



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



Dated: 15th February, 2021

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), regarding submission of Performance Monitoring Report to the Authority under the Telecom Commercial Communications Customer Preference Regulations, 2018.

F. No. D-27/1/(1)/2021-QoS ---- Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the "Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "TRAI Act"), has been entrusted with discharge of certain functions, inter-alia, to regulate the telecommunication services; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such services provided by the service providers so as to protect the interest of the consumers of telecommunication service;

2. And whereas the Authority, in exercise of the powers conferred upon it under section 36, read with sub-clause (v) of clause (b) and clause (c) of sub-section (1) of section 11, of the TRAI Act, made the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018) dated the 19th July, 2018 (hereinafter referred to as the "regulations"), to regulate unsolicited commercial communications (UCC);

3. And whereas regulation 8 of the regulations, inter-alia, provides that every Access Provider shall Develop Codes of Practice for monthly reporting (CoP-Reports) to the Authority as per Schedule-V to establish system and make arrangements to govern the specified activities in accordance with the provisions of the regulations before allowing any commercial communication through its network;

4. And whereas regulation 19 of the regulations provides that the Authority reserves the right to formulate a standard Code(s) of Practice (CoP) in case the formulated CoP is deficient to serve the purposes of the regulations;

5. And whereas regulation 20 of the regulations provides that every access provider shall comply with the provisions of Standard Code(s) of Practice;

6. And whereas sub-regulation (3) of regulation 26 of the regulations provides that every Access Provider shall submit to the Authority its compliance reports in respect of unsolicited commercial communications, complaints or reports from its customers in such manner and format, at such periodic intervals and within such time limits as may be specified by the Authority from time to time, by an order or direction;

7. And whereas the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the TRAI Act and the provisions of the regulations, issued a Direction No. 311-04/2017-QoS dated 6th August, 2019 (hereinafter referred to as "Direction"), directing all Access Providers to submit following compliance reports, with effect from month ending September, 2019, on monthly basis, and within ten days from the end of each calendar month: -

(a) The Performance Monitoring Reports as per the formats specified in Annexures I & II of the Direction, in writing duly signed by the authorized signatory and also electronically;

(b) The Performance Monitoring Reports as per the formats specified in Annexure III, IV, V & VI of the Direction, to be submitted electronically;

8. And whereas after the issuance of the Direction, some Access Providers submitted representation to the Authority for change in Performance Monitoring Report (PMR) formats, as they have to fill different sheets for 22 LSAs and few changes may cover the entire PMR requirement in less formats;

9. And whereas on the basis of comments received from Access Providers, the existing PMR formats have been reviewed and the Authority is of the opinion that consolidated LSA-wise reporting of complaints and action taken thereon, by both Originating Access Providers (OAPs) and Terminating Access Providers (TAPs), are

required to monitor overall performance of the measures taken by Access Providers for curbing UCC, in compliance with the provisions of the regulations;

10. Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018); in supersession of the Direction No. 311-04/2017-QoS dated 6th August, 2019, hereby directs all Access Providers to submit compliance reports, on quarterly basis, separately for each calendar month in every quarter, as per the Performance Monitoring Report formats specified in Annexure I, II, III, IV, V and VI to this direction, as a part of Standard Code of Practice for periodic reporting (CoP-Reports), within a period of twenty one days of quarters ending on the 31st March, the 30th June, the 30th September and the 31st December of the year respectively, starting from report for the quarter ending on 31st March, 2021.



(Asit Kadayan)
Advisor (QoS)

To

All Access Providers (including BSNL and MTNL)

Annexure - I of Direction No. D-27/1/(1)/2021-QoS dated 15.02.2021.

Format for Monthly PMR No. TRAI/QoS/UCC/Registered Entity/PMR-1																															
Description: Each TSP as TAP is required to submit LSA wise complaints, related to RTM, transferred to all OAPs including itself (TAP -LSA wise).																															
Name of TSP as TAP:		Month:										Quarter:										Year:									
Name of LSA of TAP	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints								
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22									
Summary of Complaints handled by TAP (TAP - LSA wise)																															
Total Complaints received by TSP as TAP	A																														
Total Complaints rejected by TAP	B																														
Number of complaints rejected on account of insufficient details	B(i)																														
Number of complaints where CDR not matched	B(ii)																														
Number of complaints rejected due to other reasons*	B(iii)																														
Total Complaints transferred by TSP as TAP to OAP(s) including itself	C																														
OAP-wise breakup of Complaints transferred by TAP (TAP-LSA wise)																															
Name of OAP	D	E	F	G	H	I	J	K	L																						
Airtel	D																														
BSNL	E																														
MTNL	F																														
QTL	G																														
RJIL	H																														
Rcom	I																														
TTL	J																														
VIL	K																														
Total Complaints transferred to all OAP(s) including itself	L																														

