



Telecom Regulatory Authority of India

Consumers Handbook on Telecommunications





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Foreword

Protecting the interests of consumers of telecom services is one of the primary tasks of the Telecom Regulatory Authority of India (TRAI). To this end, TRAI has been issuing Regulations, Directions and Orders on various consumer-centric issues from time to time. However, for a consumer to take advantage of the various measures put in place by TRAI, it is important that they and consumer organisations are made aware of these initiatives.

Dissemination of relevant information to consumers is a multi pronged activity. TRAI reaches out to consumers through its Outreach Programmes and publications. It is with this purpose that this handbook, titled “Consumers’ Handbook on Telecommunications”, has been published. The handbook is written in a simple consumer-friendly language for ease of understanding. It covers all matters related to obtaining services of any telecom service provider.

This handbook is intended for free distribution at the regional consumer education workshops organised by TRAI, to registered consumer organisations, and to consumers through other means and at other outreach programmes.

I am confident that this handbook will prove effective in creating awareness amongst telecom consumers about their rights and privileges.



(Rahul Khullar)
Chairman

Dated: 16th February, 2015

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Registered with TRAI

Content Disclaimer

Introduction

The Telecom Regulatory Authority of India (TRAI) was established in 1997 through an Act of Parliament, viz., the Telecom Regulatory Authority of India Act, 1997. The Authority's mission is to ensure that the interests of consumers are protected and at the same time to nurture conditions for growth of telecommunications, broadcasting and cable services in a manner and at a pace which will enable India to play a leading role in the emerging global information society. For achieving these objectives, the Authority issues from time to time regulations, directions, orders, recommendations and guidelines with focus on transparency in the provisioning of service and for providing consumer with adequate choice, affordable tariffs and quality of service.

TRAI has in the recent past issued regulations on consumer protection, complaint redressal system, unsolicited commercial communications and mobile number portability. TRAI has laid down the standards of quality of service to be provided by the service providers to create conditions for consumer satisfaction.

Even though the TRAI Act does not envisage dealing with individual complaints by the Authority, complaints received in TRAI help the Authority to gauge the performance of the sector and take further regulatory measures to address the issues. In fact many regulations, directions and orders issued by TRAI can trace its roots to the complaints received in TRAI from the consumers.

This handbook contains the gist, from consumer point of view, of all the Regulations, Orders and Directions issued by the Authority. Starting from enrolment as a consumer of telecommunication service, all that are relevant to the consumer like complaint redressal, tariff, quality of service, mobile number portability, value added services, unsolicited commercial communications, saving mobile numbers in the handset, dialing tips and consumer education have been dealt in separate chapters. Details of which are available in the TRAI website: www.trai.gov.in

Chapter 1

Enrolment as a Consumer of Telecommunication services



Taking a mobile connection

In a service area, which is generally co-terminus with a state, there are several telecom service providers, licensed by the Government of India (Department of Telecom). As per the license, they provide either basic (land line) or mobile telephone or internet/ broadband services or a combination of these services. A person interested in getting any of these services has

to approach the service provider of his choice or its authorized sales outlets and submit an application form, generally known as the Customer Acquisition Form (CAF), along with photographs and proof establishing address and identity. In the case of mobile connection, a customer may opt for a post paid or pre-paid connection (plan).

Start-up Kit



At the time of enrolment for a mobile connection, the customer should get from the service provider or its authorised sales outlet a start up kit containing inter alia:

- (a) SIM card
- (b) a mobile number, (other than in cases of mobile number portability);
- (c) information about the type of connection- prepaid or post-paid;
- (d) information about Consumer Care Number, General Information Number and appellate authority;
- (e) abridged version of the Telecom Consumers Charter.

The Start-Up Kit will not contain any Special Tariff Voucher. However, a tariff plan can be provided. In addition to Start-Up Kit, the customer shall be provided a copy of the Customer Acquisition Form.

Vouchers (for pre-paid mobile customers)

In order to avail the services, a customer has to buy separately the vouchers he requires. The service provider can offer only four types of vouchers, mentioned below:

- (a) **The plan voucher (Red Colour)** - used to enroll a consumer into a tariff plan and it would not provide any monetary value. Using this voucher the customer can also change his tariff plan.
- (b) **The top up voucher (Green Colour)** - offers only monetary value expressed in rupee without any restriction on its validity or usage. It is available only in multiples of ten rupees and no other voucher can be offered in multiples of ten rupees.
- (c) **The special tariff voucher (STV) (Yellow Colour)** - Intended to provide only tariff benefits to the subscriber who desires to avail the benefit of altering one or more of the tariff components. Examples are - STV of Rs. 40/- providing tariff for STD at 40 paise per minute, valid for 30 days, STV of Rs. 30/- providing 500 SMS free for 7 days etc. The STV indicates the plan to which it is

applicable, tariff for different items and also the validity, which does not exceed ninety days. STV pertaining to SMS or data, having validity of more than 7 days may be renewed after obtaining the explicit consent of the consumer in the prescribed manner - through SMS by sending “Yes” or by e-mail or letter or FAX and in the case of web based program through separate “Yes” button for giving consent. Also it can be deactivated at any time on the request of the customer, following the prescribed procedure for deactivation - through IVR and SMS to toll free short code or through web link.

- (d) **Combo Voucher (Blue Colour)** - It alters one or more items for a period not exceeding ninety days, in the tariff plan and adds monetary value to the prepaid account.

Information to pre-paid consumers on activation of a Voucher



Immediately on activation of a voucher, the service provider should inform the pre-paid consumer through SMS the following information:-

- (a) **on activation of Plan Voucher:-**
- (i) title of the plan;
 - (ii) validity period of the plan;
- (b) **on activation of Top Up Voucher:-**
- (i) total amount charged;
 - (ii) processing fee or administrative charge, as the case may be;
 - (iii) taxes deducted;
 - (iv) net monetary value added;
 - (v) total available monetary value;

(c) on activation of Special Tariff Voucher:-

- (i) total amount charged;
- (ii) validity period of the voucher;
- (iii) benefits specific to the voucher.

(d) on activation of a Combo Voucher:-

- (i) total amount charged;
- (ii) benefits specific to the voucher;
- (iii) validity period of the specific benefits;
- (iv) net monetary value added.
- (v) restrictions, if any on usage or validity period of monetary value.

Information to pre-paid consumers relating to usage

Any deduction from the account of a pre-paid consumer, the service provider should inform him through SMS, the following information:-



- After every call
- After every session of data usage over mobile
- After activation of any service including VAS

Immediately on making any deduction from the account of a pre-paid consumer, the service provider should inform him through SMS or USSD, the following information:

(a) after every call--

- (i) duration of the call;
- (ii) charges deducted for the call;
- (iii) balance in the account;
- (iv) in case of Special Tariff Voucher, minutes of usage deducted and balance minutes of usage available;

(b) after every session of data usage over mobile, --

- (i) quantum of data usage;
- (ii) charges deducted;
- (iii) the balance in the account;

(c) after activation of any service including Value Added Service (VAS)--

- (i) amount deducted;
- (ii) purpose for which the amount deducted;
- (iii) balance in the account;

- (iv) the validity period of the Value Added Service.

