



Telecom Regulatory Authority of India

Consumer Handbook on Telecommunications





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**Mahanagar Doorsanchar Bhavan
Jawaharlal Nehru Marg
New Delhi- 110002**

website : www.trai.gov.in

Foreword

Safeguarding the interests of telecom consumers and empowering them is one of the primary objectives of the Telecom Regulatory Authority of India (TRAI). Towards this endeavor, TRAI has been issuing Regulations, Directions and orders on various consumer centric issues from time to time. To enable consumers and consumer organizations to take advantage of these measures, it is important that they are made aware of these initiatives.

For dissemination of information to consumers, TRAI follows a multi-pronged approach in the form of conduct of consumer outreach programmes, undertaking media campaigns and publishing consumer education material. It is with this purpose, a consumer Handbook titled 'Consumer handbook on Telecommunications' was published by TRAI in February, 2015. Telecom is fast moving sector and many new developments have since taken place requiring interventions in the form of new Regulations, Tariff orders, Directions and other initiatives by TRAI. The Handbook has now been revised comprehensively to cover all these new developments and interventions. The Handbook is written in a simple consumer friendly language for ease of understanding.

The handbook is intended for free distribution to consumers and the registered consumer organizations at the consumer outreach programmes, workshops and seminars organized by TRAI.

I am confident that this revised edition of handbook, like its previous edition, will help in creating awareness amongst telecom consumers about various rights and privileges granted to them by TRAI.

Dated: 4 May, 2018


(R.S. Sharma)
Chairman

Content Disclaimer

This handbook has been published for the assistance, education and information of the consumers and information contained therein is general in nature, condensed from original telecommunication tariff orders, directions and regulations. Full text of these telecommunication tariff orders, directions and regulations is available on TRAI's website www.trai.gov.in. The users may refer to the TRAI Act, 1997 (2 of 1997), as amended from time to time and to the text of telecommunication tariff orders, directions and regulations and their amendments, as published in the Gazette of India/TRAI's website before taking any legal recourse. Under no circumstances shall the Telecom Regulatory Authority of India be liable for any loss, damage, liability or expense incurred or suffered that is claimed to have resulted from the use of material contained in this handbook, including, without limitation, any error or omission, with respect thereto.

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Introduction

The Telecom Regulatory Authority of India (TRAI) was established in 1997 through an Act of Parliament, viz., the Telecom Regulatory Authority of India Act, 1997. The Authority's mission is to ensure protection of interests of consumers and to nurture conditions for growth of telecommunications, broadcasting and cable services in the country in a manner and at a pace which will enable India to play a leading role in the emerging global information society. For achieving these objectives, the Authority issues from time to time regulations, directions, orders, recommendations and guidelines with focus on transparency in the provisioning of service and for providing consumer with adequate choice, affordable tariffs and high quality of service.

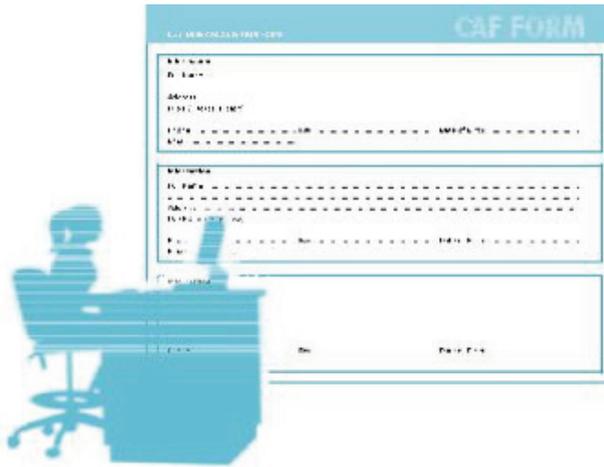
TRAI has issued regulations, inter-alia, on consumer protection, complaint redressal system, unsolicited commercial communications (UCC) and mobile number portability. TRAI has laid down the standards of quality of service to be provided by the service providers to create conditions for consumer satisfaction. TRAI has also developed Mobile Applications like Myspeed App, Mycall App and DND 2.0 App to empower consumers by providing them tools to gain information about performance levels of service providers, share their experience with TRAI and register their preference and lodge complaints regarding UCC.

