

Telecom Consumers Protection and redressal of Grievances Regulations, 2007

TRAI has been receiving a large number of complaints from Telecom Consumers regarding various problems faced by them. In order to streamline and institutionalize the system of handling consumer complaints by the service providers, TRAI notified the Telecom Consumers Protection and Redressal of Grievances Regulations in May 2007.

SALIENT FEATURES OF THE REGULATIONS:

The regulation mandates establishment of Institutional Mechanisms for resolution of consumer's grievances within the company at the level of Call Centre, Nodal Officer and Appellate Authority, as summarized below:-

A. CALL CENTRE:

- Consumers can contact the call centre of service provider on toll free number at the first instance for redressal of their grievances.
- Complaints pertaining to fault repair, service disruption and disconnection of service has to be attended within a maximum period of 3 days.
- Other complaints to be attended by the Call Centre within a maximum period of 7 days, subject to time limits laid down in regulations on quality of service.
- The Call centre to register each complaint by allotting a unique identification number to be called the docket number and communicate docket number to the consumer.
- Intimate the action taken on the complaint within the time limit specified.
- Intimate contact details of the Nodal Officer (including his name, telephone number and address) to customer in case the customer is not satisfied with the redressal of his grievance or when requested by him.

Time Limit for request or redressal of complaint at Call centre.

Redressal of complaint of consumers at the Call Centers under various service parameters is as follows:-

B. Nodal Officer:

- In case the consumer is not satisfied with the redressal of his grievance at the call centre level or in case the Call Centre does not attend to the complaint within the above time limit, he can approach the Nodal Officer for redressal of his grievance.
- All grievances received by the Nodal Officer with respect to fault repair, service disruption and disconnection of service to be got redressed within a maximum period of 3 days.
- Other grievances to be redressed by the Nodal Officer within a maximum period of 10 days of the registration of the grievance.
- Nodal Officers to communicate a unique complaint number to the consumers within three days from date of the receipt of the complain.
- Intimate the consumer about the resolution or decision thereon within the time limit specified.