



RJIL/TRAI/2026-27/094

12th June 2026

To,

Shri Vivek Khare, Advisor (CA)

Telecom Regulatory Authority of India,

Tower-F, World Trade Centre,

Nauroji Nagar, New Delhi – 110029.

Subject: RJIL's comments on TRAI's Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulation, 2026.

Dear Sir,

Please find enclosed the comments of Reliance Jio Infocomm Limited (RJIL) on the TRAI's **Draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulation, 2026** dated 07.05.2026.

Thanking you,

Yours Sincerely,

For Reliance Jio Infocomm Limited

Kapoor Singh Guliani

Authorized Signatory

Enclosure: As above

Reliance Jio Infocomm Limited

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Reliance Jio Infocomm Limited's comments on TRAI's Draft Notification of Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026

Preface:

1. Reliance Jio Infocomm Limited (RJIL) thanks the Authority for giving us an opportunity to offer comments on the important Consultation on draft notification of Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 (TCCRR Amendment).
2. We submit that Telecom consumer redressal is an important activity for service providers that helps build consumer trust in the brand, derives consumer engagement and is instrumental in the growth of the company. Therefore, RJIL takes this very seriously and our focus is always on customer delight. We believe in the motto that no Jio customer should remain dissatisfied with our services and our complaint management systems are built accordingly. We leverage all modern tools like in-app chats, WhatsApp chat, one touch complaint filing and personal touch to ensure that all our customers are satisfied with the services.
3. We appreciate the Authority's concern in improving and digitizing the complaint management systems, however, submit that the same should not be at the cost of disturbing efficiently working system and consumer convenience.
4. We bring Authority's kind attention to the fact that the Telecom Consumers Complaint Redressal Regulations 2012 were preceded by an extensive stakeholder discussion. This led to devising the optimum complaint management flow. We submit that this flow is based on inputs from the consumers as well as other stakeholders and also took into consideration international and national experience as well. Therefore, we submit that the focus should remain on consumer convenience and the processes should not be changed for the sake of change. In this context, our comments on some key issues with the proposed amendment are **detailed in following paras followed by regulation wise comments in a table.**

No Need to disturb IVR flow

5. We submit that the current IVR flow is built based on extensive customer feedback and experience generated from customer interactions. This flow is extremely customer friendly and is built in a way to ensure that the customer complaint is identified, isolated and addressed at the earliest. This is why, immediately after language selection, the customer identifies the general type of grievance. Post this, in case the customer requires human assistance, he/she is directed to the most

suitable and equipped agent for said type of grievance. However, under the proposed flow, the customer can opt for human connection at the same level where he is required to opt for the sub-menu of context specific type of complaint, which can lead to unnecessary complexity and confusion for the customer.

6. We submit that while the customer will be contacted to the human agent, but the lack of availability of his type of complaint will inhibit the TSPs ability to connect him to most suitable agent with appropriate skill sets and tools. For instance, a customer with billing dispute may be connected to a network coverage specialist. On understanding the complaint, the agent will redirect the customer to a postpaid billing specialist, however, the wastage of time for both agent and the customer is unnecessary and may lead to customer frustration. **Therefore, we submit that first action at the customer end should remain identifying the type of complaint so that he/she could be appropriately routed in complaint management. We request Authority to continue with current simplified flow, as detailed below.**

IVRS Flow Comparison		
	Current Flow	Proposed Flow
LEVEL 0	Language Selection	Language Selection
LEVEL 1	Options for: • Appeal • Broad Categories of Complaints • Service Requests	Select Request Type: (i) Complaints (ii) Appeals (iii) Service Request / Query
LEVEL 2	Sub-menu under: • Complaints • Service Requests (each handled separately) The sub-menu also includes option to connect with a Human Consumer Care Representative	<ul style="list-style-type: none"> ◆ Context-specific sub-menu under: <ul style="list-style-type: none"> • Complaints • Appeals • Service Requests / Queries (each handled separately) ◆ Each sub-menu also includes option to connect with a Human Consumer Care Representative ◆ Call-back Facility OR Wait in Queue for Human Agent

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7. Thus, we request that the proposed changes should not disrupt the IVR flow and same flow should be followed at all touch points. It may also be taken into account that the consumers are used to a flow of IVR and may not be aware of the difference in appeal/query/complaint and giving this option at the very initial stage may lead many customers to opt for appeal without an underlying complaint, leading to rejection of appeal, which can be another source of dissatisfaction.

Redundancy of newspaper publishing

8. We submit that with advent of digital era post 2016, the printed newspapers are no longer a primary source of information. The circulations of major newspapers in India have declined from 30% to 40% and publishing telecom customer care numbers, web-urls and appellate details in newspapers has long lost its relevance.
9. With digital services, OTA based seeding of customer care number with each SIM and one touch interfaces to lodge complaint on TSP's app, we are hard pressed to imaging the category of customers that will need awareness through newspaper to find the well-known telecom complaint centre number like 198, which are based on National Numbering Plan and are already well known. We believe that this newspaper publishing does not benefit any category of customers and is being continued as a legacy practice with any analysis of its utility.
10. We request the Authority to remove all newspaper publishing requirements in the regulations in line with the Authority's previous decision under direction dated 03.04.2019. Vide this Direction, the Authority had removed the mandate of publishing tariff information in national and vernacular language newspaper after every six months as it agreed that telecom service providers have started providing all the information regarding their products on their respective website and mobile applications. We submit that the same is also true in the case of customer care number, grievance mechanism and information about Appellate Authority and the requirements of publishing these details in newspapers should also be removed.
11. We submit that this well-reasoned precedent, where the Authority recognized the futility of publishing of tariff related details in newspapers and recognized that these details are available in a much more accessible manner through digital modes, should be taken forward.
12. Accordingly, we request the Authority to show the same foresight and withdraw the provisions regarding publishing the details of call center numbers, appellate authority, and details of the web-based monitoring system in the newspaper every 6 months.

Redundancy of publishing survey reports

13. At the very outset, we submit that Section 11.1(b)(v) of the TRAI Act 1999, requires that the TRAI should carry out periodic survey of services provided by the service providers, however, it does not empower the TRAI to mandate the TSPs to carry out survey of their own service and publish the results thereby. Therefore, this requirement is legally invalid.
14. It is further submitted that the survey methodologies of different service providers will always be different and so will be its consumption. Thus, any mandate to publish the results of these surveys would be tantamount to creating unjustified perceptions basis an undefined criterion. The Authority should refrain from the same and in case it so desires then it can appoint a third-party agency to carry out the survey for all TSPs based on a well defined and pre-published criteria of complaint resolution satisfaction with further well-defined exclusions. This result can be published by the TRAI on its website like the network drive test results are being published currently.
15. Notwithstanding and without prejudice to the above, we submit that feedback mechanism is an important part for complaint management governance and RJIL is already focusses on taking feedback from all the customers that visit its touch points. These feedback reports provide us with the guiding principles for improving customer experience. However, the Authority's proposal of publishing the reports on such surveys is fraught with many negative outcomes.
16. We submit that there are many categories of complaints that are received at various touchpoints that are not exactly pertaining to telecom service on offer and in many cases, we have experienced that a set of complainants, tend to manipulate the feedback mechanism as an extortion tool. We are detailing a few of these categories below:
 - a. **Retailor related complaints:** In many cases the retailers with recharge rights seek activation rights, which are not permissible under the Regulations. In many cases they seek credit facility from Distributors, On denial of such rights, these retailers start raising complaints and in many cases the complaints are repeated multiple times in a day or week. Not only this, but the complainant also gives low feedback rating for reasons beyond RJIL's control.
 - b. **Site Removal and Tower Rent related issue:** Many disgruntled landlords with tower rent or site removal related issues with infrastructure providers (IP) raise complaints at PG portal. Many of these issues are long pending with legal proceedings already underway, while all of such complaints are beyond scope

of consumer complaints. However, closure of these complaints leads to disgruntled complainants and negative feedback.