Note: These provisions will not apply to a consumer if he is roaming outside his service area.

Past Usage details in respect of pre-paid mobile connections



A prepaid consumer does not get monthly bills. However, he is entitled to get from his service provider, at a reasonable cost, subject to a maximum of Rs. 50/-, information relating to:

- (a) itemized usage charge for all calls;
- (b) number of SMS sent and the amount charged for such SMSs;

- (c) VAS availed and the amount charged;
- (d) Premium Rate Service availed and the amount charged;
- (e) roaming charges;

The service provider has to provide this information within thirty days of receipt of such request. It will be obligatory on the part of the service provider to provide information for a period of six months preceding the date of request.

Information about account of the consumer



Consumer, can also get the following information by sending SMS to a separate toll free short code:

- (a) tariff plan opted by him including,--
- (i) rates for local and long distance (STD) calls, and differential charges, if

- any, applicable for on-net and off-net usage;
- (ii) rates for SMS;
- (iii) rates for data service;
- (b) balance available in the account of the pre-paid consumer; and
- (c) Value Added Services activated on his telephone number (155223);

Note: It is not obligatory on the part of the service provider to provide such information to a consumer who is roaming outside the country.

Deactivation of a cellular mobile telephone connection due to non usage

- ▶ No prepaid connection shall be deactivated for non usage for a minimum period of 90 days.
- ▶ Non usage means absence of any incoming or outgoing call or outgoing SMS or data session or usage of value added services or payment of rental.

- ▶ Beyond 90 days, an amount not exceeding Rs 20 shall be deducted from the prepaid account, if balance is available, for extension of the period of non usage by 30 days at a time.

Safe Custody Scheme for postpaid mobile telephone connections

Postpaid mobile consumers can keep their number in safe custody by paying an amount not exceeding Rs. 150/- for every three months.

Grace period for reactivation:

A consumer whose connection is deactivated shall be given a minimum grace period of 15 days within which he can reactivate the same number by paying an amount not exceeding Rs.20.

Chapter 2

Complaint Redressal

Framework for complaint redressal

The Telecom Consumers Complaint Redressal Regulations deal with the framework for handling of consumer complaints, service request and provision of information to consumers by service providers.

Establishment of Complaint Centre

Complaint Centre is the first stage of complaint redressal by service providers. The complaint centre will have ‘Consumer Care Number’, which is toll free. The complaint centre shall also be accessible to consumers in person as well as through email and post.

In case a consumer has a complaint, he has to approach the Complaint Centre of his service provider

through the toll-free “Consumer Care Number”. The Complaint Centre has to be open at least from 8 O’clock in the morning to 12 O’clock at midnight on all days of the week. In case his telephone/ mobile is faulty, he can use a connection from any other service provider to contact the Complaint Centre for which a separate number is mandated. The consumer may opt to speak in Hindi or English or in the local language of that service area.



COMPLAINT CENTRE

Complaint Centre is open 8 O'clock in the morning to 12 O'clock at midnight on all days of the week.

Handling of complaints at the Complaint Centre

Every complaint is registered by allotting a ‘unique docket

number'. The Complaint Centre will communicate the unique docket number along with date and time of registration and the time limit for resolution of the complaint through SMS. Also on completion of action on a complaint, the consumer will be informed, through SMS or email or post, of the action taken and the procedure for preferring appeal to the Appellate Authority. Details of complaint will remain in the system for at least three months against each docket number.

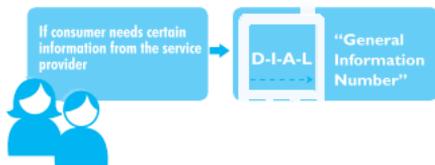
The consumer is advised to store the unique docket number and the information on action taken. In case he is not satisfied with the redressal, he can use these details while preferring an appeal.

Time limit for handling complaints and service requests

The time limit for handling complaints and service requests is as specified in the Quality of Service regulations, given in [Annex-I &](#)

II. In cases where no time limit is specified in the QoS regulations, the complaints and service request have to be addressed within 3 days.

Handling of queries



In case a consumer needs certain information from the service provider, he may dial the “General Information Number” established by the service provider. If he calls the Consumer Care Number and asks for information, he may be directed to call General Information Number. The service provider may charge the consumer for speaking to the agent providing general information. Charging will take place only when one presses the key for speaking to consumer care agent in the IVRS menu.

Operation of IVRS on Customer Care Number

The Interactive Voice Response System (IVRS) at the “Consumer Care Number” operates in the following manner:

1

First level of IVRS provides for language selection

2

Second level of IVRS provides for selecting appeal & broad categories of complaints and service requests

3

Third level of IVRS provides for sub-menu under complaints and service requests with the option to speak to a consumer care agent.

Appeal to Appellate Authority

If a consumer is not satisfied with the redressal of his complaint, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the specified period, he can approach the Appellate Authority

for redressal of his complaint. The contact details of the Appellate Authority is available in the start-up kit, web site of the service providers and their sales outlets.

There is no fee or charge for filing an appeal. He may file the appeal either through e-mail or fax or post or in person or even through the Customer Care Number of the service provider, within thirty days after expiry of time limit prescribed for redressal of complaint. The presence of the appellant is not obligatory, but he may, if he so desires, appear in person to present his case before the Appellate Authority.

Advisory Committee

There would be an Advisory Committee to the Appellate authority of the service provider in every service area. It would have two representatives – one from the service provider and the other from Consumer Advocacy Group (CAG) registered with TRAI. The Advisory Committee has to give its advice

on every appeal to the Appellate Authority for its consideration.

Handling of appeals

The secretariat of the Appellate Authority has to:

- ▶ Register an appeal immediately on receipt by assigning a unique appeal number.
- ▶ Acknowledge the appeal, within three days of its receipt, by sending the unique appeal number through SMS or e-mail to the consumer.
- ▶ 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 relevant information, document or record; and
- ▶ Place before the Advisory Committee for its consideration the reply of the service provider along with the appeal, within two days

of receipt of reply from the service provider.

The Advisory Committee has to render its advice on every appeal placed before it **within fifteen days**. The secretariat has to place the advice of the Advisory Committee before the Appellate Authority, within two days of receipt from the Committee.

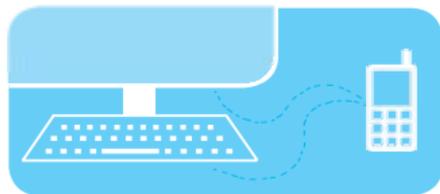
Disposal by the Appellate Authority

When an appeal is placed before the Appellate Authority, it may conduct such inquiry as it considers necessary and dispose off the appeal **within ten days** by passing a reasoned order in writing, stating therein the points for determination and the decision thereon. The Appellate Authority is expected to give due consideration to the advice given by Advisory Committee. In case the Appellate Authority decides the appeal against the advice of the Advisory Committee, it should record the

reasons for the same in the order passed by it.