Even though the TRAI Act does not envisage dealing with individual complaints by the Authority, complaints received in TRAI help the Authority to gauge the performance of the sector and take further regulatory measures to address the issues. In fact many a regulations, directions and orders issued by TRAI can trace its roots to the complaints received in TRAI from the consumers.

This handbook contains the gist, from consumer point of view, of all the Regulations, Orders and Directions issued by the Authority till date. Starting from enrolment as a consumer of telecommunication services, all that are relevant to the consumer like complaint redressal, tariff, quality of service, mobile number portability, value added services, unsolicited commercial communications, various consumer empowerment tools viz. mobile apps, consumer outreach, saving mobile numbers in the handset, dialing tips have been dealt in separate chapters. Details of these are also available in the TRAI website: www.trai.gov.in

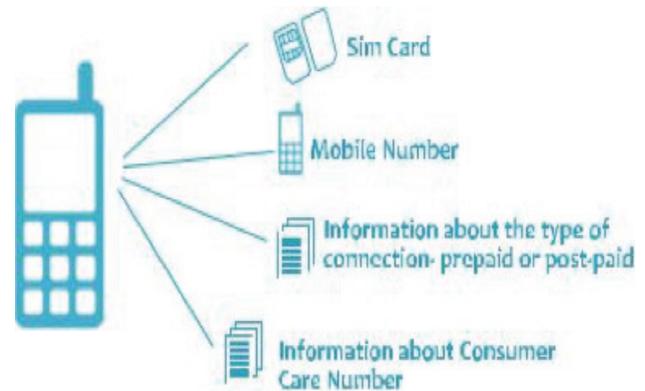
Chapter 1

Enrolment as a Subscriber of Telecommunication Services



Taking a mobile connection

An individual can take a mobile connection/ subscription from any of the Telecom Service Providers (TSPs) operating in his/her State or service area (Service area is normally coterminous with the State boundary). TSPs have their sales outlets in various cities/towns/areas of the State. For obtaining a mobile connection the person needs to fill Customer Acquisition Form (CAF) and attach requisite documents. Once CAF details are completed, he/she is given a Start-up kit by the TSP who also takes a confirmation from the subscriber about the same.



Start-up Kit

A start-up kit contains following item/ information:

- (a) SIM card;
- (b) A mobile number, (except in case of mobile number portability);
- (c) Information about the type of subscription viz. Prepaid or Post-Paid;
- (d) Information about Consumer Care Number, General Information Number and appellate authority;
- (e) Abridged version of the Telecom Consumers Charter.

The Start-Up Kit will not contain any Special

Tariff Voucher (STV). However, a tariff plan can be provided.

A mobile subscriber may opt for a Prepaid or Post-Paid Subscription (plan).

Vouchers (for pre-paid mobile customers)

In order to avail the mobile services, a Pre-Paid subscriber needs to buy amongst the following vouchers offered by the TSPs (offline buy in paper form):

- (a) **The Plan Voucher (Red Colour)** is for enrolling a subscriber into a tariff plan and it does not provide any monetary value. Using this voucher, the subscriber can also change his tariff plan.
- (b) **The Top Up voucher (Green Colour)** offers only monetary value expressed in rupee without any restriction on its validity or usage. It is available in multiples of ten rupees and no other voucher can be offered in multiples of ten rupees.
- (c) **The special tariff voucher (STV) (Yellow Colour)** While the applicable rates are specified in the tariff plan of the subscriber, the subscriber can also avail discounted tariff by activating STVs. The STVs alter one or more tariff components of the plan for a specified period (validity). It may be in the form of a discounted rate or as a certain volume of free minutes/data/ SMS to

be availed during the validity period. On expiry of the specified validity, the charging for various services will be as per the original tariff plan subscribed. For Example an STV of Rs. 39/- may be used to make STD calls at discounted rates of say 20p/minute for a period of 28 days. Similarly, an STV of Rs. 27/- may provide say 300 number of free SMSs for a period of 14 days etc.