- c. **Radiation related health concerns:** There are many complainants that are filing complaints on alleged health effects of telecom towers despite the towers being in full compliance with DoT emission norms. In such cases the TSP has no option but to close these complaints, which leads to negative feedback and repeat complaints.
- d. **Tower Fraud related complaints:** Victims of tower related frauds also seek redressal at PG portal and operator has no option but to direct them to law enforcement agencies. Which leads to negative feedback and repeat complaints.
- e. **Tower Installation requests:** Many complaints are in fact requests to install towers at the complainant's land/property. However, the same can be done only on the technical requirement basis and we are compelled to inform these complainants that the technical team will evaluate their request. Which invariably leads to negative feedback and repeat complaints.
- f. **Requests for continuation of 2G/3G services:** Many complaints are generic requests to not discontinue 2G/3G services and are marked to RJIL despite not offering such services. Many times, these complaints are against the price hike by the complaint's TSPs, however, wrongly marked to RJIL. RJIL's closure to these complaints leads to negative feedback and repeat complaints.
- g. **Request for CDRs:** Many complaints seek their CDRs details. Many of these requests pertain to periods beyond 1-2 years old. However, on being informed that CDRs can only be provided to Law enforcement agencies or courts under appropriate orders, these complainants become disgruntled and RJIL's closure to these complaints leads to negative feedback.
- h. **Numbers suspended /disconnected in compliance with instructions from Law Enforcement Agencies or through TAF COP-** There are a set of customers that immediately approach the TSP on disconnection of their number and expect immediate reactivation, which is beyond our control. However, despite being provided with all the details and the possible mode of getting back their number, these customers are disappointed with TSP, without any justifiable reason and opt for negative feedback.

- i. **Customers re-raising complaints for same issues:** As highlighted earlier also some customer habitually keep on raising the same issue despite being informed that their issue is being analyzed and would be responded to within the timelines. Similarly, many customers keep re-raising the issue despite of final closure of the complaint.

- j. **Network Coverage/speed related complaints, where no solution is possible:** Many times the complaints pertains to un-addressable coverage issues like indoor coverage, basement coverage etc. wherein we have already provided a disclaimer which clearly specifies that it is not possible to commit a minimum download speed for a wireless connection, as wireless services are dependent on various external factors impacting the data download speeds. A few of these factors are constraints on network coverage in basements/ high rise/ tunnels/ indoor coverage, latency on popular websites, type of mobile applications and Operating System installed on the User Device/ handset, number of concurrent active subscribers on a particular cell of eNodeB at any given point of time and the wireless device being used. All these factors affect the latency, throughput as well as overall user experience and as most of these issues are beyond the control of TSPs.

17. It is evident from the above set of complaint types that the survey ratings, without the context of the complaint, will never give an accurate picture and publishing the same on website and app can also incentivize such consumers to intentionally attempt to increase the negative ratings. Therefore, we request the Authority not to mandate publishing of survey reports.

Futility of Financial Disincentives

18. We submit that RJIL has always maintained that the Financial Disincentive (FDs) are not legally tenable and the concept of FDs is an aberration in a progressive regulatory framework built on Forbearance, Light Touch Regulations and co-regulation and the Authority should not introduce and FD measures under any Regulation. We further submit that there can be no better measure of inadequacy of complaint management than the loss of customer for a TSP.

19. We submit that the financial disincentives often fail to improve compliance as by monetizing the compliance, a regulator puts a price on compliance and provides an option on whether to comply as a principle or pay for non-compliance, thereby culling out the duty and rule-based compliance, which is now replaced by cost-benefit calculation. In case the interest is to improve customer experience, then the focus should be on improving the responses rather than becoming a judge of whether a

complaint disposal was adequate or not. FDs will only lead to the same being treated as cost of doing business, without ever addressing the root cause of the issue. We submit that the optimum solution is simplification, social pressure by the customer dissatisfaction and support and guidance.

20. Notwithstanding the principled opposition to FDs, we submit that measuring of complaint and appeal disposal is a very subjective issue. For instance, what would be the appropriate and compliant resolution to the complaints mentioned in previous section. The proposed determinant "improper dismissal" or "unsatisfactory disposal." are highly contextual or subjective. Further significant proportion of consumer complaints are relating to network complaints, mostly arising from factors beyond TSP's controls, for which TSPs will face risk of huge penalties.
21. Such provisions will not only be beyond TRAI's legislative mandate under TRAI Act but also create a parallel and conflicting adjudicatory channel like Consumer Protection Act, without the procedural safeguards.
22. It is also worthwhile to mention here that parameters pertaining to a large number of consumer related issues like network issues, billing issues etc., are already under the FD provisions, provided under the Quality of Services Regulations, 2024 (QoS Regulations). Without admitting to the legality of the FD provisions under the QoS Regulations, we submit that the FD provisions in the proposed amendment will tantamount to Double Jeopardy for the TSPs, which is not permitted in law.
23. Given that TSPs handle huge number of complaints per quarter, FD of ₹1,000 / ₹5,000 per improper disposal of a complaint / appeal creates an enormous contingent liability tied entirely to a regulator's audit judgment, not to any proven consumer harm or demonstrable negligence. Accordingly, we request the Authority to not implement any FDs in the Regulations.

RJIL Clause wise response to the proposed Amendment in the Regulations.

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
1	1. Short title, extent and commencement.		
	(1) These regulations may be called the Telecom Consumers Complaint Redressal Regulations, 2012.	No comments	Not Applicable
	(2) They shall come into force from the date of their publication in the Official Gazette.	No comments	Not Applicable
	(3) These regulations shall apply to all service providers, including Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited, being the companies registered under the Companies Act, 1956 (1 of 1956)] providing, - (i) Basic Telephone Service; (ii) Unified Access Services; (iii) Cellular Mobile Telephone Service; (iv) Internet Service; (3) These regulations shall apply to all service providers having, -- (i) Unified Access Service Licence,	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(ii) Unified Licence with Authorization for Access Service,</p> <p>(iii) Internet Service Authorization under any licence,</p> <p>(iv) Main Service Authorization under the Telecommunication Act, 2023, for providing Access (Wireline, Wireless) or Internet Services;”</p> <p><i>Provided that</i> nothing contained in these regulations shall apply to be mandatory, for compliance by an Internet Service Provider whose turnover in any preceding financial year does not exceed rupees five crore or whose total number of subscribers in the preceding financial year does not exceed ten thousand numbers, as the case may be. However, such Service Providers may voluntarily follow the provisions of this regulation and establish a suitable mechanism for redressal of consumer complaints.</p>		
2	<p>2. Definitions.----In these regulations, unless the context otherwise requires,-</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	(a) “Act” means the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);	No comments	Not Applicable
	(b) “Advisory committee” means Advisory Committee established under regulation 11, by a service provider; “Access Service” means the telecommunication service provided by an authorised entity to users for conveyance of voice or non-voice messages through wireline or wireless telecommunication network, and the words “wireline access service” and “wireless access service” shall be construed accordingly.	We request the Authority to maintain consistency of definitions across the Regulations. Accordingly, we request that this definition be replaced by the definitions in Quality of Service Regulation 2024.	“Access Service (Wireless)” means telecommunication service provided through a wireless telecommunication under access service authorization; (d) “Access Service (Wireline)” covers collection, carriage, transmission, and delivery of voice or non-voice messages over the Public Switched Telephone Network in a licensed or authorized service area and includes the provision of all types of services except those requiring a separate license or authorization;
	(c) “Appellate Authority” means Appellate Authority appointed under regulation 10, by a service provider;	No comments	Not Applicable
	(d) “Authority” means the Telecom Regulatory Authority of India established under subsection (1) of section 3 of the Act;	No comments	Not Applicable
	(e) “Basic Telephone Service” covers collection, carriage, transmission and delivery of voice or non-	As the Unified License regime is also prevalent, it would be prudent to continue the references accordingly.	“Authorization” means the authorization as defined in the Unified License and/or Telecommunications Act, 2023

