’ shall be prepared in Hindi, English and the ~~local language of each service area~~ official language/ languages of the state(s) in the licensed service area.
- (3) The ‘Telecom Consumers Charter’ shall be available for reference at every office of the service provider, Complaint Centre, at the sales outlets and on the website of the service provider and also accessible via mobile app.
- (4) A copy of the ‘Telecom Consumers Charter’ or its abridged version containing salient features such as terms and conditions of service, the Consumer Care Number, the General Information Number, contact details of Complaint Centre and the Appellate Authority, procedure and time limit for redressal of complaints and disposal of appeals shall be provided by the service provider to each consumer at the time of subscription for service.

(5) A copy of the 'Telecom Consumers Charter' shall be filed with the Authority within sixty days from the date of commencement of these regulations:

Provided that a service provider, who has been granted a ~~license~~ licence/ authorization after the commencement of these regulations, shall file with the Authority, before commencement of service, a copy of 'Telecom Consumers Charter'.

(6) The service provider shall file with the Authority, by 15th January of every year, a fresh copy of the 'Telecom Consumers Charter' incorporating all changes effected.

CHAPTER V
MISCELLANEOUS

18. Inspection and Auditing---- (1) Every service provider shall maintain complete and accurate records of redressal of complaints by its Complaint Centre and the Appellate Authority, for at least one year after disposal of the complaint/appeal as the case may be.

(2) The Authority may, if it considers it expedient so to do, and to ensure compliance of the provisions of these regulations, in exercise of power conferred by section 12, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), by order in writing, direct any of its officers or employees or an independent agency appointed by the Authority, to ----

- (a) inspect the ~~Complaint Centre and the Secretariat~~ the Complaint Centre, Complaint Monitoring System, Grievance Redressal Mechanism, and the related instrumentalities including the Office of the Appellate Authority and the records maintained under sub-regulation (1); or,
- (b) get the records maintained under sub-regulation (1) audited.

18.A. Regulatory Review

- (1) The authority may conduct periodic regulatory review of the redressal of complaints and appeals by the service providers in the following manner:
- a. Auditing and/or Inspection as described under regulation 18;
 - b. Audit/Analysis of Quarterly Performance Reports submitted;
 - c. Review based on Consumer Feedback gathered via multiple channels;
- (2) The Authority may establish a mechanism to seek reports from the Service Providers on consumer feedback received via various channels.
- (3) Service Provider shall provide all data as requested by TRAI for the purpose of periodic Regulatory Review through manual/online mechanism as prescribed by the authority.

(4) If during such audit, inspection, analysis or review, the Authority finds that a complaint/appeal was dismissed improperly or disposed of unsatisfactorily, the service provider shall be liable for financial disincentive of

- a. Rupees One thousand only (Rs. 1000/-) per improper dismissal/disposal of complaint by service provider, and /or
- b. Rupees Five thousand only (Rs. 5000/-) per improper dismissal/disposal of appeal by service provider,

Provided that the maximum amount of financial disincentive payable by a service provider shall not exceed rupees fifty lakhs per quarter for the licensed/authorized service area.

Provided further that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representation against the contravention of the regulation observed by the authority;

18.B. Violation of Compliances

(1) If a service provider fails to meet the deadline of submitting the Quarterly Performance Report (QPR), it shall be liable to pay an amount, by way of financial disincentive, not exceeding rupees five thousand (Rs. 5000/-) per report for everyday, during which the default continues, for first fifteen (15) days and thereafter rupees twenty thousand (Rs. 20,000/-) per report per day, subject to maximum amount of rupees ten lakhs (Rs. 10 lakhs) per instance, as the Authority may, by order, direct.

Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the regulation observed by the authority;

18.C. Consequences for failure of Service Provider to pay Financial Disincentive

(1) If a service provider fails to make payment of financial disincentive under sub-regulation 18.A.(4) or 18.B.(1) within a period of twenty one (21) days from the date of issue of order for payment of financial disincentive, it shall be liable to pay simple interest on the outstanding amount of financial disincentive, at a rate which will be two percent (2%) above the one year Marginal Cost of Lending Rate (MCLR) of State Bank of India applicable as on the beginning of the Financial Year (namely 1st April) in which last day of the stipulated period falls.

(2) For the purposes of this regulation, a part of month shall be reckoned as full month for the purpose of calculation of interest, and a month shall be reckoned as an English calendar month.

18. D. The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.

19. Application of other laws not barred----The provisions of these regulations shall be in addition to, and not in derogation of, any other law for the time being in force.

20. Reckoning of time limit for the purposes of these regulations----The time limit or the period specified under these regulations, for redressal of complaints or disposal of appeals, shall exclude the day of making such complaint or preferring an appeal, as the case may be.

21. These regulations not to apply in certain cases----(1) Nothing contained in these regulations shall apply to any matter or issue for which--

(a) any proceedings before any court or tribunal are pending; or

(b) a decree, award or an order has already been passed by any competent court or tribunal or authority or forum or commission, as the case may be.

22. Repeal and saving ----- (1) The Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) is hereby repealed.

(2) Notwithstanding such repeal, anything done or any action taken under the said regulations shall be deemed to have been done or taken under the corresponding provisions of these regulations.

23. Interpretation.-----In case of any doubt regarding interpretation of any of the provisions of these regulations, the clarification by the Authority shall be final and binding.

(Atul Kumar Choudhary)

Secretary

Note ----- The Explanatory Note explains the objects and reasons of the Telecom Consumers Complaint Redressal Regulations, 2012.