It is pertinent to note that the validity of an STV cannot exceed 90 days except for those STVs providing exclusive data benefits in which case the validity of the STVs can be for a period upto 365 days.

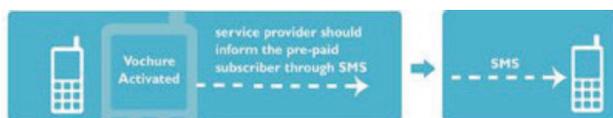
STV pertaining to SMS or data, having validity of more than 7 days may be renewed after obtaining the explicit consent of the subscriber in the prescribed manner through SMS by sending “Yes” or by e-mail or letter or FAX and in the case of web based program through separate “Yes” button for giving consent. Also it can be deactivated at any time on the request of the subscriber, following the prescribed procedure for deactivation – through IVRS and SMS to toll free short code or through web link.

- (d) **Combo Voucher (Blue Colour)** alters one or more items for a period not exceeding ninety days, in the tariff plan and adds monetary value to the

prepaid account.

Besides, paper vouchers, a subscriber can avail the benefits available under these vouchers by activating them online.

Information to Pre-Paid subscribers on activation of Voucher



Immediately on activation of a voucher, the Telecom Service Provider (TSP) should inform the pre-paid consumer through SMS the following information:

(a) On activation of plan Voucher:-

- (i) Title of the plan;
- (ii) Validity period of the plan;

(b) On activation of Top Up Voucher:-

- (i) Total amount charged;
- (ii) Processing fee or administrative charge, as the case may be;
- (iii) Taxes deducted;
- (iv) Net monetary value added;
- (v) Total available monetary value;

(c) On activation of Special Tariff Voucher-

- (i) Total amount charged;
- (ii) Validity period of the voucher;

(iii) Benefits specific to the voucher.

(d) On activation of a Combo Voucher-

- (i) Total amount charged;
- (ii) Benefits specific to the voucher;
- (iii) Validity period of the specific benefits;
- (iv) Net monetary value added;
- (v) Restrictions, if any on usage or validity period of monetary value.

Information to Pre-Paid subscribers relating to usage



Immediately on making any deduction from the account of a Pre-Paid subscriber, the TSP needs to inform him through SMS or USSD, the following information:

(a) After every call—

- (i) Duration of the call;
- (ii) Charges deducted for the call;
- (iii) Balance in the account;
- (iv) In case of Special Tariff Voucher, minutes of usage deducted and balance minutes of usage available;

(b) After every session of data usage over mobile ---

- (i) Quantum of data usage;
- (ii) Charges deducted;
- (iii) Balance left in the account;

(c) After activation of any service including value Added Service (VAS)–

- (i) Amount deducted;
- (ii) Purpose for which the amount deducted;
- (iii) Balance in the account;
- (iv) Validity period of the Value Added Service.

Note: These provisions will not apply in case the subscriber is roaming outside his service area.

Data Services

(A) Activation or Deactivation of data services:

- (i) TSPs cannot activate data services without the explicit consent of the subscriber.
- (ii) A subscriber can activate/deactivate Data services by sending an SMS or calling on toll free short code 1925.
- (iii) Data services through STV or Combo Voucher or add-on-pack will deem to have been activated

with consent till the expiry of the validity period of the voucher/pack or on the consumption of entire data, whichever is earlier.

- (iv) At periodic intervals TSPs need to inform subscribers through SMSs about the prescribed procedure for deactivation of data services.