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>voice messages over licensee’s Public Switched Telephone Network in licensed service area and</p> <p>includes provision of all types of services except those requiring a separate licence;</p> <p>“Authorization” means the authorization as defined in the Telecommunications Act, 2023;</p>		
	<p>(f) “Broadband” or “Broadband Service” means a data connection that is able to support</p> <p>interactive services including Internet access and has the capability of the minimum download</p> <p>speed of five hundred and twelve kilo bits per second (512 kbps) to an individual subscriber from the point of presence (POP) of the service provider intending to provide Broadband service.]</p> <p>“Broadband” means a data connection, through wireless or wireline access media, that is able to support interactive services including Internet access and has the capability of delivering the minimum download speed, as specified by</p>	<p>Minor additions are suggested in Broadband service definition for the sake of completeness.</p>	<p>“Broadband” means a data connection, through wireless or wireline access media, that is able to support interactive services including Internet access and has the capability of delivering the minimum download speed, as specified by licensor from time to time, to an individual subscriber from the point of presence (POP) of the service provider intending to provide broadband service;</p> <p>(fa) “Broadband Service” means a data service provided using broadband data connection by Internet Service Provider or Wireline or Wireless Access Service Provider under any license or authorization;</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>licensor from time to time, to an individual subscriber from the point of presence (POP) of the service provider intending to provide broadband service;</p> <p>(fa) “Broadband Service” means a data service provided using broadband data connection by Internet Service Provider or Wireless Access Service Provider under any license or authorization;</p>		
	<p>(g) “Cellular Mobile Telephone Service”</p> <p>(i) means telecommunication service provided by means of a telecommunication system for the conveyance of messages through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication system which is designed or adapted to be capable of being used while in motion;</p> <p>(ii) refers to transmission of voice or non-voice messages over Licensee’s Network in real time only but service does not cover broadcasting of any messages, voice or nonvoice, however, Cell Broadcast is permitted only to the subscribers of the service;</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(iii) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable;</p>		
	<p>(h) “Complaint Centre” means a facility established under regulation 3 by the service provider;</p> <p>(ha) “Complaint Monitoring System” means any world wide web based system using client server architecture or other similar architecture to register, track/monitor and manage consumer/subscribers’ complaints as established under sub-regulation (1) of regulation 6;</p> <p>(i) “Consumer” means a consumer of a service provider to whom these regulations apply and includes its customer and subscriber;</p> <p>(j) “Consumer Care Number” means a telephone number earmarked by a service provider to access its Complaint Centre;</p> <p>(k) “General Information Number” means a telephone number earmarked by a service provider for providing information to the</p>	<p>No comments</p>	<p>Not Applicable</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>consumer in response to their query or request;</p> <p>(ka) “Grievance Redressal Mechanism” means the harmonious interworking of people, process, policies and the Complaint Monitoring System as per the extant regulation encompassing complaint centre and the Appellate Authority;</p>		
	(l) “Internet Service” means all types of Internet access or Internet content services as provided in the licence/ authorization;	No comments	Not Applicable
	(m) “Licence” means a licence granted or having effect as if granted under section 4 of the Indian Telegraph Act, 1885(13 of 1885) as amended from time to time;	No comments	Not Applicable
	(n) “Regulations” means the Telecom Consumers Complaint Redressal Regulations, 2012;	No comments	Not Applicable
	(o) “Service Provider” means any service provider having License/ Authorization as mentioned under sub regulation (3) of regulation 1;	No comments	Not Applicable
	(p) “Service Request” means a request made to a service provider by its consumer pertaining to his account, and includes, ----	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	(i) a request for change of tariff plan; (ii) a request for activation or deactivation of a value added service or a supplementary service or a special pack; (iii) a request for activation of any service available on the service provider’s network; and (iv) a request for shift or closure or termination of service or for billing details;		
	(pa) “Service Query” means any query made by the consumer regarding the services provided by the Service Provider;	No comments	Not Applicable
	(q) “SMS” means a message which is sent through short message service and includes a Multi Media message which is sent through Multi Media message service (MMS);	No comments	Not Applicable
	(qa) “Survey” means Online Consumer Survey taken upon the resolution or closure of any formal complaint/appeal;	The customer feedback collected by the TSPs are internal matter of TSPs and there is no need to define the same in the Regulations.	We request that this proposal should be dropped.
	(r) “system” means the ‘Web Based Complaint Monitoring System’ established under subregulation of regulation 6.	No comments	Not Applicable
	(s) “Unified Access Services”, (i) means telecommunication service provided by	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>means of a telecommunication system for the conveyance of messages through the agency of wired or wireless telegraphy;</p> <p>(ii) refers to transmission of voice or non-voice messages over Licensee's Network in real time only but service does not cover broadcasting of any messages, voice or non-voice, except, Cell Broadcast which is permitted only to the subscribers of the service;</p> <p>(iii) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable;</p>		
	<p>(t) all other words and expressions used in these regulations but not defined, and defined in the Act and the rules and other regulations made there under, shall have the meanings respectively assigned to them in the Act or the rules or other regulations, as the case may be.</p>	<p>No comments</p>	<p>Not Applicable</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
3	<p>3. Establishment of Complaint Centre</p>		
	<p>(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, establish a Complaint Centre for redressal of complaints and for addressing service requests of its consumers;</p> <p><i>Provided that</i> the Call Centre, setup by the service provider in accordance with the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) dated 4th May, 2007, shall continue to be the Complaint Centre for the purpose of these regulations;</p> <p><i>Provided further</i> that a service provider, who is providing different services in a licensed service area, may, at its option, set up one or more Complaint Centres, being common or separate, for such services being provided by it;</p> <p><i>Provided also</i> that a Complaint Centre for a service area shall provide the service in the local language of that service area in addition to Hindi and English official language/ languages of the state(s) in the licensed service area, in addition to Hindi and English as per the option exercised by the consumer.</p>	<p>We respectfully submit that the current implementation of the language support is adequate to meet the customer requirements and there is no need for intervention in this aspect.</p>	<p>Not Applicable</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p><i>Provided also that the Complaint Centre shall register appeal, if any, preferred by the consumer through Consumer Care Number or separate dedicated number for the same.</i></p>		
	<p>1. Every service provider, who is granted a licence/authorization for any service mentioned under sub regulation (3) of regulation 1, after the commencement of these regulations, shall, before providing services, establish a Complaint Centre in its service area, for redressal of complaints and for addressing service requests of its consumers.</p>	<p>No comments</p>	<p>Not Applicable</p>
	<p>2. Every Complaint Centre shall be accessible to the customers between 0800 hrs and 2400 hrs round the clock on all days of the week.</p>	<p>We submit that IVRS at consumer care number is anyways available round the clock for queries and complaints, however, the appeals are not time sensitive, and it will not be possible to accept appeals around the clock. Therefore, existing provisions should be continued with and the complaints can be attended round the clock on best effort basis.</p> <p>It is further submitted that most time sensitive complaints like Blocking lost/stolen phone, reporting suspected fraud communication etc. are</p>	<p>Every Complaint Centre shall be accessible to the customers between 0800 hrs and 2400 hrs on all days of the week.</p> <p>Alternatively</p> <p>Every Complaint Centre shall be accessible to the customers between 0800 hrs and 2400 hrs round the clock on all days of the week for and complaints.</p>

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		already being dealt by the Sanchar Saathi portal by DoT around the clock and there is no urgency to ensure that the human agent access is also available round the clock at TSP call centre.	
	1. Every service provider shall deploy sufficient number of employees at its Complaint Centres to meet the Quality of Service parameters, as may be specified by the Authority from time to time.	No comments	Not Applicable
	2. Every service provider shall earmark or allot sufficient telephone lines or connections to the “Consumer Care Number” and ensure that its Complaint Centre is accessible to its consumers in person as well as through voice call, email and post.	No comments	Not Applicable
	3. Every service provider shall ensure that the Complaint Center is also accessible through the network of other service providers by earmarking a specific number.	No comments	Not Applicable
	4. The “Consumer Care Number” shall be toll free.	No comments	Not Applicable
	5. The Authority may, through directions, issued from time to time, specify a uniform short code for “Consumer Care Number”, which may be common for Basic telephone services, Cellular	No comments	Not Applicable

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>mobile telephone service and Internet service, or different for different services.</p>		
	<p>6. Every service provider shall ensure that an Interactive Voice Response System or IVRS, if installed on a “Consumer Care Number”, is operated in the following manner:-</p> <p>(a) the first level of the IVRS provides for language selection;</p> <p>(b) the second level of the IVRS provides for options relating to appeal and the broad categories of complaints and service requests;</p> <p>(c) the third level of the IVRS provides for a sub-menu under complaints and service requests, separately;</p> <p>(b) the second level of the IVRS provides callers with options to select request type, specifically: for options relating to the broad categories of complaints and service requests;</p> <p>(i) ‘Complaints’,</p> <p>(ii) ‘Appeals’,</p> <p>(iii) ‘Service Request/Query’;</p> <p>(c) Subsequent to selection made at second level,</p>	<p>1. We submit that current IVR deployment for complaint handling is dynamic and optimized to meet customer requirements. We request you to treat the explanation provided in the preface section, as part and parcel of this submission.</p> <p>2. It is submitted that in the current structure, the consumers are given the option to first select type of grievances, so that if required, they can be directed to appropriately trained customer care agent with suitable grievance redressal tools, for instance the network related complaints will be directed to the agent with access to GIS tools.</p> <p>3. Thus, the option for connecting with a human agent should be provided only after the type of complaint has been identified, otherwise, there can be unnecessary re-direction required to address the customer complaint efficiently.</p>	<p>We submit that the current structure of IVRs at Consumer Care Number”, should be continued as below:-</p> <p>8. Every service provider shall ensure that an Interactive Voice Response System or IVRS, if installed on a “Consumer Care Number”, is operated in the following manner:-</p> <p>(a) the first level of the IVRS provides for language selection;</p> <p>(b) the second level of the IVRS provides for options relating to appeal and the broad categories of complaints and service requests;</p> <p>(c) the third level of the IVRS provides for a sub-menu under complaints and service requests, separately;</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(i) the third level of the IVRS provides for a context-specific sub-menu under complaints, appeals and service requests or queries, separately;</p> <p>(ii) the third level of any complaint, appeal or service requests or queries sub-menu shall also contain an option to connect with a human consumer care representative.</p> <p>(iii) At the third level of IVRS, the consumer/customer should be given an option for call-back facility or wait in the queue for connecting with human consumer care representative.</p>	<p>4. Further, the choice between query, appeal and complaint at this stage is not optimum, as the customer will invariably go for complaint as they may not understand the difference in query/complaint/appeal. The query option should be removed from here as there is a specific General information number for queries.</p> <p>5. Further, the introduction of “Appeal” category at the initial registration stage risks creating confusion for consumers, who may not understand that appeal option is to be exercised only when he/she is not satisfied with response of a complaint and may pick appeal instead of complaint.</p> <p>6. Therefore, we submit that the existing complaint and service request options are sufficient to capture all consumer issues, and any appeal against a complaint resolution can be handled through the same channel without requiring a separate menu option.</p>	