*For the field "Other Reasons" for rejecting complaints, following supplementary sheet need to be filled (Mandatory): (w.r.t. Row B(iii) of the above sheet)

Name of LSA of TAP	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
Number of complaints found invalid due to <Reason 1 (mention reason)>	B(iii)-1																						
Number of complaints found invalid due to <Reason 2 (mention reason)>	B(iii)-2																						
Total	B(iii)																						

Annexure - II of Direction No. D-27/1/1/2021-QoS dated 15.02.2021.

Format for Monthly PMR No. TRAI/QoS/UCC/Registered Entity/PMR-2

Description: Each TSP as OAP is required to submit the complaints, related to RTM, received from LSAs of all TAP(s) including itself (TAP -LSA wise).

Name of TSP as OAP:		Month:										Quarter:				Year:				Total Complaints				
Name of LSA of TAP	LSA Code	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan		Tamilnadu (Ind Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal
TAP-wise breakup of Complaints Received by TSP as OAP (TAP - LSA wise)																								
Name of TAP																								
Airtel	A																							
BSNL	B																							
MTNL	C																							
QTL	D																							
RIL	E																							
Rcom	F																							
TTL	G																							
VIL	H																							
Summary of Complaints handled by OAP (TAP-LSA wise)																								
Total Complaints received by TSP as OAP from TAP(s) Including Itself	I																							
Number of complaints to be resolved as OAP (including backlog complaints from previous month)*	J																							
Number of senders against whom complaints were reported under "P"	K																							
Number of complaint(s) found valid, after completion of investigation	L																							
Total complaints found invalid**	M																							
Number of complaints found invalid on account of insufficient details	M(i)																							
Number of complaints where CDR not matched	M(ii)																							
Number of complaints found invalid as Customer has opted preference, as per the Regulations	M(iii)																							
Number of complaints found invalid as Customer has given consent to Sender, as per the Regulations	M(iv)																							
Number of complaints found invalid due to Other Reasons***	M(v)																							
Number of senders found non-compliant as per TCCCP, 2018 regulations or Code(s) of Practice (CoPs)	N																							
Number of senders (out of reported under "N") against whom actions have been taken, during the investigation phase (such as put under restricted limits of usage as per CoPs etc.)	O																							
Number of Entities other than sender(s) found non-compliant as per TCCCP, 2018 regulations or CoPs [Scrubber/RTM/Aggregator]	P																							

* In ideal situation, Row I and Row J should be same. Difference may be observed in exceptional cases, where backlogs occurred. Therefore, keep record of reasons for backlogs of complaints on DLT, if any.

**Reasons for declaring any complaint invalid can be: (Row M(i), M(ii), M (iii), M(iv) and M(v))

- 1) Insufficient details
- 2) CDR not matched
- 3) Customer has opted preference
- 4) Customer has given consent to Sender
- 5) Other Reasons***

*** For the field "Other Reasons" for declaring any complaint invalid, following supplementary sheet need to be filled (Mandatory): (w.r.t. Row M(v) of the above sheet)

Name of LSA of TAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (Ind Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
Number of complaints found invalid due to <Reason 1 (mention reason)>	M(v)-1																							
Number of complaints found invalid due to <Reason 2 (mention reason)>	M(v)-2																							
Total	M(v)																							

Annexure - III of Direction No. D-27/1/1/2021-QoS dated 15.02.2021.

Format for Monthly PMR No. TRAI/QoS/UCC/Registered Entity/PMR-3

Description: Each TSP as OAP is required to submit the details of complaints, related to RTM, handled by TSP (OAP -LSA wise).

Name of TSP as OAP:		Month:										Quarter:			Year:								Total Complaints		
Name of LSA of OAP	LSA Code	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (incl. Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)		West Bengal	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22		
Summary of Complaints handled by OAP (OAP-LSA wise)																									
Total Complaints received by TSP as OAP from TAP(s) including itself	A																								
Number of total complaints received against the UCC from SMS mode	A(i)																								
Number of total complaints received against the UCC from Voice call mode	A(ii)																								
Number of complaints to be resolved as OAP (including backlog complaints from previous month) ¹	B																								
Number of senders against whom complaints were reported under "B"	C																								
Number of complaint(s) found valid, after completion of investigation	D																								
Total complaints found invalid**	E																								
Number of complaints found invalid on account of insufficient details	E(i)																								
Number of complaints where CDR not matched	E(ii)																								
Number of complaints found invalid as Customer has opted preference, as per the Regulations	E(iii)																								
Number of complaints found invalid as Customer has given consent to Sender, as per the Regulations	E(iv)																								
Number of complaints found invalid due to Other Reasons***	E(v)																								
Number of senders found non-compliant as per TCCCP, 2018 regulations or Code(s) of Practice (CoPs)	F																								
Number of senders (out of reported under "F") against whom actions have been taken, during the investigation phase (such as put under restricted limits of usage as per CoPs etc.)	G																								
Number of Entities other than sender(s) found non-compliant as per TCCCP, 2018 regulations or CoPs [Scrubber/RTM/Aggregator]	H																								