The secretariat of the Appellate Authority has to intimate the decision on the appeal, through SMS or email or post, to the appellant and the service provider.

Web based Complaint Monitoring System



Every service provider is mandated to set up a Web based complaint monitoring system through which the consumers can track their complaints. The process for monitoring complaints is also to be published in newspapers every six months.

Telecom Consumers Charter

All service providers are required to publish a Telecom Consumers Charter in Hindi, English and the local language of the service area.

The Charter will contain inter-alia information on the following:

- ▶ terms and conditions of service,
- ▶ information about complaint redressal mechanism,
- ▶ complaint redressal procedure,
- ▶ different time frames specified by the Authority for various complaints under QoS regulations,
- ▶ Consumer Care Number-Toll Free,
- ▶ General Information Number-Toll Free or Chargeable Basis,
- ▶ Various procedures related to services like mobile number portability, termination or disconnection of service offered by the service provider,
- ▶ rights of the consumers under different regulations, orders issued by the Authority,
- ▶ duties and obligations of service providers under

different regulations, orders and directions issued by the Authority etc.

The Start-up Kit, which a mobile customer gets at the time of his enrolment, would contain an abridged version of the Telecom Consumers Charter.

Publication of information in Newspapers and website

The service providers have to publish the following information in leading newspapers



The service providers have to publish the following information

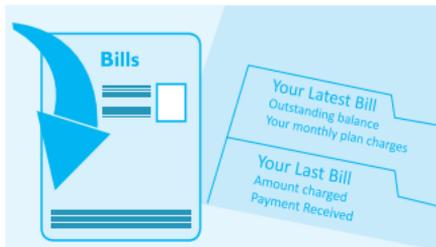
in leading newspapers in Hindi or English and a local language once every six months and also make the same available in their web site:

- ▶ Customer Care Number
- ▶ General Information Number
- ▶ Contact details of the Appellate Authority
- ▶ Procedure for monitoring of complaints on the web based complaint monitoring system.

Chapter 3

Quality of Service and Billing Accuracy

The TRAI Act provides that the Authority shall lay-down the standards of quality of service to be provided by the service providers and conduct periodical survey of such services so as to protect the interest of the consumers of telecommunication service.



Quality of Service (QoS)

TRAI has laid down the Quality of Service standards for various services through QoS regulations issued, from time to time. TRAI has separate QoS regulations governing the standards of quality of service for wireline (Basic), cellular mobile telephone services (2G & 3G), broadband services and recently for wireline data services. The

important parameters on quality of service and the benchmarks for meeting the parameters by the service providers are given at Annex-I & II.

Monitoring of QoS in TRAI

In order to ensure quality of service and to monitor the performance of service providers, TRAI adopts mainly a threefold strategy: (i) Quarterly Performance Monitoring report from service providers; (ii) Audit of QoS by third party agencies and (iii) Survey of Customer satisfaction through third party agencies.

TRAI also obtains Point of Interconnection (POI) congestion

reports on monthly basis from the service providers.

The audit of the network for QoS of mobile telephone service is presently done on quarterly basis in all the service areas, while the audit for basic and broadband services is done on yearly basis. The survey of customers to ascertain the level of customer satisfaction is done on half-yearly basis. The audit and survey are carried out through independent agencies and the findings are published in the website for information to the consumers.

The regulations also provide for levy of financial disincentives in case the TSP's do not meet the QoS benchmarks.

Billing Accuracy

In order to protect the interest of subscribers from inaccurate billing and charging, the Authority has prescribed a uniform code of practice for metering and billing accuracy. The service providers have to audit their Metering and

Billing System annually through one of auditors empanelled by TRAI and an audit certificate for each financial year has to be furnished to the Authority not later than 31st July of every year. The service providers are also required to submit to TRAI by 15th November of every year Action Taken Report on inadequacies, if any, pointed out by the auditor in the audit report.

During the audit, call data records of one month for the following tariff plans have to be audited in each Quarter:

- (a) three prepaid and two post paid plans having the maximum number of customers at the beginning of the Quarter.
- (b) two new prepaid and post paid tariff plans launched during the Quarter;
- (c) two Special Tariff Vouchers having maximum number of customers at the start of Quarter;

(d) two prepaid data plans having maximum number of customers at the start of Quarter; and

TRAI has issued a detailed checklist for audit and Guidelines for implementation of metering and billing regulation. The audit covers checking of overbilling, roaming charges levied on customers vis-à-vis the published tariff, charging for value added services, verification of bill delivery process, redressal of billing complaints and complaint handling process, activation time for recharges etc.

The systemic deficiencies observed during audit are to be corrected in a time bound manner. The audit of the metering and billing system has helped in identifying many systemic issues and has also helped the service providers to improve their system processes in billing and thereby reduce incidences of billing complaints.

Chapter 4

Mobile Number Portability

Mobile Number Portability means the facility which allows a subscriber to retain his mobile telephone number when he moves from one Service Provider to another irrespective of the mobile technology or from one cellular mobile technology to another of the same Service Provider within a licensed service area. The portability process involves three parties, (i) the subscriber interested in moving, (ii) the Donor Operator or service provider from whom the subscriber wants to move and (iii) the Recipient Operator (New Service Provider) to whom the subscriber wants to move.

Porting Procedure

A subscriber desirous of porting his mobile number needs to:-

- ▶ Contact Recipient Operator (RO) to whom he wants to port his mobile number.
- ▶ Obtain Customer Acquisition Form (CAF) & Porting Form from the R.O.
- ▶ Read the eligibility, permissible grounds for rejection of porting requests and other conditions carefully.
- ▶ Obtain 'Unique Porting Code'

(UPC) from Donor operator by sending SMS from the mobile number to be ported. To obtain UPC, send SMS to number '1900' with the text 'PORT' followed by space followed by the 10 digit mobile number to be ported. It may be noted that the UPC so obtained will be valid for 15 days for all service areas except J&K, NE & Assam Service Areas where it will be valid for 30 days.



Note: As pre-paid SMS is not permitted in Jammu & Kashmir the subscriber has to dial '1900' to get an UPC. The operator at '1900' will provide the UPC after verifying subscriber number.

- ▶ If eligible, fill up the CAF and Porting Form, mentioning UPC.
- ▶ Submit the duly filled Porting Form and CAF along with documentary proof to the Recipient Operator.
- ▶ A post paid subscriber should also submit a paid copy of the last bill along with Porting Form and CAF.
- ▶ Obtain new SIM card from the Recipient Operator.

Corporate Customers

In case of porting of a corporate mobile number i.e. the mobile phone number allotted in the

name of a body corporate, firm or any organisation or body, porting request should also be accompanied by an authorisation letter from the authorized signatory of the subscriber permitting such porting in the prescribed format.

The porting request, in case of corporate mobile number, should not seek simultaneous porting of more than fifty mobile numbers and porting charges of each such mobile numbers shall be payable.

