

**TELECOM REGULATORY AUTHORITY OF INDIA**

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**TRAI issues Direction on issue of Docket/  
Identification Number for customer complaints  
and termination of service**

TRAI has been receiving representations from consumers regarding non-availability of facility with the service providers to correlate their previous interaction with the customer care helpline. The Authority noticed that the service providers do not give any Docket/ Identification Number for the calls made to their customer care helpline and in many cases they even do not keep a record of such interaction and action agreed in their Customer Relationship Management system.

The Authority has also received a number of representations from consumers regarding bills being raised by the service providers even after a request has been made for termination of service. As per these complaints, the service providers do not implement the request for termination of service until all the dues are settled. Meanwhile the service providers continue to raise bills for rental etc. even if the phone is not used. The Authority also found that the customer is forced to pay pending bills or bills generated after his request for termination of service even if the service provider has the security deposit of the customer with him and the bill amount is lower than the security deposit. Also in some cases the service providers accept request for termination of service in writing only.

In order to protect the interests of consumers and also to promote efficiency in handling consumer grievances, the Authority, after consultations with stakeholders, has issued the direction to the service providers mandating them the following:

- (i) assign a unique docket number for all service request calls made to the customer care helpline numbers and also special numbers for registering complaints and convey the same to the customer at the time of such call. This shall be implemented within three months' from the date of the issue of this direction;
- (ii) acknowledge through SMS followed by entry in the next bill the requests made through Telephone call, FAX, SMS, e-mail etc for value added services, the charges for which are of a recurring nature;

- (iii) raise the bill only after adjustment of security deposit in the event of a request for termination of service received from a customer;
- (iv) terminate the service (a) within twenty four hours of the receipt of a request for termination of service made in writing; (b) within three working days of the receipt of a request for termination of service made through Fax or through e-mail ID registered with the service provider; and (c) within seven working days of the receipt of a request for termination of service made through Telephone call, SMS and any other e-mail ID which is not registered with the service provider. The termination of service shall be subject to the return or recovery of the customer premises equipment, wherever applicable.
- (v) stop charging the customer the fixed monthly charges like rental beyond the above prescribed period of termination of service or from the date of last usage, whichever is later.

The direction has been put on TRAI website [www.traigov.in](http://www.traigov.in) under the head "Directions".

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