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
		<p>7. The current IVRS structure should be retained as the same will avoid unnecessary complexity for both consumers and telcos.</p>	
	<p>7. Every service provider shall also ensure that a consumer is able to register complaints or appeals and raise requests/ queries through their web portal/ website as well as mobile application. This mechanism should have following provisions:</p> <p>a. The first level of mechanism shall provide following options to select from:</p> <ul style="list-style-type: none"> i. 'Complaint', ii. 'Appeal', iii. 'Service Request or Query' <p>b. Subsequent to selection made at previous level,</p> <ul style="list-style-type: none"> i. The application will provide context-specific sub-menu under the complaints, appeals and service requests or queries, separately; ii. In case the consumer prefers to give 	<p>This requirement is similar to regulation 8 and the flow should remain aligned for customer convenience.</p>	<p>9. Every service provider also ensure that a consumer is able to register complaints or appeals and raise requests/ queries through their web portal/ website as well as mobile application, in the following manner:-</p> <ul style="list-style-type: none"> (a) the first level of the mechanism provides for language selection; (b) the second level of the mechanism provides for options relating to appeal and the broad categories of complaints and service requests; (c) the third level of the mechanism provides for a sub-menu under complaints and service requests, separately;

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>additional information or in absence of suitable options, the app/portal shall further provide an option for the complainant to share the details of their issue by entering text or via voice note.</p> <p>c. The application shall also provide an option to connect with a human consumer care representative.</p>		
	<p>d. Consumers should receive regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, until final resolution, specifically but not limited to the following.</p> <p>i. The initial update regarding the acknowledgement of service request/complaint with docket number is shared with the consumer,</p> <p>ii. Depending on the category of complaint, the relevant information regarding expected time for resolution and information about allotment of</p>	<p>The customers are already being provided the updates in similar manner and there is no need to include these requirements as part of Regulations.</p>	<p>We request that this proposal should be dropped.</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>technician, if required, shall be shared with the consumer,</p> <p>iii. In case a complaint is likely to exceed the prescribed or designated benchmark under these Regulations, the Service Provider should acknowledge the delay and inform the complainant about reason for such delay along with the revised estimated timeline for resolution.</p> <p>Once the complaint is closed, a confirmation message with survey link is shared with consumer.</p>		
	<p>8. Service Provider may at its option also enable a consumer to register complaints or appeals and raise requests/ queries through any of their new-age customer-centric solutions (Chatbots, AI Agents, etc.), either already developed or the ones that may be deployed in future, which may be available on its web portal/website or mobile application. These solutions shall follow the same provisions as mentioned above in sub regulation (10).</p>	<p>No comments</p>	<p>Not Applicable</p>
	<p>9. Making ICT Accessible for Person with Disability (PwD)</p>	<p>1. We respectfully submit that Reliance Jio Infocomm Limited has already deployed appropriate processes and accessibility</p>	<p>We request that this proposal should be dropped.</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>a. Service Providers should have a special desk(s) in their Call Centres/Consumer support centres which should be manned by person(s) competent to receive calls from PwDs using assistive technologies.</p> <p>b. The calls from PwD category subscribers shall be routed to such dedicated desk/helpline and necessary step-by-step assistance may be provided to them.</p> <p>c. Mobile app/website/portal should have accessibility features as per Government of India guidelines on PwD.</p>	<p>measures in place for assisting Persons with Disabilities (PwDs), including accessible customer support channels and digital platforms in line with applicable DoT instructions dated 31.07.2025 .</p> <p>2. Therefore, the proposed provisions may lead to duplication of existing practices already being implemented by service providers and should be dropped.</p>	
4.	<p>4. Setting up of General Information Number</p> <p>(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, establish a “General Information Number” for providing information to consumers;</p> <p><i>Provided that</i> this is not mandatory where general information is also provided on the Consumer Care Number on a toll free basis.</p> <p>(2) The Authority may, through directions, issued</p>	<p>No comments</p> <p>No comments</p>	<p>Not Applicable</p> <p>Not Applicable</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>from time to time, specify a uniform short code for all the service providers as the “General Information Number” and every service provider who has established a separate number as “General Information Number”, shall use such short code.</p>		
5.	<p>5. Publication of Information</p>		
	<p>(1) Every service provider shall, within forty-five days from the date of commencement of these regulations, publicise the “Consumer Care Number” and the “General Information Number”, through,-</p> <p>(a) public notice in a leading newspaper in Hindi or English each in Hindi and English and in a leading newspaper published in a local language of the service area official language/languages of the state(s) in the licensed service area;</p> <p>(b) display on the website of the service provider, as well as on the mobile application;</p> <p>(c) updation of SIMs of consumers by pre-</p>	<p>1. We submit that Authority has already taken sufficient measures to ensure that the Consumer Care number and General Information numbers are easily and readily accessible to the customers through all possible digital modes.</p> <p>2. Further, the service providers do not change the complaint and information numbers and 198 is known universally as a complaint number and is also available in phonebooks.</p> <p>3. In this context there is no utility of publishing these numbers in newspapers, as when the number is already in customer mobile, he/she will not search for an old newspaper cutting for making a complaint.</p>	<p>(2) Every service provider shall, within forty-five days from the date of commencement of these regulations, publicise the “Consumer Care Number” and the “General Information Number”, through,-</p> <p>(a) display on the website of the service provider, as well as on the mobile application;</p> <p>(b) updation of SIMs of consumers by pre-configuration or over the air transfer;</p> <p>(c) display in all Complaint Centres and sales outlets; and the telephone bills issued by the</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>configuration or over the air transfer; (d) display in all Complaint Centres and sales outlets; and the telephone bills issued by the service provider.</p>	<p>4. Pertinently, the Authority had previously, vide a direction dated 03.04.2019, had removed the mandate of publishing tariff information in national and vernacular language newspaper after every six months as telecom service providers have started providing all the information regarding their products on their respective website and mobile applications. We submit that the same is also true in the case of customer care number, grievance mechanism and information about Appellate Authority.</p> <p>5. Further, all TSP Apps also provide direct single touch links for filing complaints, thus the mandate for newspaper publication should be removed.</p> <p>6. Further, a consumer facing a network outage is unlikely to have access to that specific newspaper, which might be 3 or 4 months old, containing such information, thereby limiting its practical utility.</p>	<p>service provider.</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
		<p>7. Even for the intended beneficiary groups such as elderly and rural consumers, access is typically facilitated through assisted or interpersonal channels rather than independent reliance on newspaper publications.</p> <p>8. Therefore, we respectfully submit that the Authority to kindly remove the mandate for newspaper publication of Information and permit telcos to adopt more effective, accessible, and contemporary modes of communication for dissemination of such information.</p>	
	<p>(3) Every service provider shall publicise the “Consumer Care Number” and the “General Information Number” in the same manner as given at clause (a) of sub-regulation (1) above, at least once in six months.</p>	<p>please refer to the above comments regarding the futility of mandates for newspaper publication.</p>	<p>Not to be added</p>
	<p>(4) In case of any change in the “Consumer Care Number” or the “General Information Number”, the same shall be publicised at least one week prior to such change, in the manner specified in sub-regulation (1).</p>	<p>No comments</p>	<p>Not Applicable</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(5) Every service provider should have ‘Consumer Corner’ on their website, displayed in prominence on the landing page (homepage). It shall contain/highlight details mentioned below as well as statistics:</p> <ul style="list-style-type: none"> a. Details of Complaint Center, b. Details of Appellate Authority, c. Report of Consumer Satisfaction Surveys (as described in regulation 14.A.), d. Quarterly Performance Reports (as per sub regulation (2) of regulation 15); 	<ol style="list-style-type: none"> 1. The proposed requirement may not be necessary, as the relevant details relating to Complaint Centre and consumer grievance mechanisms are already being displayed by service providers on their websites in compliance with existing regulatory provisions. 2. Therefore, prescribing a separate “Consumer Corner” on the homepage may lead to duplication of information without providing any significant additional benefit to consumers. 3. It is pertinent to mention here that as recently as 12.03.2026, the Authority has issued a Direction mandating the TSPs to display information relating to Complaint Centre and Appellate Authority on the landing page of website and mobile application of the service providers. 4. Another regulation on the same issue in less than 3 months of this Direction indicates regulatory uncertainty and puts unnecessary regulatory burden on the TSPs and should be avoided. 	<p>We request that this proposal should be dropped.</p>
	<p>6. Establishment of Complaint Monitoring System</p>		