The porting request, if made for more than one corporate mobile number, such numbers belong to the same Donor Operator.

Eligibility for porting



A subscriber holding a mobile number is eligible to make a porting request only after 90 days of the date of activation of his mobile

connection. If a mobile number is already ported once, the number can again be ported only after 90 days from the date of the previous porting.

At the time of porting request, a post paid subscriber is required to submit an undertaking that he has already paid all the dues as per the last bill to the Donor Operator and that he/she would be bound to pay all the dues to the Donor Operator till its eventual porting and agrees that in event of non-payment of any such dues to the Donor Operator, the ported mobile number is liable to be disconnected by the Recipient Operator.

In the case of a pre-paid subscriber, he needs to give an undertaking that he understands that at the time of porting, the balance amount of talk time, if any, would lapse.

Grounds for rejecting porting request

Porting request can be rejected if:

- (a) outstanding payment is Rs. 10/- or more.
- (b) it has been made before ninety days from the date of activation of a new connection.
- (c) change of ownership of the mobile number is under process.
- (d) mobile number sought to be ported has been prohibited by a Court of Law.
- (e) subscriber has applied for inter-service area porting.
- (f) unique porting code mentioned in the porting request does not match with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported or validity of UPC has expired.

- (g) validity period of any Unique Porting Code has expired before its receipt by the Donar Operator.

Withdrawal of a porting request

A subscriber may withdraw his porting request **within 24 hours** of making a request for porting by informing recipient operator in writing. However, the service provider is not obliged to refund the porting charges paid.

Porting time

The regulation envisages a **maximum time period of 7 working days** for the completion of porting process in all licensed service areas except in the case of J&K, Assam and North East licensed service areas where the maximum time allowed is 15 working days.

Activation of ported number

- ▶ The Recipient Operator will intimate the date & time of porting to subscriber.
- ▶ The service disruption time will be around 2 hrs during night time on the date of porting.
- ▶ Replace the old SIM with the new SIM provided by the Recipient Operator after the specified date and time. (Note: Balance in the account of the prepaid connection will not be carried forward to the new SIM).

Chapter 5

Curbing Unwanted Commercial Communications (CUCC)

In order to curb Unsolicited Commercial Communications (UCC), which are a major cause of disturbance and inconvenience for telecom users, TRAI notified the “The Telecom Commercial Communications Customer Preference Regulations, 2010” on 1st December 2010. It envisages a National customer Preference Register (NCPR), where the customer can opt to block all commercial communication or can selectively block SMS from specified seven categories of 1) Banking/insurance/ financial products/credit cards; 2) Real Estate; 3) Education; 4) Health; 5) Consumer goods and automobiles; 6) Communication/ Broadcasting / Entertainment/ IT and 7) Tourism and leisure or can continue to get all calls/ SMS.

Main feature of Telecom Commercial Communications Customer preference Regulations

TRAI has been continuously monitoring implementation of these regulations and has addressed the various issues that have come up during implementation of these regulations. To plug-in possibilities

for misusing the system and to tighten the regulatory framework, TRAI has issued a number of amendments to these regulations and directions. The salient features of the framework for controlling Unsolicited Commercial Communications, as per The Telecom Commercial Communications Customer Preference Regulations, including various amendments and

the various directions issued are given below:

- (i) Telemarketers have to register with TRAI by paying Rs.5000 as registration fee and have to deposit Rs.50,000 as security deposit with the operator before taking telecom resources.
- (ii) Stringent penalty provisions for violation of regulations with provision for recovery of penalty from the security deposit of the telemarketer.
- (iii) If the telemarketers violate the provisions of the regulations on six occasions, all their telecom resources will be disconnected and they will be blacklisted, by which, they cannot take any telecom resources for the next two years.
- (iv) Separate number series starting with '140' for telemarketers for voice calls, which will facilitate easy identification of telemarketing voice calls
- (v) Double filtering process, by which both the telemarketers and the Access Providers should ensure proper filtering of unsolicited commercial calls and SMS so that no call or SMS is sent to any customer registered on NCPR unless he has opted for it.
- (vi) Separate headers for transactional and promotional messages to facilitate easy identification by consumers.
- (vii) Service providers to obtain undertaking from new customers that they will not misuse the connection and they shall be liable for disconnection in case of misuse.
- (viii) In case a consumer uses his telephone connection to send promotional messages, his telephone connection shall be disconnected on the first complaint and his

name and address shall be blacklisted for a period of two years. Upon blacklisting, all telephone connections in his name shall be disconnected by all the service providers and he shall not get any new connection for the next two years. Any complaint against wrong disconnection shall be addressed to the service provider.

(ix) In case commercial transaction has been solicited on behalf of a person either on the same mobile number or a different telephone number the telecom resources of such person shall be disconnected after second notice. For example if unregistered telemarketers using their mobile connection solicits commercial communication on behalf of say real estate companies, then the resources of the real estate company will also be liable for

disconnection after second notice of violation.

- (x) The service providers have to ensure that any commercial communication including SMS, other than transactional messages, is sent only between 0900 hrs and 2100 hrs.
- (xii) For every SMS sent beyond 100 SMS per day per SIM, customers have to pay minimum 50 paise per SMS. SMS pack rate will not be applicable after 100 SMS in a day.
- (xiii) Service provider to advice customers frequently through SMS, at least once in six months, not to send UCC and about the consequences of violations.
- (xiv) Service providers to implement web based UCC complaint lodging system and a dedicated email address to enable consumers to lodge UCC complaints.

(xv) Lodging of a UCC complaint through SMS has been made easier. Now the complaint can be lodged through SMS by simply forwarding the UCC SMS to 1909 after appending the telephone number and date of receipt of the SMS.

How to Register

- ▶ A subscriber can register his preference or change of preference by making a call on toll free number 1909 and inform the customer care executive regarding preference of registration i.e. “Fully blocked” or “Partially blocked”, if “preference is for “partially blocked”, the choice of preference
- ▶ The subscriber can also register his preference or change of preference by making a call on short code 1909 and select preference to register or change preference as prompted by IVRS. The IVRS will confirm exercise of



preference. The customer will be informed of his registration of preference and the unique registration number.

- ▶ The subscriber can also register preference by sending SMS to 1909. For example, if the customer wants to register under fully blocked category, he has to send msg. text “START<space>0” to 1909. For receiving only banking/insurance related information, he has to send msg. text “START<space>1”. To exercise option for Partially blocked and choose more than one options out of 7 categories he has to send msg. text “START<space>1, 2,....”
- ▶ The subscriber can stop/alter his preference by making voice call to 1909, or call IVRS (1909) or sending SMS to 1909. To stop the message from any partially blocked/opted preference, customer has to send SMS STOP<OPTION>, e.g. ‘STOP 1’ for stopping messages from opted banking category.
- ▶ The customer needs to make call/send SMS for registration of preference or change of preference or deregistration from telephone number which is to be registered or deregistered.
- ▶ Once the subscriber registers the preference, he would cease to receive commercial communications as per the preference(s) after a period of 7 days from the date of registration or change preference.

