



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg
(पुराना मिनटो रोड) नई दिल्ली / (Old Minto Road), New Delhi-110002
फैक्स / Fax : +91-11-23213294, ईपीबीएक्स नं० / EPBX No. : +91-11-23664145

No.358-1/2016-CA

Dated: 10th March, 2017.

To,

Secretary,
Department of Telecommunications,
Sanchar Bhawan, 20, Ashoka Road,
New Delhi- 110001.


Subject: - TRAI Recommendations on "Complaints/ Grievance Redressal in the Telecom Sector"

TRAI suo-moto issued a Consultation Paper on "Complaints/ Grievance Redressal in the Telecom Sector" on 28th July, 2016. The Authority felt it appropriate to engage the stakeholders in a constructive dialogue with the objectives of improving the existing grievance redressal mechanism to make it feasible to address consumer complaints more efficiently and in a more cost effective manner making use of technology to the extent possible. The comments received from the stakeholders were placed on the TRAI's website. An Open House Discussion with stakeholders was organized on 26th October 2016 at New Delhi.

2. After analyzing the responses received from the stakeholders, options available to consumers for grievance redressal, prevailing legal and regulatory framework, working of the existing grievance redressal mechanism etc, the Authority has finalized recommendations on "Complaints/ Grievance Redressal in the Telecom Sector". The Authority's Recommendations are enclosed.

3. In keeping with practice, a copy of this letter, along with the Recommendations, is being placed on the website of TRAI (www.trai.gov.in).

4. This letter issues with the approval of the Authority.


[Sudhir Gupta]
Secretary, TRAI

Encl: As Above