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(1) Every service provider shall, within forty-five days of coming into force of these regulations, establish a Web Based Complaint Monitoring System 'world wide web based client server architecture or other similar architecture-based Complaint Monitoring System' to enable the consumers to monitor the status of their complaints.</p>	<p>No comments</p>	<p>Not Applicable</p>
	<p>(2) Every service provider shall ----</p> <p>(a) immediately on establishment of the 'Web Based Complaint Monitoring System', under sub-regulation (1), publish information about the address of the 'Web Based Complaint Monitoring System' and the process for monitoring the complaints in a leading newspaper in Hindi or English and in a leading newspaper in the local language of the service area and through the telephone bills issued by the service provider; immediately on establishment of the 'Complaint Monitoring System', under sub-regulation (1), the service provider shall ensure that the address (URL) of the Complaint Monitoring System, along with</p>	<p>1. We submit that the information relating to the Complaint Monitoring System, including the URL and complaint handling procedure, is already being communicated to consumers through multiple digital channels such as SMS, email, websites, mobile application and assisted customer support channels and the newspaper publication is neither useful nor required and should be removed. We are not repeating the justification provided in previous sections for the sake of brevity, but request your good office to consider the same applicable here as well.</p> <p>2. The consumer behaviour has significantly shifted toward digital engagement, with users increasingly relying on mobile applications,</p>	<p>(2) Every service provider shall ----</p> <p>(a) immediately on establishment of the 'Complaint Monitoring System', under sub-regulation (1), the service provider shall ensure that the address (URL) of the Complaint Monitoring System, is communicated to all consumers through SMS and/or email and the telephone bill issued by the service provider;</p> <p>(b) continue to make available such information in the telephone bills issued by the service provider and sent</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>the procedure for monitoring complaints, is published in at least one leading newspaper each in Hindi and English and in one leading newspaper in the official language/languages of the state(s) in the licensed service area. This information should be communicated to all consumers through SMS and/or email and the telephone bill issued by the service provider;</p> <p>(b) continue to make available such information in the telephone bills issued by the service provider, and also publish once in six months in the newspapers in the manner prescribed in clause (a) publish once in six months in the newspapers in the manner prescribed in clause (a) and send through SMS and/or email once every six months;</p>	<p>websites, and assisted channels rather than print media. Digital platforms provide real-time, updated, and easily accessible information.</p>	<p>through SMS and/or email once every six months;</p>
	<p>(3) Any change in the address of the 'Web Based Complaint Monitoring System' shall also be intimated to the consumers in the same manner as specified under sub-regulation (2). Any change in the address (URL) of the 'Complaint Monitoring System' or major overhaul/comprehensive reform of the mobile application shall also be intimated to the</p>	<p>No comments</p>	<p>Not Applicable</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	consumers in the same manner as specified under sub-regulation (2).		
	(4) The Authority may, from time to time, issue such directions as it may deem appropriate, to the service providers regarding the ' Web Based Complaint Monitoring System'.	No comments	Not Applicable
	(5) Service Providers shall ensure that consumers receive regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, as well as email and SMS, until final resolution.	We submit that consumers are already being regularly updated regarding complaint status, actions taken, and resolution through existing customer care interfaces and there is no need for Intervention.	We request that this proposal should be dropped.
7.	7. Handling of complaints by Complaint Centre		
	(1) Every Complaint Centre shall, immediately on receipt of a complaint from a consumer, register such complaint and allot a unique number to be called the docket number; — Provided that the docket number assigned under clause (a) of sub-regulation (1) of regulation 4 of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007), shall continue to be the docket number for the purpose of these regulations;	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p><i>Provided further</i> that the Authority may, if deemed necessary, specify a format for docket number.</p>		
	<p>(2) Every service provider shall retain in the system, the details of complaints against each docket number for a minimum period of three six (6) months.</p>	<p>We submit that there is no justification provided for increasing the burden on the TSPs systems and we do not see any tangible benefits of this additional burden and request that exist record keeping provisions should be retained unchanged.</p>	<p>(2) Every service provider shall retain in the system, the details of complaints against each docket number for a minimum period of three months.</p>
	<p>(3) Every Complaint Centre shall.-----</p> <p>(a) at the time of registering of the complaint,-</p> <p>(i) communicate, through SMS, as well as email (to the registered email-id, if available), to the consumer the docket number, date and time of registration of the complaint and the time within which the complaint is likely to be resolved; and</p> <p>(ii) update the system with the date and time of registration of the complaint, docket number assigned under sub-regulation (1), the telephone number of the consumer, and the time</p>	<p>No comments</p>	<p>Not Applicable</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>indicated to the consumer for resolution of the complaint</p> <p>(b) on completion of action on a complaint.----</p> <p>(i) communicate to the consumer, through SMS or email or post, the details of action taken on the complaint and the procedure for preferring appeal to the Appellate Authority; and</p> <p>communicate to the consumer, through SMS, as well as email (to the registered email-id, if available), the details of action taken on the complaint and the procedure for preferring appeal to the Appellate Authority; and</p> <p>(ii) update the system with the details of action taken.</p>		
8.	8. Time limit for redressal of complaints or addressing service requests of consumers		
	1. Every service provider shall ensure redressal of the complaints and service requests in accordance with the time frame as specified	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>under the Quality of Service regulations issued by the Authority; Every service provider shall ensure redressal of the complaints and compliance of service requests in accordance with the time frame as specified under the Quality of Service Access (Wireless & Wireline) and Broadband (Wireless & Wireline) Services Regulation, 2024, Telecom Commercial Communication Customer Preference Regulation, 2018 and Telecom Consumers Protection Regulations, 2012 issued by the Authority;</p>		
	<p>(2) Where a time limit has not been specified under the Quality of Service regulations issued by the Authority, the complaints and service requests shall be addressed within a time period not exceeding three days. Where a time limit has not been specified under the Quality of Service Access (Wireless & Wireline) and Broadband (Wireless & Wireline) Services Regulation, 2024, Telecom Commercial Communication Customer Preference Regulation, 2018 and Telecom Consumers Protection Regulations, 2012 issued by the Authority, the complaints and service</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	requests shall be addressed within a time period not exceeding three days.		
9.	9. Appeal to Appellate Authority		
	(1) Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified in regulation 8, such consumer may prefer an appeal to the Appellate Authority of the concerned service provider for redressal of his complaint.	No comments	Not Applicable
	(2) A consumer may prefer an appeal under sub-regulation (1) either directly to the Appellate Authority through email or facsimile or post or in person, or through the Consumer Care Number of the complaint centre established by the service provider. A consumer may prefer an appeal under sub-regulation (1) directly to the Appellate Authority through email, mobile application, website/portal, complaint centre, or post or in person;	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<i>Explanation:</i> For the purpose of this sub-regulation post includes courier.		
	<p>(3) Every appeal under sub-regulation (1) shall be preferred within a period of thirty days fifteen (15) days after expiry of the time limit specified in regulation 8;</p> <p><i>Provided that</i> the Appellate Authority may entertain an appeal after the expiry of the said period of thirty days fifteen (15) days but before three (3) months from the expiry of the time limit specified in regulation 8, if it is satisfied that there was sufficient cause for not filing it within that period.</p>	No comments	Not Applicable
	(3) No fee shall be charged from a consumer for filing an appeal before the Appellate Authority.	No comments	Not Applicable
10.	10. Appellate Authority - Establishment and Composition	No comments	Not Applicable
	<p>(1) Every service provider shall, within forty-five days of the commencement of these regulations, establish an Appellate Authority in each of its licensed service areas to dispose of the appeals filed under sub regulation (1) of regulation 9;</p> <p>Every service provider, who is granted a licence licence/ authorization for any service mentioned under sub regulation (3) of regulation 1, after the</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>commencement of these regulations, shall, before providing services, establish an Appellate Authority in its service area, in each of its licensed service areas to dispose of the appeals filed under sub regulation (1) of regulation 9;</p> <p><i>Provided that</i> a service provider, who provides different services in a licensed service area, may, at its option, establish an Appellate Authority, being common or separate, for such services being provided by it, <i>in each license service area</i>;</p> <p>—Provided further that a service provider, being only an Internet Service Provider having all India licence, may, for the purpose of these regulations, establish an Appellate Authority for any part or whole of India. “Provided further that a service provider, being only an Internet Service Provider having all India licence/ authorization, may, for the purpose of these regulations, establish one or more Appellate Authority for its service area.”;</p>		
	<p>(2) The Appellate Authority shall consist of one or more persons as may be decided by the service provider. who should be a regular employee in</p>	<p>No comments</p>	<p>Not Applicable</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>the senior management of the service provider with at least 5 years of experience.</p>		
	<p>(3) Every service provider shall, immediately on establishment of the Appellate Authority, publish in two leading newspapers, one in Hindi or English and the other in the local language of the service area, the details of the Appellate Authority, including the names, designation, address, fax number and e-mail address, and also arrange to display the said details in each of its offices, Complaint Centres, at its sales outlets and also on its website. Every service provider shall, immediately on establishment of the Appellate Authority, publish in leading newspapers, one each in Hindi, English and the official language/language(s) of the state(s) in the licensed service area, the details of the Appellate Authority, including the names, designation, telephone number, address, and e-mail address, and also arrange to display the said details in each of its offices, Complaint Centres, at its sales outlets and also at a prominent place on its website's home page and mobile app.</p>	<p>1. We reiterate our submission regarding the lack of utility of newspaper publication and request the Authority to not mandate the same.</p>	<p>We request that this proposal should be dropped.</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	(4) The service provider shall, within seven days of appointment of the Appellate Authority, intimate to the Authority, the details of the Appellate Authority.	No comments	Not Applicable
	<p>(5) Every Service Provider shall place before its Chief Executive Officer (CEO) or the Board of Directors, as the case may be, a quarterly report on the redressal of complaints, appeals and results of online consumer survey, for review and appropriate oversight.</p> <p>Provided that such report shall, inter alia, include the number of complaints/appeals received, disposed of, pending, the time taken for disposal, and results of online consumer survey, in such format as may be specified by the Authority from time to time.</p>	We submit that the complaint management is a key metric for consumer centric sector like Telecom and the top management of the company is aware of the same at all times and there is no need to include this as part of regulations.	We request that this proposal should be dropped.
11.	11. Advisory Committee Establishment, Composition and Functions	No comments	Not Applicable
	<p>(1) Every service provider shall, within forty five days of the commencement of these regulations, establish an Advisory Committee to examine and render advice on the appeals filed before the Appellate Authority.</p> <p>(2) The Advisory committee shall consist of two</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>members of which one member shall be from the consumer organisations registered with the Authority and the other member shall be a representative of the service provider;</p> <p>— Provided that a member from the consumer organisations shall not be appointed as a member in more than such number of Advisory Committees as may be specified by the Authority.</p> <p>(3) The service provider shall, within seven days of the appointment of the Advisory Committee, intimate to the Authority the details of the Advisory Committee.</p> <p>(4) The member of the Advisory Committee appointed from the consumer organisations under sub regulation (2) shall hold office for a term not exceeding one year, which may be extended for a further period of one year;</p> <p>— Provided that such member shall not be removed before completion of his tenure, except with the prior written approval of the Authority;</p>		