What to do in case he gets commercial communications even after registration



Complaint to the service provider through voice call or SMS



While registering complaint the subscriber should mention the particulars of telemarketer, telephone number/ header of SMS from which UCC originated, date and time and brief description of the UCC



The complainant will be informed of the action taken on his/her complaint within 7 days

In case a subscriber receives unsolicited commercial communication after registration, he may make a complaint to the service provider through voice call or SMS to toll free short code 1909 within 3 days of receipt of such UCC.

For registering the complaint through SMS, the subscriber should forward the SMS to 1909 in the following format:

The UCC, XXXXXXXXXX, dd/mm/yy where XXXXXXXXXX is the telephone number or header of the UCC. On registration of complaint, a unique complaint number will be communicated to the complainant by the operator and the action taken on the complaint will be informed within 7 days.

Chapter 6

Telecommunications Tariff

Telecommunication Tariff is one of the most important issues concerning the consumers. The Telecom Regulatory Authority of India Act, therefore, specifically provides that the Authority may from time to time notify in the official gazette the rates at which the telecommunication services shall be provided. Accordingly, the Authority notified the first comprehensive tariff order in 1999. During the course of the years, Telecommunication Tariff Order, 1999 has undergone several changes and amendments to address new issues and situations.

Protection against hike in tariff

- i. A tariff plan once offered by a service provider shall be available to a subscriber for a **minimum period of six months** from the date of enrolment of the subscriber to that tariff plan.
- ii. The subscriber shall be free to choose any other tariff plan, even during the said six months period. All requests for change of plan shall be accepted and implemented

immediately or from the next billing cycle.

Tariff plan with longer validity including lifetime tariff plans

1. i) Any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or as having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan. In the

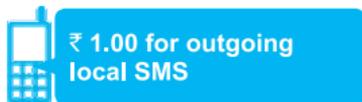
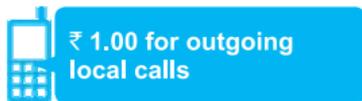
case of lifetime or unlimited validity plans, the plan is valid as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plans with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of their current license.

- ii. For any tariff plan, the service provider is free to reduce tariffs at any time. However, no tariff item in a tariff plan can be increased by the service provider within the validity of the plan-
2. In respect of other tariff plans, within six months from the date of enrolment of the subscriber;

Tariffs for roaming services

- (i) For customers, whether prepaid or post-paid, roaming outside his service area, the

maximum permissible charges for voice calls and SMSs while on national roaming, irrespective of the terminating networks, and irrespective of tariff plans are as below:



- ii) Receiving SMS is free while on national roaming.
- (iii) Customers can also avail of partially free roaming or fully free roaming on payment of fixed charges by subscribing to special tariff plans during roaming.

Safeguards for Prepaid Subscribers

Majority of the consumers of mobile services are users of prepaid services. Some of the specific orders and directions intended to safeguard their interests are:

- ▶ The charges for replacement of lost/ damaged SIM card shall be based on cost with a reasonable mark-up.
- ▶ If there is any amount that is unused at the end of the validity period, this amount should be carried over to the renewed card, if such renewal is done within a reasonable, specified period.
- ▶ All services which do not affect “talk time value” including incoming voice calls / SMS shall continue to be available to the Pre-paid subscribers during the entire validity period even after the talk time value is exhausted.
- ▶ In case of straight tariff reductions, the subscribers should automatically get the benefit of such reduction without any precondition of any explicit action by the subscriber.
- ▶ Subscribers in the existing lifetime validity plans or unlimited validity plans can migrate to new lifetime plans or unlimited validity plans with lower entry fee without having to make additional payment or recharges.
- ▶ Every service provider should offer and make available to the consumer at least one top up voucher of Rs.10/- denomination for adding monetary value in the account of pre-paid subscribers.
- ▶ The Processing Fee levied on top-up vouchers shall not exceed **Rs. 3/- or 10%** of Maximum Retail Price whichever is less.

Safeguards to Postpaid Subscribers

Postpaid subscribers have the right to demand hard copy of the bill free of cost.

Bills raised by service providers should contain sufficient information required by the customer and in case any customer requests for itemised bills relating to long distance calls, it should be provided free of charge.

Refund of security deposit

The Regulations on Quality of Service issued contain a parameter on refund of security deposits within a period of 60 days after closure of connection. In case security deposit is not refunded within the stipulated period, service providers are required to pay interest at the rate of 10% per annum for the delay

Credit limit for post-paid subscribers

i. A credit limit is set for every post-paid subscriber and the

same has to be intimated to him in advance. The initial credit limit has to be intimated within 7 days of activation of the service.

- ii. Consequences of usage and other applicable charges exceeding the credit limit as well as the manner in which the credit limit could be enhanced, also has to be informed to the subscriber in advance.
- iii. When the usage and other applicable charges reaches **80% of the credit limit**, an intimation to this effect should be provided to the subscriber.
- iv. On receipt of the intimation, the subscriber has the option to make interim payments in whole or in part or to restrict his further usage so that the credit set for him is not exceeded.
- v. Services to the subscriber cannot be disrupted until and unless the credit limit fixed

for a subscriber is exceeded, despite adequate intimation about the same.

- vi. Irrespective of the level of credit limit, the services of a subscriber cannot be disrupted as long as the amounts due is below the amount of his security deposit.
- vii. The credit limit set for a post-paid customer has to be included in his monthly statement / bill.

Safeguards common to Pre-paid and post-paid subscribers

Tariff Plan with pulse duration of one second

- ▶ Every service provider providing cellular mobile service should offer to the subscriber at least one pre-paid and one post-paid tariff plan with pulse duration of one second for local and national long distance calls.

- ▶ This provision would not apply to calls terminating outside the country.

Tariff plans with misleading titles prohibited

- (i) No tariff plan should be offered, presented, marketed or advertised in a manner that is likely to mislead the subscribers. For example, title of a tariff plan, which suggests absence of rental, (e.g. ‘zero rental’) would be misleading if the plan has Monthly Mandatory Fixed Charge in one form or other.
- (ii) All monthly fixed recurring charges, which are compulsory for a subscriber under any given plan, should be shown under one head.
- (iii) Charges for CLIP facility cannot be made a compulsory item of tariff for subscribers in any tariff plan. Whenever, CLIP charges are sought to be levied by the service providers it should be optional for the subscribers.

Publication of Tariff Plans

In order to facilitate the telecom subscribers to choose the tariff plans that best meet their needs, all service providers have been mandated to publish the tariff plans.

- (i) All the tariff plans should be made available to the subscribers in the prescribed formats at the Customer Care Centers, points of sale/ retail outlets as well as on the website of the service providers.
- (ii) Whenever there is a change in any of the tariff plans, the service provider has to update the same in the prescribed formats on their website and in their customer care centre, and make available the updated tariff plans in these formats by the 7th day of January, April, July and October at their points of sale and retail outlets.

