

No.303-6/2006-QoS

Dated 10th July, 2007

Subject : Amendment to the Direction issued vide number F.No.303-6/2006-QoS dated the 29th August, 2006 under section 13, 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) on issue of Docket Number for customer complaints and termination of service.

F.No. 303-6/2006-QoS Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority] established under the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) [hereinafter referred to as the Act] had, in exercise of powers conferred upon it under section 13, read with clause (i) and (v) of clause (b) of sub-section (1) of section 11 of the Act, directed to all the Cellular Mobile Service Providers, Unified Access Service Providers and Basic Service Providers under sub-paragraph (i) of paragraph 8 in its Direction issued vide number F.No. 303-6/2006-QoS dated the 29th August, 2006, (hereinafter referred to as the said Direction) to assign a unique docket number for all service request calls made to the customer care helpline numbers and also special numbers for registering complaints and convey the same to the customer at the time of such call;

2. And whereas Authority has, in exercise of the powers conferred upon it under section 36, read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section 11 of the Act, made Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) vide notification Number 303-10/2006-QoS dated the 4th May, 2007 published in the Gazette of India, Extraordinary, Part III, section 4 dated 10th May 2007 (hereinafter referred to as the said regulations) which requires all service providers referred to in clauses (a) and (b) of sub-regulation (3) of regulation 1 of the said regulations, *inter alia*, to establish "Call Centre" under regulation 3 of the said regulation for redressal of grievances of its consumers and there under specifies procedure for handling complaints (including allotting a unique identification number to be called the docket number) by the Call Centres;

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3. Now in exercise of powers conferred upon it under section 13, read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section 11 of the Act, the Authority hereby directs that nothing contained in sub-paragraph (i) of paragraph 8 of the said Direction, in so far as it relates to the matters covered under the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007), shall apply, on and after the date on which the service providers referred to in clauses (a) and (b) of sub-regulation (3) of regulation 1 of the said regulations register the complaint of the consumers by allotting a unique identification number to be called the docket number under regulation 4 of that regulations and makes the following amendment in its Direction F.No.303-6/2006-QOS dated the 29th August, 2007 namely:-

In the said Direction, in paragraph 8, in sub-paragraph (i), the following provision shall be inserted, namely:-

“ Provided that nothing contained in this sub-paragraph, in so far as it relates to the matters covered under the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007), shall apply, on and after the date on which the Call Centre established under regulation 3 of the said regulations register the complaint of the consumers by allotting a unique identification number to be called the docket number under regulation 4 of that regulations;”.

(M.C. Chaube)
Advisor (QoS)

To

All Access Service Providers (including Bharat Sanchar Nigam Ltd. and Mahanagar Telephone Nigam Ltd.)