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>— Provided further that the service provider seeking the approval of the Authority for removal of a member shall furnish to the Authority the reasons for such removal.</p> <p>(5) The service provider shall pay to the member of the Advisory Committee, appointed from the consumer organisation, an honorarium of rupees two thousand per sitting of the Advisory Committee.</p> <p>(6) The Advisory Committee shall meet in such a manner that it shall render its advice on every appeal placed before it within fifteen days.</p> <p>(7) The Advisory Committee shall not receive any appeal directly.</p>		
12.	12. Secretariat Office of Appellate Authority	No comments	Not Applicable
	(1) The service provider shall provide a Secretariat and an office, required supporting staff and office accommodation for the Appellate Authority to discharge its functions under these regulations.	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	(2) The service provider shall appoint or designate one of its officers or employees as Secretary to Appellate Authority.	No comments	Not Applicable
13.	13. Registration of Appeals and scrutiny by Advisory Committee	No comments	Not Applicable
	<p>(1) The Secretariat of Appellate Authority shall,---</p> <ul style="list-style-type: none"> (a) immediately on receipt of an appeal, register it by assigning a unique appeal number; (b) acknowledge the appeal, within three days of its receipt, by sending the unique appeal number through SMS or e-mail to the consumer; (c) 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 the relevant information, document or record; and (d) within two days of receipt of the reply from the service provider place the reply, along with the appeal, before the Advisory Committee for its consideration. <p>(2) The Advisory Committee shall render its advice</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>on every appeal placed before it within fifteen days.</p> <p>(3) The Secretariat shall, within two days of receipt of the advice of Advisory Committee, place before the Appellate Authority, the appeal, the reply received from the service provider under clause (c) of sub-regulation (1) above and the advice of the Advisory Committee, for its consideration.</p>		
14.	<p>14. Registration and Disposal of appeal by Appellate Authority</p>	No comments	Not Applicable
	<p>(1) The Appellate Authority shall ensure uniformity in the procedure for deciding appeals and shall comply with the provisions contained in sub-regulations (2).</p> <p>(2) The Appellate Authority shall, within ten days of the appeal being placed before it, conduct such inquiry as it may consider necessary and dispose of the appeal by passing a reasoned order in writing stating therein the points for determination and the decision thereon;</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>----- Provided that the Appellate Authority shall, while deciding the appeal, give due consideration to the advice given by the Advisory Committee;</p> <p>----- Provided further that in case the Appellate Authority decides the appeal otherwise than in accordance with the advice of the Advisory Committee, it shall record the reasons for the same in the order passed by it.</p> <p>(3) The presence of the appellant shall not be obligatory, but he may, if he so desires, appear in person to present his case before the Appellate Authority.</p> <p>(4) On disposal of the appeal, the secretariat of the Appellate Authority shall intimate the decision, through SMS or email or post, to the appellant and the service provider.</p>		
	<p>(1) The Office of Appellate Authority shall, ---</p> <p>a) immediately on receipt of an appeal (through complaint centre, mobile application, website/portal, email, post, or by</p>	<p>No comments</p>	<p>Not Applicable</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>in-person), register it by assigning a unique appeal number;</p> <p>b) acknowledge the appeal, immediately on its receipt, by sending the unique appeal number through SMS and/or e-mail to the consumer;</p>		
	<p>(2) The Appellate Authority will examine as well as seek necessary details and documents from the concerned division(s) and will give the final decision and take action for resolution of the grievance within 15 days of receipt of the appeal.</p>	<p>We submit that many times the appeals require deep investigation and calling of very old records that can take time thus it is requested that the current timeline of 30 days for settling an appeal should be continued with.</p> <p>Further, as the Authority is contemplating adding Financial Disincentives on appeals disposal, reduction in time to decide appeals will be a double whammy.</p>	<p>The Appellate Authority will examine as well as seek necessary details and documents from the concerned division(s) and will give the final decision and take action for resolution of the grievance within 30 days of receipt of the appeal.</p>
	<p>(3) The action taken will be communicated within 3 days of disposal, to appellant by email and/or SMS and also be updated on the website and mobile app of the service provider, by office of Appellate Authority.</p>	<p>No comments</p>	<p>Not Applicable</p>
	<p><u>14. A. Online Consumer Survey</u></p>	<p>No comments</p>	<p>Not Applicable</p>
	<p>(1) Obligation to Administer Survey: Upon the resolution or closure of any formal complaint/appeal, the Service Provider shall immediately administer an Online</p>	<p>1. We submit that consumer feedback is already an integral and well-established part of the existing complaint handling mechanism, and is collected</p>	<p>We request that this proposal should be dropped.</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>Complaint/Appeal Resolution Survey (hereinafter referred to as the "Survey") to the complainant.</p>	<p>for the TSPs insights and there is no need to formalize this and made part of the regulations.</p>	
	<p>(2) The Survey shall be instantly accessible to the complainant via a dedicated, secure electronic link transmitted through electronic means, such as email (if available) and SMS besides service provider’s mobile application and website.</p>	<p>2. Further, the proposal for survey for every formal complaint or appeal is not appropriate as in many cases there are no solutions available with TSPs for the complaints filed by non-telecom customers.</p>	
	<p>(3) The Survey must collect specific, complainant-provided feedback concerning the complaint/appeal resolution in the following metric on scale of 1 to 5:</p> <p>1: Totally Dissatisfied 2: Largely Dissatisfied 3: Somewhat Satisfied 4: Largely Satisfied 5: Fully Satisfied</p>	<p>3. For instance the claim for rent filed by property owners when the Infrastructure Provider has gone into liquidation and is under resolution under IBC, the TSP will have no option but to just explain the process and how the TSP, as an old tenant at that site, is not liable to pay rent. The survey response of such a complaint is bound to be dissatisfied.</p> <p>4. We further submit that Section 11.1 (b)(v) of the TRAI Act 1999, requires that the TRAI should carry out periodic survey of service provided by the service providers, however, it does not empower the TRAI to mandate the TSPs to carry out survey of their own service and publish the results thereby.</p>	