- (iii) The service providers also have to publish all the tariff plans in prescribed formats in at least one regional language and one English newspaper at an interval not more than six months.

Tariff Advertisements

In order to ensure further transparency in telecom tariff offers and facilitate the telecom subscribers to choose the tariff plans that best meet their needs, further instructions have been issued to all the service providers on 'Tariff Advertisements'.

- (i) Every advertisement published by the service provider must be transparent and non-misleading and the design, colour, font type & size, tone & volume of the advertisement be legible, audible and unambiguous;
- (ii) all tariff advertisements must disclose all material information which is likely to influence the decision of a

subscriber in an unambiguous manner;

- (iii) all tariff advertisements must contain the website address and customer care number of the telecom service provider to enable the customer to obtain any information pertaining to the tariff plan.

Black Out Days



Special days on which Service Providers do not allow free/ concessional calls/ SMS are referred to as 'Black Out Days'. TRAI has issued following guidelines to protect the interest of consumers:

- (i) The number of blackout days is limited to five days in a calendar year.
- (ii) The service provider cannot make any addition or alteration to the number of

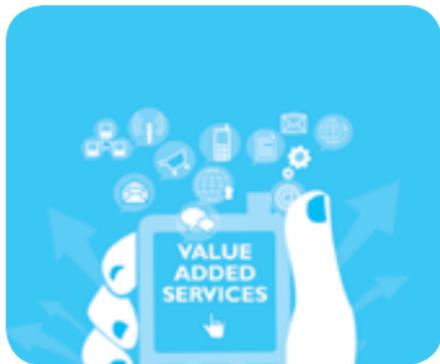
days specified as blackout days after the same is subscribed by a consumer.

- (iii) The SMS/call charges applicable on such specific blackout days have to be indicated on the package offered to the consumer.
- (iv) A consumer shall not be charged for calls or SMSs on blackout days in excess of the rate in the tariff plan in which he is enrolled.
- (v) The service provider shall inform the consumer, through SMS, not earlier than 72 hours and not later than 24 hours prior to the commencement of blackout day, the occasion and date of blackout day and the rate applicable for calls and SMSs on such blackout day.
- (vi) The service providers shall display the list of blackout days applicable for the calendar year in their respective websites before start of the year.

Chapter 7

Value Added Service

Instructions on activation and charging for value added services



- ▶ The service provider cannot provide any chargeable value added service without the explicit consent of a consumer. Any value added service, which was earlier being provided free of charge cannot be made chargeable without the consumer's explicit consent.
- ▶ The Department of Telecom has allotted '15223' (toll free) as common short code for unsubscription of value added service.
- ▶ Prescribed procedure to be followed by service providers for unsubscription of VAS through this toll free short code.
- ▶ VAS can be charged to the customer only after getting verifiable confirmation from the consumer within 24 hours through consumer originated SMS or e-mail or FAX or in writing. As an alternative to this, the service providers can implement a double confirmation process involving third party gateway for obtaining explicit consent of the consumer through

different modes of activation so as to prevent activation of VAS without consent.

- ▶ If the customer disputes, that VAS was activated without his consent within 6 hours (for per day chargeable VAS) and within 24 hours for other VAS, the amount charged shall be refunded to the customer.
- ▶ Confirmation through SMS to be obtained for renewal of subscription where there is insufficient balance in the account of the customer.
- ▶ If there is insufficient balance in the account of prepaid subscriber, VAS cannot be automatically renewed and money deducted on subsequent recharge without explicit consent of the consumer.
- ▶ The service provider has to inform subscriber at least 24 hrs before the due date of renewal of a subscribed value added service, the

due date for renewal, the charges for renewal and the toll free telephone number for unsubscribing such value added service.



Deactivation of Value Added Services

You can deactivate or stop your VAS through a simple process by dialing or sending SMS to **155223** (toll free).

Here is how you can deactivate your VAS Subscription.

Using SMS:

- ▶ Message/Text the keyword “STOP” from your number to 155223.
- ▶ Receive a reply from 155223 with a list of VAS products activated on your phone.

For example...

To deactivate, reply with Service Number:

1. Caller tunes
 2. Cricket Alerts
 3. News Alerts
- ▶ Reply to this message with the number of the service you wish to deactivate.

Using IVR:

Call 155223 and listen to the services currently active on your phone and select the service you wish to deactivate.

For example...

To stop Callertunes, press 1

To stop Cricket Alerts, press 2

To stop News Alerts, press 3

- ▶ Press the appropriate key to deactivate the service.

You will receive an SMS confirming your deactivation request through both modes (IVR/SMS) followed by an SMS confirming that your service has been deactivated.

TRAI has now mandated double confirmation by service provider for VAS embedded in the SIM also.

Chapter 8

Saving Telephone Numbers in mobile handset and dialing procedures for call/SMS

It has come to the notice of TRAI that there had been several instances of incorrect dialing of landline/ mobile number by customers, resulting in charging. Consumers may please note the dialing procedure and the method for saving of telephone numbers in the mobile handset.

Saving mobile numbers in your handset:

- (a) Saving local mobile number in mobile phones (for example number 9812345678):

Correct	Remarks
9812345678	However, if you are roaming outside the service area you will not be able to dial the number from your contact list in the handset
+919812345678	It is better to save the number in this format as you can easily use the number from contact list even if you are on roaming. Tips: You can always save in this format if you save a number based on the incoming call details

Incorrect	Remarks
009812345678	The call or SMS may get charged at international rates
+9812345678	The call or SMS may get charged at international rates

(b) Saving landline numbers in mobile phones:

Save landline numbers in mobile phones with the STD code, for eg. for saving a Delhi number prefix '011' followed by the number. The same number can also be saved with the prefix '+9111'.

DIALING TIPS

Do Not

1. Do not dial or send SMS to any mobile number, whether local or outside the service area, with prefix '00' as the call or SMS may be charged at international rates eg. 009812345678.
2. Do not dial or send SMS to any mobile number, whether local or outside the service area, with only prefix '+' as the call or SMS may be charged at international rates eg. +9812345678.

Do

3. Any mobile number, whether local or outside the service

area, can be dialed from a mobile phone from anywhere in the country with prefix '+91', for eg. +91-9922345678.

4. For making a call or SMS from a mobile phone to any local mobile number, you can dial the mobile number without any prefix.
5. For making a call or SMS from a mobile phone to any mobile number outside your service area, dial the mobile number with prefix '0' or '+91', eg. 09922345678 or +919922345678.
6. Dial a non-local landline number from a landline phone by prefixing STD Code to the number, eg. for calling Chennai from any place outside Chennai, the telephone number should be prefixed with 044.
7. Dial international numbers with prefix '00' or + followed by the country code & the number.