(B) Broadband Services: Information to be provided by service providers to Broadband subscribers (wire-line or wireless) relating to tariff plans offered under Fair Usage Policy –

(a) For fixed broadband services:

- (i) Data usage limit;
- (ii) Speed of broadband connection up to specified data usage limit; and
- (iii) Speed of broadband connection beyond data usage limit;
- (iv) Service provider needs to ensure that download speed of broadband service provided to the fixed broadband subscriber is not reduced below the minimum download speed for broadband as defined by Department of Telecommunication from time to time, in any Fair usage broadband tariff plan even after expiry of assigned data quota of the consumer.

(b) For mobile broadband service:

- (i) Data usage limit with specified Primary technology (3G/4G) for providing data services;
- (ii) Speed offered for providing data services beyond data usage limit;

(c) Service Providers shall:

- (i) Provide alerts to subscriber through SMS or e-mail each time when his data usage reaches 50%, 90%, 100% of the data usage limit under his plan.
- (ii) Maintain a portal/website so that user can access his usage at any point of time.

(C) Alerts to be sent by TSPs to the subscribers relating to usage of data :-

Service providers, through SMS or USSD, are required to send alerts about data usage and applicable tariff to consumers as below:

- (i) Alert regarding data used, after every 10 MB of data usage to all mobile data users except users of special data packs (STV / Combo/ add-on-pack). Consumers have the option to opt out if they do not desire to receive such information;
- (ii) Alert to users of various special data packs (STV/Combo/add-on-pack) whenever data usage reaches to 50%, 90% and 100% of the data

available in the account or when the available data balance reaches 500 MB, 100MB and 10MB;

- (iii) Tariff applicable after exhaustion of the data limit, when the data usage reaches 90% of the limit or the available data balance in the account reaches 10MB;
- (iv) Alert to international roaming subscriber cautioning him to deactivate data services if he does not intend to use data services.

Past Usage details in respect of Pre-Paid mobile connections



Though a Pre-Paid subscriber does not get monthly bills, he is entitled to get following information from his TSP, at a reasonable price, not exceeding Rs. 50/-:

- (a) Itemized usage charges for all calls;**
- (b) Number of SMSs sent and the amount charged for such SMSs;**
- (c) VAS availed and the amount**

charged;

(d) **Premium rate service availed and the amount charged;**

(e) **Roaming charges;**

The TSP has to provide this information within thirty days of receipt of such request. It will be obligatory on the part of the TSP to provide information for a period of six months preceding the date of request from the subscriber.

Information about account of the subscriber



Subscriber can also get the following information by sending SMS to a separate toll free short code:

(a) **Tariff plan opted by him including,--**

(i) Rates for local and long distance (STD) calls, and differential charges, if any, applicable for on-net and off-net usage;

(ii) Rates for SMS;

(iii) Rates for data services;

(b) **Balance available in the account of the prepaid consumer; and**

(c) **Value Added Services activated on his telephone number (155223);**

Note: It is not obligatory on the part of the service provider to provide such information to a subscriber who is roaming outside the country.

Deactivation of a mobile connection due to non-usage

- No Prepaid mobile connection shall be deactivated on account of non-usage for a minimum period of 90 days.
- Non-usage means absence of any incoming or outgoing call or outgoing SMS or data session or usage or value added services or payment of rental.
- Beyond 90 days, an amount not exceeding Rs 20 shall be deducted from the Pre-paid account, if balance is available, for extension of the period of non-usage by 30 days at a time.

Safe Custody Scheme for Postpaid mobile connections

Postpaid mobile subscribers can keep their number in safe custody by paying an amount not exceeding Rs. 150/- for every three months.

Grace period for reactivation: A subscriber whose connection is deactivated shall be given a minimum grace period of 15 days within which he can reactivate the same number by paying an amount not exceeding Rs.20.

Chapter 2

Complaint Redressal

Framework for complaint redressal

As per TRAI Act, 1997, TRAI is not mandated to handle individual consumer complaints.

TRAI through the Telecom Consumers Complaint Redressal Regulations, has laid down the following framework for handling of subscriber complaints, service requests and providing of information to subscribers by TSPs. A subscriber is required to take recourse to this framework for redressal of his grievance.

