

Time Limit for request or redressal of complaint at Complaint Center

Consumers can contact the Complaint Centre of service provider on toll free number at the first instance for redressal of their complaints. Complaints pertaining to fault repair, service disruption and disconnection of service have to be attended within a maximum period of 3 days. Other complaints to be attended by the Complaint Centre within a maximum period of 7 days, subject to time limits laid down in regulations on quality of service. The cases where no time limit is specified, shall be addressed within 3 days.

(i) Basic Telephone Service (wireline):

QoS Parameters for Basic Telephone Service (Wireline)

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
(i)	Provision of Telephone	All cases within seven days (subject to technical feasibility)
(ii)	Fault Repair	Within three days
(iii)	Shift of Telephone Connection	Within three days
(iv)	Termination/ Closure of service	Within seven days
(v)	Resolution of billing/ charging complaints	All billing complaints to be resolved within four weeks.
(vi)	Period of applying credit/waiver/adjustment	Within one week of resolution of complaint
(vii)	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within sixty days

(ii) Cellular Mobile Telephone Service:

QoS Parameters for Cellular Mobile Telephone Service

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
(i)	Resolution of billing/charging complaints	All billing complaints to be resolved within four weeks.
(ii)	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	Within one week of resolution of complaint
(iii)	Termination/ Closure of service	Within seven days
(iv)	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within sixty days after closure.

(iii) Broadband Service:

QoS Parameters for Broadband Service

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
(i)	Service Provisioning /Activation Time	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault Repair / Restoration Time	Within three days

(iii)	<p>Billing Performance</p> <p>(a) Percentage of Billing Complaints resolved.</p> <p>(b) Time taken for refund of deposits after closure</p>	<p>(a) All billing complaints to be resolved within four weeks.</p> <p>(b) All cases of refund of deposits to be made within sixty days after closure.</p>
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Redressal of Appeals by Appellate Authority

If the consumer is not satisfied with the resolution of the complaints, he can approach the Appellate Authority for redressal of his complaints. Appeal may be submitted with Appellate Authority through e-mail or facsimile or post or in person, without paying any fee. Regulations also prescribes establishment of an Advisory Committee to examine and render advice on the appeals filed before the Appellate Authority. Advisory Committee shall comprise of two members, one member being representative of consumer organisation registered with TRAI and second being member from the service provider.

The Secretariat of Appellate Authority shall register the appeal, acknowledge the appeal with a unique appeal number and forward (within 3 days), the appeal to the service provider for its reply (within 7 days)



On receipt of reply from the service provider, Secretariat shall place the reply received from the service provider before the Advisory Committee (within 2 days), for its advice (within 15 days).



On receipt of advice of Advisory Committee, Secretariat shall place (within 2 days) before the Appellate Authority the appeal filed, reply received from the service provider and advice tendered by the Advisory Committee for a decision.



The Appellate Authority shall take a decision on the appeal upon placing of the appeal by the Secretariat (within 10 days)