Chapter 9

Consumer Education and Online Survey Tool

The telecom sector is a high growth sector. Large percentage of new customers belong to semi-urban and rural areas. Their awareness and exposure to various telecom related issues is limited. Hence TRAI has initiated consumer education through conduct of Consumer Outreach Programmes in different parts of the country. TRAI conducts regional workshops for consumer education and capacity building of Consumer Organizations and NGOs registered with TRAI. The consumer education workshops provide a platform to Consumer Advocacy Group (CAGs) and service providers to come together and discuss the concerns of the consumers and understand the local problems.

Online Survey Tool

TRAI regularly conducts customer satisfaction surveys through independent agencies to assess customer perception of services being provided by the telecom service providers and gathers customers' views to assess effectiveness in implementation of various regulations, directions and orders issued by TRAI in the interest of consumers. These surveys are carried out through face to face and telephonic interviews. Considering the growing penetration of Internet and Smart phones, TRAI has introduced Web based application

as well as Android based app for assessing the customer perception of cellular services. The web based customer satisfaction survey is available in the 'consumer info' section of TRAI website www.trai.gov.in. The Android app can also be downloaded from the same section.

Survey questionnaire has been framed to assess customer perception of service relating to quality of service parameters laid down by TRAI and for assessing effectiveness of the regulations relating to grievances redressal mechanism, implementation of mobile number portability and UCC.

Annex 1

Important QoS parameters (Basic and Cellular Mobile Services)

Sl. No.	QoS parameter	Benchmark
1.	Provision of landline telephone after registration of demand	within 7 days (subject to technical feasibility)
2.	Shifting of landline telephone connection	95% of requests to be attended within 3 days
3.	Fault repair in urban areas (landline)	At least 85% by next working day and 100% within 5 days
4.	Fault repair in rural and hilly areas (landline)	At least 75% by next working day and 100% within 7 days
5.	Resolution of billing/charging complaints	At least 98% within 4 weeks and 100% within 6 weeks
6.	Period of applying credit/ waiver/ adjustment to customer's account on resolution of complaints	Within one week of resolution of the complaint
7.	Termination/closure of service	Within 7 days
8.	Refund of security deposit after closure	100% within 60 days

Annex 2

Important QoS parameters (Broadband)

Sl. No.	QoS parameter	Benchmark
1.	Service provisioning/activation time	100% cases in < 15 working days (subject to technical feasibility)
2.	Fault repair/restoration time	99% within 3 days. Rebate :Faults pending for > 3 days and < 7 days : rebate equivalent to 7 days of minimum monthly charge or usage allowance. Faults pending for > 7 and <15 days : rebate equivalent to 15 days of minimum monthly charge or usage allowance. Faults pending for > 15: one month rebate equivalent to 1 month of minimum monthly charge or usage allowance.
3.	Resolution of billing complaints	100% within 4 weeks
4.	Refund of deposits after closure	100% within 60 days.
5.	Broadband connection speed (download)	Subscribed broadband connection speed to be met > 80% from ISP Node to user.

List of Consumer Advocacy Groups Registered with TRAI

S. N.	Name and address of the Consumer Organisation	Contact Person Telephone/ Mobile No. & E-mail Ids.
1	Islampur Ramkrishnapally Rural Welfare Society, At. Ramkrishnapally P.O. & P.S. Islampur Distt. Uttar Dinajpur (W.B.)	Mr. Abdul Alim Parvej, Secretary 03526-257723 (telefax) 09434458614 irrwngo@gmail.com
2	Upbhokta Margdarshan Samiti "UMAS" Rajiv Gandhi Upbhokta Bhawan, Near 12 & 10 Sector Chopasni Housing Board, Jodhpur (Raj)	Mr. Liyakat Ali, Secretary 0291-2701515, 0291-2701888 (Fax) liyakat_alig@yahoo.co.in
3	People's Action in Development (PAID), Post Box No. 127, SV University Tirupati (A.P.)	Mr. P. Gangadharam, President 09441557447, paidngo7@gmail.com paid_ngo@yahoo.co.in
4	Society for Education, Research & Village Empowerment (SERVE), Sirupakkam-P.O. 606123, Thittakudi (Tk.) Cuddalore -Dt. (T.N.)	Mr. R.K. Senthilkumar, Ex., Secretary 04143-248575, 09443828169 serve_2005@yahoo.co.in
5	Consumer Care Society 593, 24th Cross Banashankari II Stage, Bangalore (Karnataka)	Mr. R.N. Guru, Secretary 080-26713616 (Telefax) 09845683220 ccsbng@gmail.com

6	SAMARPIT, Centre for Poverty Alleviation and Social Research, 37, Geetanjali Enclave, Ring Road No.2, Bilaspur (Chhatisgarh)-495001	Dr. Sandeep Sharma, President 07752-402731, 09893428881 samarpitch@gmail.com
7	Voluntary Organization in Interest of Consumer Education (VOICE), O-45, Basement, Lajpat Nagar-II, New Delhi-110014	Mr. Ashim Sanyal, COO & Secretary 011-47331000, 47331025 011-29849081 (Fax) cvoice@vsnl.net coo@consumer-voice.org
8	Sanrakshan, 101, Ashray Mahesh Apartment Boring Road Patna (Bihar)	Mr. J.K. Bhagat, Managing Trustee 0612-2534134 (telefax) 09431496489 sanrakshan_goal@yahoo.co.in
9	Bharat Jyoti, 46, Diamond Dairy, Kabir Marg, Lucknow (U.P.)	Mr. Vijay Acharya, Founder President 0522-3254455, 0522-2237899 (Fax) 09415028127 bharat.jyoti@yahoo.co.in
10	Himachal Uppbhokta Sanrakchan Parishad (Regd.), Verma Complex, Ist. Floor, NH-22 Shoghi, Shimla (H.P.)	Mr. Shiv Dutt Bhardwaj, President 0177-2661284 (Telefax) 09418458760 hpuspsml@gmail.com
11	National Centre for Human Settlements and Environment (NCHSE), E-5/A, Girish Kunj, Arera Colony, Bhopal (M.P.)	Dr. A.K. Gupta, Director General 07552465306/2463731/4277074 nchsebpl@gmail.com

12	Upbhokta Sanrakchhan & Kalyan Samiti, Upbhokta Bhawan, 119/354 Darshan Purwa, Gumti No. 5 Kanpur (U.P.)	Mr. Padam Mohan Mishra, Secretary 0512-2217840, 09450156430 consumertalk9@rediffmail.com
13	Society for Social Transformation (SST), D.No. 46/162, Budhawarapet, Kurnool (A.P.)	Mr. V. Anjaneyulu, Director 08518-255050, 08008663861 sstanjan@gmail.com
14	Consumer Guidance Society of India, Block J, Azad Maidan Opp. Cama Hospital, Mahapalika Road, Mumbai	Dr. M.S. Kamath, Hon. Secretary 022-22621612, 022-22659715 (F) cgsibom@gmail.com
15	Ford Trust, Karaikudi KUDIL, Maruthangudi, Siravayal Post, Karaikudi (TN)	Mr. C. Paul Alaga Rasan, Project Director 04577-264334, 09788979901 fordtrustindia@yahoo.co.in
16	Rajkot Saher Jilla Grahak Suraksha Mandal, 329, Popatbhai Sorathia Bhavan, Sadar Bazar, Rajkot (Gujarat)	Mrs. Ramaben Mavani, President 0281-2471122/3041329 09426201611 mavaniramb@sancharnet.in
17	Women Action Group (WAG) Gangavalli (P.O.), Attur Taluk, Salem District Pin 636105 (T.N.)	Mrs. G. Mohana, Secretary 04282-232852, 04282-232219 (Fax) 09442770987 swagsk_sk@yahoo.co.in
18	Gram Vikas Parishad, Rangaloo P.O. Jumarmur, Via- Kathiatoll Distt. Nagaon -782427 (Assam)	Mr. Sirajuddin Ahmed, Gen. Secretary 0367-2231164 (Telefax), 09435060538 sirajuddin60538@gmail.com