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		<p>5. It is submitted that the survey methodologies of different service providers will be different and any mandate to publish the results of these surveys would be tantamount to creating unjustified perceptions basis an undefined criteria.</p> <p>6. In case the Authority is keen for such surveys, it should appoint an independent agency to do the same for all TSPs and publish the results as is being done in the case of network drive tests.</p>	
	<p>(4) The service provider shall share the detailed consumer satisfaction data, in respect of complaints and appeals separately, every quarter, along with Quarterly Performance Report (QPR), as described under sub-regulation (2) of regulation 15 of this regulation.</p>	<p>Not required in view of submissions in previous section.</p>	<p>We request that this proposal should be dropped.</p>
<p>15.</p>	<p>15. Reporting requirements</p>	<p>No comments</p>	<p>Not Applicable</p>
	<p>(1) The Secretariat shall keep record of the appeals preferred, reply of the service provider, the advice of the Advisory Committee and the decisions of the Appellate Authority. The Appellate Authority</p>	<p>No comments</p>	<p>Not Applicable</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>shall keep record of the preferred appeals, relevant details and documents collected from concerned division/ department of the service provider, the decisions and the action taken for the resolution dispute by the Appellate Authority, for at least one year after disposal of the appeal.</p>		
	<p>(2) Every service provider shall submit to the Authority and also place on its website, by the 15th of the month succeeding every quarter, a report mentioning therein—</p> <p>(a) the number of appeals received; (b) number of appeals disposed of; (c) number of appeals pending; and (d) such other particulars, as may be required by the Authority.</p> <p>Every service provider shall submit to the Authority as well as publish the same on their own website/portal/app, on quarterly basis, a comprehensive performance report separately for Complaints and Appeals for each LSA separately, within fifteen (15) days from the end of each quarter; The report shall include, but not be limited to, the following:</p>	<ol style="list-style-type: none"> 1. We respectfully submit that the proposed detailed KPI reporting framework may result in significant operational and compliance burden on service providers without corresponding consumer benefit. Most of the proposed parameters are already internally monitored by service providers for effective complaint management and service improvement purposes. 2. Further, publication and reporting of highly granular complaint, appeal, and survey-related statistics may not provide meaningful regulatory insights and may instead lead to misinterpretation of data without adequate operational context. 3. This can also lead to increase in complaints and the customers making undue demands of the 	<p>We request that this proposal should be dropped.</p>

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(a) Key Performance Indicators (KPIs) for Complaints:</p> <ul style="list-style-type: none"> i. Number of Complaints pending and brought forward from last quarter, ii. Number of Complaints received during the quarter, iii. Number of Complaints disposed off during the quarter, iv. Number of Complaints pending at the end of the quarter, v. Complaints Redressed Within the time limit, vi. Complaints redressed beyond the time limit, vii. Average Resolution time, viii. Percentages of the complaint resolved to the full satisfaction of the consumer, ix. Percentage of total complaints resolved, x. Survey results for Complaints to be shared for following indicators: <ul style="list-style-type: none"> 1. Total count of consumers participated in survey, 	<p>TSPs. We have seen in past cases, where customers from a area that is not served due to technical reasons or unavailability of space for tower installation, bombard the call centre by daily multiple calls followed by negative ratings. Publishing of such data will give the customers additional incentive indulge in such activities.</p> <p>4. Therefore, the existing framework may be continued, as the proposed additional reporting requirements would lead to duplication, increased compliance burden, and unnecessary complexity without any significant benefit to consumers.</p> <p>5. It would be not out of place to mention here that while the Central Government is focusing on improving the Ease of Doing Business ratings for the country to encourage investments, such prescriptive and micro regulation mindset is constantly chipping at any improvements in Ease of Doing Business in the country. We urge the Authority to refrain from such micro-regulation and avoid such regulatory mandates.</p>	

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	<p>2. Total Count of Customers, who gave a rating of 1,</p> <p>3. Total Count of Customers, who gave a rating of 2,</p> <p>4. Total Count of Customers, who gave a rating of 3,</p> <p>5. Total Count of Customers, who gave a rating of 4,</p> <p>6. Total Count of Customers, who gave a rating of 5;</p> <p>(b) Key Performance Indicators (KPIs) for Appeals:</p> <p>i. Number of Appeals pending and brought forward from last quarter,</p> <p>ii. Number of Appeals received during the quarter,</p> <p>iii. Number of Appeals disposed off during the quarter,</p> <p>iv. Number of Appeals pending at the end of the quarter</p> <p>v. Appeals Redressed Within the time limit,</p> <p>vi. Appeals Redressed beyond the limit,</p>		

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>vii. Average Resolution time, viii. Survey results for Appeals to be shared for following indicators:</p> <ol style="list-style-type: none"> 1. Total count of consumers participated in survey, 2. Total Count of Customers, who gave a rating of 1, 3. Total Count of Customers, who gave a rating of 2, 4. Total Count of Customers, who gave a rating of 3, 5. Total Count of Customers, who gave a rating of 4, 6. Total Count of Customers, who gave a rating of 5; <p>(c) Every Service Provider shall submit to the Authority, on a half-yearly basis, a compliance report certifying that the provisions relating to publicity of the Customer Care Number, General Information Number (GIN), and other information as specified under sub-regulation (2) of regulation 5, have been</p>		

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>duly complied with.</p> <p>Provided that such report shall be furnished within fifteen (15) days from the end of each half-year, in such format and manner as may be specified by the Authority from time to time, along with documentary evidence of such publicity.</p> <p>(d) The Authority may from time to time amend or change the reporting requirements, as necessary.</p> <p>(e) Every service provider shall create or upgrade their system within six months of notification of these regulations for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each parameters specified under regulation 15 (2) in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction.</p>		

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	(3) The authority may, if it deems necessary, publish the report submitted to it under sub-regulation (2) and also place the same on its website.	No comments	Not Applicable
16.	16. Complaints referred to service providers by Authority	No comments	Not Applicable
	(1) The Authority may, without prejudice to the provisions contained in the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), refer to a service provider, for the purpose of redressal,- (a) complaints alleging violation of the Act or regulations made there under or directions issued or orders made by it under the Act; (b) complaints of the consumers that are generic in nature; (c) complaints alleging that a practices adopted by the service providers adversely affects the interest of the consumers; (d) a complaint of such nature that, in the opinion of the Authority, is required to be resolved expeditiously by the service provider.	No comments	Not Applicable
	(2) Every service provider shall investigate and find out the root cause of all complaints referred by	No comments	Not Applicable

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	the Authority under clauses (a), (b) and (c) of sub-regulation (1) and redress such complaints, under information to the consumers as well as the Authority of the result within one month from the date of reference of the complaint.		
	(3) Every service provider shall resolve every complaint referred to under clause (d) of sub regulation (1) within seven days of reference of the complaint, and inform the result to the consumers as well as the Authority within three days of the resolution of the complaint.	No comments	Not Applicable
	(4) In case the investigation and root cause of the complaints referred to under sub-regulation (2) reveal general deficiency or systemic inadequacy in practice or procedure or operation adopted by or on the part of the service provider, the service provider shall take remedial measures in respect of all similarly placed consumers and intimate the same to the Authority within one month of reference of the complaint.	No comments	Not Applicable
17.	17. Telecom Consumers Charter	No comments	Not Applicable
	(1) Every Service provider shall within sixty days of the coming into force of these	No comments	Not Applicable

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	<p>regulations, publish a 'Telecom Consumers Charter' containing the following information:-</p> <ul style="list-style-type: none"> (a) name and address of the service provider; (b) services offered by the service provider, including the details of geographic areas where such services are available; (c) terms and conditions of service offered by the service provider; (d) Quality of Service parameters specified by the Authority in respect of each of the services; (e) Quality of Service promised by the service provider in respect of each service and geographic area; (f) details about equipment offered to the consumer by the service provider in respect of any of the services; (g) right of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telecom Commercial Communications Customer Preference Regulations, 2010 (TCCCPR) and Value Added 		

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>Services(VAS); rights of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telcom Consumers Protection Regulation, 2012 (TCP), Telecom Commercial Communications Customer Preference Regulations, 2018 (TCCCPR), and Quality of Service Access (Wireless & Wireline) and Broadband (Wireless & Wireline) Services Regulation, 2024 ;</p> <p>(h) the duties and obligations of the service provider under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, TCCCPR, and VAS;</p> <p>(ha) procedure for termination or disconnection of each service plus value added services offered by the service provider; and</p> <p>(i) General Information Number;</p> <p>(j) Consumer Care Number;</p> <p>(k) complaint redressal mechanism, including complaint redressal procedure and the time limits for redressal of complaints;</p> <p>(l) Name, designation, e-mail, contact address, telephone number and facsimile number of</p>		