* In ideal situation, Row A and Row B should be same. Difference may be observed in exceptional cases, where backlogs occurred. Therefore, keep record of reasons for backlogs of complaints on DLT, if any.

** Reasons for declaring any complaint invalid can be: (Row E(i), E(ii), E(iii), E(iv) and E(v))

- 1) Insufficient details
- 2) CDR not matched
- 3) Customer has opted preference
- 4) Customer has given consent to Sender
- 5) Other Reasons***

*** For the field "Other Reasons" for declaring any complaint invalid, following supplementary sheet need to be filled (Mandatory): (w.r.t. Row E(v) of the above sheet)

Name of LSA of OAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (incl. Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints	
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22		
Number of complaints found invalid due to <Reason 1 (mention reason)>	E(v)-1																								
Number of complaints found invalid due to <Reason 2 (mention reason)>	E(v)-2																								
Total	E(v)																								

Annexure - IV of Direction No. D-27/1/(1)/2021-QoS dated 15.02.2021.

Format for Monthly PMR No. TRAI/QoS/UCC/UTM/PMR-4*

Description: Each TSP as TAP is required to submit LSA wise complaints, related to UTM, transferred to all OAPs including itself (TAP -LSA wise).

Name of TSP as TAP:		Month:																Quarter:				Year:				Total Complaints
Name of LSA of TAP	LSA Code	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (Incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal			
Summary of Complaints handled by TAP (TAP - LSA wise)																										
Total Complaints received by TSP as TAP	A																									
Total Complaints rejected by TAP	B																									
Number of complaints rejected on account of insufficient details	B(i)																									
Number of complaints where CDR not matched	B(ii)																									
Number of complaints rejected due to other reasons*	B(iii)																									
Total Complaints transferred by TSP as TAP to OAP(s) including itself	C																									
OAP-wise breakup of Complaints transferred by TAP (TAP-LSA wise)																										
Name of OAP																										
Airtel	D																									
BSNL	E																									
MTNL	F																									
QTL	G																									
RJIL	H																									
Rcom	I																									
TTL	J																									
VIL	K																									
Total Complaints transferred to all OAP(s) including itself	L																									

*For the field "Other Reasons" for rejecting complaints, following supplementary sheet need to be filled (Mandatory): (w.r.t. Row B(iii) of the above sheet)

Name of LSA of TAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (Incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
Number of complaints found invalid due to <Reason 1 (mention reason)>	B(iii)-1																							
Number of complaints found invalid due to <Reason 2 (mention reason)>	B(iii)-2																							
Total	B(iii)																							

Annexure - V of Direction No. D-27/1/(1)/2021-Qo5 dated 15.02.2021.

Format for Monthly PMR No. TRAI/QoS/UCC/UTM/PMR- 5
 Description: Each TSP as OAP is required to submit the complaints, related to UTM, received from LSAs of all TAP(s) including itself (TAP -LSA wise).

Name of TSP as OAP: Name of LSA of TAP LSA Code	Month:						Quarter:						Year:						Total Complaints		
	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan		Tamilnadu (Incl Chennai)	Uttar Pradesh (East)

TAP-wise breakup of Complaints Received by TSP as OAP (TAP - LSA wise)																						
Name of TAP	A	B	C	D	E	F	G	H														
Airtel																						
BSNL																						
MTNL																						
QTL																						
RJIL																						
Rcom																						
TTL																						
VIL																						

