

## **Mrs. Vandana's Comments**

### **Q1 - What is the role of TRAI in handling telecom consumer complaints?**

TRAI does not handle individual consumer complaints directly. Instead, it mandates a two-tier grievance redressal system where every telecom provider must have its own complaint centre and appellate authority. Your first step is to file a complaint with your provider (e.g., Jio, Airtel, Vi), and if unsatisfied, appeal to the provider's internal appellate authority. Only if both tiers fail can you approach TDSAT (as a group) or a consumer court (as an individual). Thus, TRAI's role is to set and enforce rules for complaint handling, not to resolve individual disputes itself.

### **Q2 - How can I register my complaint?**

You must first register your complaint directly with your telecom service provider (like Jio, Airtel, Vi, or BSNL), not with TRAI, as TRAI does not handle individual complaints at the first stage. You can do this by calling their customer care (e.g., Jio/Vi: 198, Airtel: 121, BSNL: 1500 or 1800-345-1500), using their mobile app, or visiting their website. Upon registration, insist on receiving a unique docket number via SMS for tracking. For spam calls or messages specifically, you can register a complaint by forwarding the spam SMS to 1909 or using the TRAI DND 2.0 mobile app. If your provider does not resolve your complaint satisfactorily, you can then escalate to the provider's Appellate Authority or, as a last resort, file a complaint on TRAI's consumer portal

### **Q3 - What happens when I register my complaint with the Complaint Centre?**

Your complaint is immediately registered, and you receive a unique docket number via SMS for tracking. Your service provider must then resolve the issue within a prescribed time limit (e.g., 3 days for service faults, 7 days for most other complaints, 4 weeks for billing issues). Once resolved, you receive a closure notification via SMS or email, detailing the action taken. If you are unsatisfied with the resolution or if the deadline passes without action, you have the right to appeal to the provider's Appellate Authority within 30 days. The entire process is time-bound and enforced by TRAI's regulations.

### **Q4 - What is the time limit for resolution of the complaints at the Complaint Centre?**

Faults in wireline/broadband service: 3 working days (delay gives you rent rebate or validity extension).

Billing complaints: 4 weeks (any refund/credit due to you must be adjusted within 1 week after resolution).

Service termination requests: 7 working days.

All other complaints: Not exceeding 7 days (in most cases, resolved sooner).

If the provider misses any deadline, you can appeal to their Appellate Authority within 30 days.

**Q 5. How will I know of the completion of action on my complaint?**

Once your complaint is resolved, your service provider is required to notify you directly.

They will send you a SMS, email, or post containing two key pieces of information:

The details of the action taken on your complaint.

The procedure to file an appeal with the Appellate Authority if you are not satisfied.

In short, you will receive a formal closure notification with the resolution outcome and your next steps for appeal.

**Q 6. If the complainant is not satisfied with the redressal of the complaint at the Complaint Centre, who should be contacted?**

If you are not satisfied with the resolution at the Complaint Centre, you should contact the Appellate Authority of your telecom service provider.

Here is the process for appealing:

**Who to contact:** The Appellate Authority is a designated senior officer at your provider (e.g., Jio, Airtel, Vi, BSNL).

**When to appeal:** You can file an appeal if your complaint is not resolved, remains unaddressed, or if you do not receive an intimation of resolution within the specified time limit.

**Time limit to file:** You must prefer an appeal within 30 days after the expiry of the time limit for complaint resolution.

**Resolution timeline:** The Appellate Authority must dispose of your appeal within approximately 39 days from the date of filing.

**How to find contact details:** The contact information for the Appellate Authority is available on your service provider's official website, typically under the "Customer Care" or "Grievance Redressal" section.

### **Q 7. Is there any time limit for making appeal to the appellate authority?**

Yes, there is a time limit for filing an appeal before the Appellate Authority. As per TRAI's official FAQ, the appeal must be filed within 30 days after the expiry of the time limit prescribed for the redressal of your complaint at the Complaint Centre .

However, the rule also provides some flexibility. The Appellate Authority may entertain an appeal filed after the expiry of this 30-day period . Please note that some service providers mention a different timeline on their websites (e.g., Airtel mentions 90 days), but the official TRAI regulation of 30 days is the governing standard .

In summary, the standard time limit is 30 days from the complaint resolution deadline.

### **Q 8. What is the time limit for disposal of an appeal by the appellate authority?**

According to TRAI's official FAQ, the time limit for disposal of an appeal by the Appellate Authority is approximately 39 days from the date of filing of the appeal.

During this process, the Appellate Authority is required to consult an Advisory Committee that includes a representative of a TRAI-registered Consumer Advocacy Group (CAG).

Note: As of May 2026, TRAI has proposed changes to this framework. Under the draft Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026, the authority has

roposed: Reducing the appeal disposal timeline to 15 days from receipt of the appeal

Removing the Advisory Committee layer to speed up the process

## **Your Rights as a Telecom Consumer – A Quick Summary**

### **Step 1: Register Your Complaint with Your Provider**

- You cannot go directly to TRAI. First, call your provider's customer care (e.g., Jio/Vi: 198, Airtel: 121, BSNL: 1500), use their app, or visit their website.
- You will receive a **unique docket number via SMS** – keep this safe for tracking.

### **Step 2: Know the Time Limits (When to Expect Resolution)**

Issue

Time Limit

Broadband/wireline fault

**3 working days**

Issue	Time Limit
Billing complaint	<b>4 weeks</b>
Service termination	<b>7 working days</b>
Other complaints	Generally <b>7 days</b>

### **Step 3: Not Satisfied? Appeal Within 30 Days**

- If your complaint is not resolved, or you are unhappy with the resolution, contact your provider's **Appellate Authority**.
- You must file this appeal **within 30 days** after the resolution deadline passed.
- The Appellate Authority should resolve it within about **15 days**.

### **Step 4: Know How You Are Notified**

- After resolution, the provider must send you an **SMS or email** stating:
  - What action was taken
  - How to appeal if still unsatisfied

### **Step 5: What If the Appellate Authority Also Fails?**

- TRAI still does not handle individual complaints.
- As an individual, you can go to a **Consumer Court**.
- As part of a **group** with the same issue, you can approach **TDSAT** (Telecom Disputes Settlement Appellate Tribunal).

### **Important Note for Spam Complaints:**

- Forward spam SMS to **1909** or use the **TRAI DND 2.0 app**.
- New rules (proposed as of May 2026) may soon give you the right to appeal if your spam complaint is wrongly closed.

---

## **Key Takeaway for You:**

**TRAI makes the rules. Your telecom company must follow them. You must complain to your company first. Keep your docket number. Follow deadlines. If all else fails, go to Consumer Court or TDSAT (as a group).**