19	Rastriya Samuddeshiya Vikas Sansthan, 89-C Raj Bhawan, South Bhopa Road, Muzaffar Nagar (U.P.)-251315	Ms. Poonam Sharma, President 09319758110 rsvsmngo@rediffmail.com
20	Shramik Varg & Nirmal Varg Vikas Sansthan Village & P.O. Patwadhkautuk Block Bilariaganj Tahsil Sagri Azamgarh (U.P.)	Mr. Indradev Rai, Secretary 09450823837 sramikvarg@yahoo.co.in
21	Indian Institute of Technology & Entrepreneur Development (IITED), IICR Campus, Near Mangla Traders, Shakti Chowk, Bijnor (U.P.)	Dr. R.D. Usmani President/ Director 01342-265992, 09412118240 iited_mngo@rediffmail.com
22	Consumer Coordination Council (CCC) A-20-21 (NITS Bldg.) Institutional Area, Sector-62, NOIDA	Mr. S.C. Sharma Director 0120-4235448 0120- 2404273 (Fax) ccc.secretariat@gmail.com
23	Mizoram Consumers' Union Hqrs. Aizawl, Lalat Chamber, Tuikual 'S' Temple Square, Aizawl-796001	Dr. Chawngsailova, General Secretary mizoconsumer@yahoo.com 0389-2311514, 09862419156
24	Federation of Consumer Associations, West Bengal, 39, Shakespeare Sarani, 7th Floor, Room No. 701, Kolkata (W.B.)	Ms. Mala Banerjee President 033-22805927 (Telefax) fcawb@cal2.vsnl.net.in
25	Society for Consumers' & Investors' Protection (Regd.) 118, 2nd Floor, DDA Site-1, New Rajinder Nagar, New Delhi	Dr. G.S. Sood, President 011-45082832, 011-28744789 (Fax) 09911110385 scipindia@yahoo.com

26	Odisha Consumers Association Debajyoti Upovhokata Kalyan Bhawan, Bishwanath Lane Cuttack (Odisha)-753002	Mr. Arun Kumar Sahu Assistant Secretary 0671-2368644 Knj1345@gmail.com
27	Citizen Consumer & Civic Action Group, 9/5, II Street, Padmanabha Nagar Chennai-600020	Ms. S. Saroja, Co-ordinator 044-24460387, 044-24914358 (Fax) helpdesk@cag.org.in
28	Consumers Association 7, F.F. Karuna Sadan, Sec.11-B, Chandigarh	Mr. R.K. Kaplash, Chairman 0172-2245170, 09814173342 cfc_chd@yahoo.co.in
29	Rural Organisation for Social & Education Trust (Rose Trust) 15-G, IInd Floor, Baskaranar Building, T. Palue Road, Jayankondam-621802 Ariyalur Distt. (T.N.)	Mr. John K. Thirunavukkarasu Managing Director 04331-250251, 09489545361 rosetrust2007@gmail.com
30	Maruti Seva Samiti, 173/12, Ashok Nagar Nr. Maya Misthan Bhandar, Udaipur (Raj)-313001	Mr. P. K. Jhawar President 0294-2419333, 09414168532 marutisewasamiti@yahoo.com
31	Haryana Technical Association, H.No. 3542, Urban Estate Jind (Haryana)-126102	Mr. Rahul Punia, President 08930432777, 09813363001 haryana@gmail.com
32	Mahila Kalyan Samiti Dhori, Staff Colony, Near Dhori Dispensary, P.O. Dhori, Distt. Bokaro (Jharkhand)-825102	Dr. Shyam Kunvar Bharti, Gen Secretary 0654-9222117, 09955509286 mksdbharti@rediffmail.com

33	Vasundhara Sevarth Samajik Sansodhan ani Vikas Seva Sanstha At. Post- Nanand, Tq. Nilanga Distt. Latur (MH)-413521	Mr. Deelip Venketrao Patil, Secretary 09422179776 vasu_rediffmail.com
34	Consumer Protection Association, Vishwakarma Nagar, Himmatnagar Distt. Sabarkantha-383001 (Gujarat)	Dr. Kashyapnath President 02772-240636, 09413118426 Knath21@yahoo.co.in
35	Consumer Unity & Trust Society, D-217, Bhaskar Marg, Bani Park, Jaipur-302016 (Raj)	Mr. George Cheriyan, Director 0141-5133259, 2282823, 2282482 0141-4015395 (Fax) cart@cuts.org
36	Consumers' Association Hotel Soorya City Sudhevan Road, Sultanpet, Palakkad-678001 (Kerala)	Mr. Surendran P.A., General Secretary 9446059952, 0491-2569952 (F) surendranpdca@gmail.com
37	Citizen Awareness Group #2812/38-C Chandigarh	Mr. Surinder Verma, Chairman 0172-4007412, 09417008805 citizenawareness@yahoo.com
38	Navjeevan Society 19, Sharma Colony, 22- Godown, Jaipur-302019 (Raj)	Mr. Rajendra Sharma, President 0141-6450323, 0141-4061405 (F) 09928689941 info.navjeevan@gmail.com
39	Deepalaya 556, Dr. A.K. Paul Road, Kolkata-700034 (W.B.)	Mr. Pranab Kumar Ghosh, Secretary 09903278064, 09038467832 deepalaya_wb_ngo@yahoo.co.in

40	Manav Kalyan Society. Moh. Chashrien, B-24, Barwan Distt. Bijnor (U.P.)-246701	Mr. Shehzed Husain, Manager 09837061925, 08057559824 manavkalyansociety@gmail.com
41	Consumers Guidance Society, 57-14-16, 2nd Lane, New Postal Colony, Church Road, Patamata Vijaywada-520010 (A.P.)	Ch. Divakar Babu Secretary 0866-2495324, 09440390370 consumerssociety@yahoo.com
42	Consumer Research, Education, Action, Training and Empowerment, 2/84, Melachatram Street, Paramakudi, Ramanathapuram dist., Tamilnadu, PIN-623707	Prof. Dr. P. Duraisingam, Chairman 04369-220954 (telefax) 09443381816 createdurai@gmail.com
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