Summary of Complaints handled by OAP (TAP-LSA wise)																						
Total Complaints received by TSP as OAP from TAP(s) including itself	I																					
Number of complaints to be resolved as OAP (including backlog complaints from previous month)*	J																					0
Number of Unregistered senders against whom complaints were reported under "J"	K																					0
Number of complaint(s) found valid, after completion of investigation	L																					0
Number of complaints found invalid**	M																					0
Number of complaints found invalid on account of insufficient details	M(i)																					0
Number of complaints where CDR not matched	M(ii)																					0
Number of complaints found invalid as Not a telemarketing or commercial communication	M(iii)																					0
Number of complaints found invalid due to Other Reasons***	M(iv)																					0
Number of unregistered senders against complaint(s) found valid	N																					0
Number of unregistered senders (out of reported under N) were put under Usage Cap, during the investigation phase	O																					0
Total number of unregistered senders against action taken, after final completion of investigation	P																					0
Number of unregistered senders who were given warning against first instance of violations, after completion of investigation	P(i)																					0
Number of unregistered senders found violated second time and usage cap imposed, after completion of investigation	P(ii)																					0
Number of unregistered senders found violated third or more number of times and disconnected and blacklisted, after completion of investigation	P(iii)																					0
Number of outgoing communications made by the unregistered sender(s) (reported under "P"), and exceeding the restriction limits from the deemed date of imposition of such restrictions	Q																					0

* In ideal situation, Row I and Row J should be same. Difference may be observed in exceptional cases, where backlogs occurred. Therefore, keep record of reasons for backlogs of complaints on DLT, if any.

** Reasons for declaring any complaint Invalid can be: (Row M(i), M(ii), M (iii) and M(iv))

- 1) Insufficient details
- 2) CDR not matched
- 3) Not a telemarketing or commercial communication
- 4) Other Reasons***

*** For the field "Other Reasons" for declaring any complaint invalid, following supplementary sheet need to be filled (Mandatory): (w.r.t. Row M(iv) of the above sheet)

Name of LSA of TAP LSA Code	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (Incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
Number of complaints found invalid due to <Reason 1 (mention reason)>	M(iv)-1																						
Number of complaints found invalid due to <Reason 2 (mention reason)>	M(iv)-2																						
Total	M(iv)																						

Annexure - VI of Direction No. D-27/1(1)/2021-QoS dated 15.02.2021.

Format for Monthly PMR No. TRAI/QoS/UCC/UTM/PMR-6

Description: Each TSP as OAP is required to submit the details of complaints, related to UTM, handled by TSP as OAP (OAP -LSA wise).

Name of TSP as OAP:		Month:								Quarter:				Year:						Total Complaints					
Name of LSA of OAP	LSA Code	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan		Tamilnadu (incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	
Summary of Complaints handled by OAP (OAP-LSA wise)																									
Total Complaints received by TSP as OAP from TAP(s) including itself	A																								
Number of total complaints received against the UCC from SMS mode	A(i)																								
Number of total complaints received against the UCC from Voice call mode	A(ii)																								
Number of complaints to be resolved as OAP (including backlog complaints from previous month)*	B																								
Number of Unregistered senders against whom complaints were reported under "G"	C																								
Number of complaint(s) found valid, after completion of investigation	D																								
Number of complaints found invalid**	E																								
Number of complaints found invalid on account of insufficient details	E(i)																								
Number of complaints where CDR not matched	E(ii)																								
Number of complaints found invalid as Not a telemarketing or commercial communication	E(iii)																								
Number of complaints found invalid due to Other Reasons***	E(iv)																								
Number of Unregistered senders against complaint(s) found valid	F																								
Number of unregistered senders (out of reported under F) were put under Usage Cap, during the investigation phase	G																								
Total number of unregistered Senders against action taken, after final completion of investigation	H																								
Number of unregistered senders who were given warning against first instance of violations, after completion of investigation	H(i)																								
Number of unregistered senders found violated second time and usage cap imposed, after completion of investigation	H(ii)																								
Number of unregistered senders found violated third or more number of times and disconnected and blacklisted, after completion of investigation	H(iii)																								
Number of outgoing communications made by the unregistered sender(s) (reported under "G"), and exceeding the restriction limits from the deemed date of imposition of such restrictions	I																								

* In ideal situation, Row A and Row B should be same. Difference may be observed in exceptional cases, where backlogs occurred. Therefore, keep record of reasons for backlogs to complaints on DLT, if any.

**Reasons for declaring any complaint invalid can be: (Row E(i), E(ii), E(iii) and E(iv))

- 1) Insufficient details
- 2) CDR not matched
- 3) Not a telemarketing or commercial communication
- 4) Other Reasons***

*** For the field "Other Reasons" for declaring any complaint invalid, following supplementary sheet need to be filled (Mandatory): (w.r.t. Row E(iv) of the above sheet)

Name of LSA of OAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamilnadu (incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints	
Number of complaints found invalid due to <Reason 1 (mention reason)>	E(iv)-1																								
Number of complaints found invalid due to <Reason 2 (mention reason)>	E(iv)-2																								
Total	E(iv)																								