Establishment of Complaint Centre

Complaint Centre is the first stage of complaint redressal by service providers. The complaint centre will have toll-free 'Consumer Care Number'. The complaint centre shall also be accessible to the subscribers in person as well as through email and post.

A complainant needs to approach the Complaint Centre of his service provider through the toll-free "Consumer Care Number". The Complaint Centre has to be open/accessible at least from 8 O'clock in the morning (8am) to 12 O'clock at midnight (00:00 Hrs) on all days of the week. In case subscriber's landline telephone/mobile is faulty, he can make call from any other

telephone/mobile number to contact the Complaint Centre for which a separate number is mandated. The subscriber may opt to speak either in Hindi or English or in the local language of that State/service area.



Handling of complaints at the Complaint Centre

Every complaint is registered by allotting a 'unique docket number'. The Complaint Centre will communicate the unique docket number along with date and time of registration and the time limit for resolution of the complaint through SMS. Also on completion of action on a complaint, the subscriber will be informed, through SMS or email or post, of the action taken and the procedure for preferring appeal to the Appellate Authority. Details of complaint will remain in the system for at least three months against each docket number.

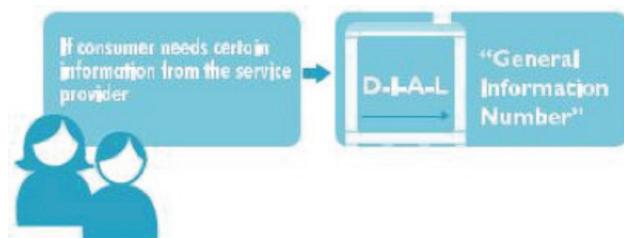
The consumer is advised to store the unique docket number and the information on

action taken. In case he is not satisfied with the redressal, he can use these details while preferring an appeal against the resolution of complaint centre.

Time limit for handling complaints and service requests

The time limit for handling complaints and service requests is as specified in the Quality of Service regulations, given in Annex-I & II. In cases where no time limit is specified in the QoS regulations, the complaints and service request have to be addressed within 3 days.

Handling of queries



In case a subscriber needs certain information from the service provider, he may dial the "General Information Number" established by the service provider. If he calls the Customer Care Number and asks for Information, he may be directed to call General information Number. The Service provider may charge the subscriber for speaking to the agent providing general information. Charging will take place only when one presses the key for speaking to consumer care agent in the IVRS menu.

Operation of IVRS on Customer Care Number

The Interactive Voice Response System (IVRS) at the "Customer Care Number" operates in the following manner:

- 1 First level of IVRS provides for language selection
- 2 Second level of IVRS provides for selecting appeal & broad categories of complaints and service requests
- 3 Third level of IVRS provides for sub-menu under complaints and service requests with the option to speak to a consumer care agent.

Appeal to Appellate Authority

If a subscriber is not satisfied with the redressal of his complaint, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the specified period, he can approach the Appellate Authority for redressal of his complaint. The contact details of the Appellate Authority are available in the start-up kit, website of the service providers and their sales outlets.

There is no fee or charge for filing an appeal. Subscriber may file the appeal through

e-mail or fax or post or in person or even through the Customer Care Number of the service provider, within thirty days after expiry of time limit prescribed for redressal of complaint. The presence of the appellant is not obligatory, but he may, if he so desires, appear in person to present his case before the Appellate Authority.

Advisory Committee

There would be an Advisory Committee to the Appellate authority of the service provider in every service area. The advisory committee consists of two representatives - one from the TSP and the other from Consumer Advocacy Group (CAG) registered with TRAI. The Advisory Committee has to give its advice on every appeal to the Appellate Authority for its consideration.