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>the Appellate Authority and time limits for disposal of appeals;</p> <p>(m) procedure for termination or disconnection of each service plus value added and bundled services offered by the service provider; and</p> <p>(n) any other information that may be specified by the Authority from time to time.</p>		
	<p>(2) The 'Telecom Consumers Charter' shall be prepared in Hindi, English and the local language of each service area official language/ languages of the state(s) in the licensed service area.</p>	No comments	Not Applicable
	<p>(3) The 'Telecom Consumers Charter' shall be available for reference at every office of the service provider, Complaint Centre, at the sales outlets and on the website of the service provider and also accessible via mobile app.</p>	No comments	Not Applicable
	<p>(4) A copy of the 'Telecom Consumers Charter' or its abridged version containing salient features such as terms and conditions of service, the Consumer Care Number, the General Information Number, contact details of Complaint Centre and the Appellate Authority, procedure and time limit for redressal of</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	complaints and disposal of appeals shall be provided by the service provider to each consumer at the time of subscription for service.		
	<p>(5) A copy of the 'Telecom Consumers Charter' shall be filed with the Authority within sixty days from the date of commencement of these regulations:</p> <p><i>Provided that</i> a service provider, who has been granted a licence licence/ authorization after the commencement of these regulations, shall file with the Authority, before commencement of service, a copy of 'Telecom Consumers Charter'.</p>	No comments	Not Applicable
	(6) The service provider shall file with the Authority, by 15th January of every year, a fresh copy of the 'Telecom Consumers Charter' incorporating all changes effected.	No comments	Not Applicable
18.	18. Inspection and Auditing	No comments	Not Applicable
	(1) Every service provider shall maintain complete and accurate records of redressal of complaints by its Complaint Centre and the Appellate Authority, for at least one year after disposal of the complaint/appeal as the case may be.	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>(2) The Authority may, if it considers it expedient so to do, and to ensure compliance of the provisions of these regulations, in exercise of power conferred by section 12, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), by order in writing, direct any of its officers or employees or an independent agency appointed by the Authority, to ----</p> <p>(a) inspect the Complaint Centre and the Secretariat the Complaint Centre, Complaint Monitoring System, Grievance Redressal Mechanism, and the related instrumentalities including the Office of the Appellate Authority and the records maintained under sub-regulation (1); or,</p> <p>(b) get the records maintained under sub-regulation (1) audited.</p>	No comments	Not Applicable
	18.A. Regulatory Review		
	(1) The authority may conduct periodic regulatory review of the redressal of complaints and appeals by the service providers in the following manner:	1. We submit that the global as well as Indian experiences show that the over-regulation, and Financial Disincentives (FD) do not translate into effective governance and instead lead to	We request that this proposal should be dropped.

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<ul style="list-style-type: none"> a. Auditing and/or Inspection as described under regulation 18; b. Audit/Analysis of Quarterly Performance Reports submitted; c. Review based on Consumer Feedback gathered via multiple channels; 	<p>inflexibility of approach. We submit that for complaint management in a consumer centric service like telecom the real financial disincentive is the risk of churn of an and bad word-of-mouth. Thus, it is important that instead of prescribing FDs the Authority focus is on customer convenience.</p>	
	<p>(2) The Authority may establish a mechanism to seek reports from the Service Providers on consumer feedback received via various channels.</p>	<p>2. This clause appears to introduce an additional layer of rigid enforcement through per-incident penalties and per-day default provisions, which may not be fully aligned with this broader regulatory approach.</p>	
	<p>(3) Service Provider shall provide all data as requested by TRAI for the purpose of periodic Regulatory Review through manual/online mechanism as prescribed by the authority.</p>	<p>3. The proposed determinant "improper dismissal" or "unsatisfactory disposal." are highly contextual or subjective. Further significant proportion of consumer complaints are relating to network complaints, mostly arising from factors beyond TSP's controls, for which TSPs will face risk of huge penalties.</p>	
	<p>(4) If during such audit, inspection, analysis or review, the Authority finds that a complaint/appeal was dismissed improperly or disposed of unsatisfactorily, the service provider shall be liable for financial disincentive of</p> <ul style="list-style-type: none"> a. Rupees One thousand only (Rs. 1000/-) per improper dismissal/disposal of complaint by service provider, and /or 	<p>4. Such provisions will not only be beyond TRAI's legislative mandate under TRAI Act, but also creates a parallel and conflicting adjudicatory</p>	

Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>b. Rupees Five thousand only (Rs. 5000/-) per improper dismissal/disposal of appeal by service provider,</p> <p>Provided that the maximum amount of financial disincentive payable by a service provider shall not exceed rupees fifty lakhs per quarter for the licensed/authorized service area.</p> <p>Provided further that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representation against the contravention of the regulation observed by the authority;</p>	<p>channels like Consumer Protection Act, without the procedural safeguards.</p> <p>5. Given that TSPs handle huge number of complaints per quarter, FD of ₹1,000 / ₹5,000 per improper disposal of a complaint / appeal creates an enormous contingent liability tied entirely to a regulator's audit judgment, not to any proven consumer harm or demonstrable negligence.</p> <p>6. We reiterate our submission that for the TSPs the loss of a paying customer is biggest FD and there is no need to introduce draconian FD provisions in the regulations and these provisions should not be implemented.</p> <p>7. Notwithstanding our contention and the legal position that the Authority has no power to impose Financial Disincentives, we also reiterate our submissions that by introduction of such provisions, when majority of customer centric issues are under the FD provisions of QoS Regulations, the Authority is contemplating egregious act of Double Jeopardy.</p>	

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	18. B. Violation of Compliances		
	<p>(1) If a service provider fails to meet the deadline of submitting the Quarterly Performance Report (QPR), it shall be liable to pay an amount, by way of financial disincentive, not exceeding rupees five thousand (Rs. 5000/-) per report for everyday, during which the default continues, for first fifteen (15) days and thereafter rupees twenty thousand (Rs. 20,000/-) per report per day, subject to maximum amount of rupees ten lakhs (Rs. 10 lakhs) per instance, as the Authority may, by order, direct.</p> <p>Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the regulation observed by the authority;</p>	<p>This proposal should be removed in view of the previous submissions.</p>	<p>We request that this proposal should be dropped.</p>
	18.C. Consequences for failure of Service Provider to pay Financial Disincentive		
	(1) If a service provider fails to make payment of financial disincentive under sub-regulation	<p>This proposal should be removed in view of the previous submissions.</p>	<p>We request that this proposal should be dropped.</p>

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	<p>18.A.(4) or 18.B.(1) within a period of twenty one (21) days from the date of issue of order for payment of financial disincentive, it shall be liable to pay simple interest on the outstanding amount of financial disincentive, at a rate which will be two percent (2%) above the one year Marginal Cost of Lending Rate (MCLR) of State Bank of India applicable as on the beginning of the Financial Year (namely 1st April) in which last day of the stipulated period falls.</p>		
	<p>(2) For the purposes of this regulation, a part of month shall be reckoned as full month for the purpose of calculation of interest, and a month shall be reckoned as an English calendar month.</p>		
	<p>18. D. The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.</p>		
19.	<p>19. Application of other laws not barred</p>	No comments	Not Applicable
	<p>The provisions of these regulations shall be in addition to, and not in derogation of, any other law for the time being in force.</p>	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
20.	20. Reckoning of time limit for the purposes of these regulations	No comments	Not Applicable
	The time limit or the period specified under these regulations, for redressal of complaints or disposal of appeals, shall exclude the day of making such complaint or preferring an appeal, as the case may be.	No comments	Not Applicable
21.	21. These regulations not to apply in certain cases	No comments	Not Applicable
	(1) Nothing contained in these regulations shall apply to any matter or issue for which-- (a) any proceedings before any court or tribunal are pending; or (b) a decree, award or an order has already been passed by any competent court or tribunal or authority or forum or commission, as the case may be.	No comments	Not Applicable
22.	22. Repeal and saving	No comments	Not Applicable
	(1) The Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) is hereby repealed.	No comments	Not Applicable
	(2) Notwithstanding such repeal, anything done or any action taken under the said regulations shall be deemed to have been done or taken under	No comments	Not Applicable

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Reg. No.	Regulation	RJIL Submissions	Proposed Modification in Regulations
	the corresponding provisions of these regulations.		
23.	23. Interpretation	No comments	Not Applicable
	In case of any doubt regarding interpretation of any of the provisions of these regulations, the clarification by the Authority shall be final and binding.	No comments	Not Applicable