Handing of Appeals

The secretariat of the Appellate Authority has to:

- Register an appeal immediately on receipt by assigning a unique appeal number.
- Acknowledge the appeal, within three days of its receipt, by sending the unique appeal number through SMS or e-mail to the consumer.
- Forward, within three days from the date of receipt of the appeal, a copy of the appeal to the service provider

concerned for filling a reply, within seven days, along with relevant information, document or record; and

- Place before the Advisory Committee for its consideration the reply of the service provider along with the appeal, within two days of receipt of reply from the service provider.

The Advisory Committee has to render its advice on every appeal placed before it within fifteen days. The secretariat has to place the advice of the Advisory Committee before the Appellate Authority, within two days of receipt from the Committee.

Disposal by the Appellate Authority

When an appeal is placed before the Appellate Authority, it may conduct such inquiry as it considers necessary and dispose off the appeal within ten days by passing a reasoned order in writing, stating therein the points for determination and the decision thereon. The Appellate Authority is expected to give due consideration to the advice given by Advisory Committee. In case the Appellate Authority decides the Appeal against the advice of the Advisory Committee, it should record the reasons for the same in the order passed by it.

The secretariat of the Appellate Authority has to intimate the decision on the appeal, through SMS or email or post, to the appellant and the service provider.

Web based Complaint Monitoring System



Every service provider is mandated to set up a Web based complaint monitoring system through which the subscribers can track their complaints.

The process for complaint monitoring is also to be published in newspapers every six months.

Telecom Consumers' Charter

All TSPs are required to publish a Telecom Consumers Charter in Hindi, English and the local language of the service area/State. The Charter will inter-alia contain information on the following:

- Terms and conditions of service,
- Information about complaint redressal mechanism,
- Complaint redressal procedure,
- Different time frames specified by the Authority for various complaints under QoS regulations,
- Consumer Care Number-Toll free,
- General Information Number-Toll Free or Chargeable Basis,

- Various procedures related to services like mobile number portability, termination or disconnection of service offered by the service provider,
- Rights of the consumers under different regulations, orders issued by the Authority,
- Duties and obligations of service providers under different regulations, orders and direction issued by the Authority etc.

The Start-up Kit, which a mobile subscriber gets at the time of enrolment of service, would contain an abridged version of the Telecom Consumers Charter.

Publication of information in Newspapers and website



The service providers have to publish the following information in leading newspapers in Hindi or English and local language once every six months and also make the same available in their web site:

- Customer Care Number;
- General Information Number;
- Contact details of the Appellate Authority;
- Procedure for monitoring of complaints on the web based complaint monitoring system.

Chapter 3

Quality of Service and Billing Accuracy

The TRAI Act provides that the Authority shall lay-down the standards of quality of service to be provided by the service providers and conduct periodical survey of such services so as to protect the interest of the consumers of telecommunications service.



Quality of Service (QoS)

TRAI has laid down the Quality of Service Standards for various services through QoS regulations issued, from time to time. TRAI has separate QoS regulations governing the standards of quality of service for wireline (Basic), cellular mobile telephone services (2G, 3G & 4G VOLTE), broadband services and wireline data. The important parameters on QoS and the benchmarks for meeting the parameters by the service providers are given at **Annex-I & II**.

Monitoring of QoS in TRAI

In order to ensure quality of service and to monitor the performance of service providers,

TRAI adopts threefold strategy:

- (i) Quarterly Performance Monitoring report from service providers;
- (ii) Audit of QoS by third party agencies and;
- (iii) Survey of Customer satisfaction through third party agencies.

The audit of the network for QoS of mobile telephone service is undertaken on quarterly basis in all the service areas, while the audit for basic and broadband services is done on yearly basis. The survey of subscribers to ascertain the level of customer satisfaction is also undertaken by TRAI at periodic intervals. The audit and surveys are carried out through independent agencies and the findings are published on the TRAI website for information to the stakeholders.

TRAI also regularly conducts 'drive tests' in different cities, along national highways and train routes to ascertain the quality of network of different service providers. The finding of these drive tests are regularly posted on TRAI website for information of all stakeholders. TSPs are required to consider these reports

for effective improvement of their networks.

In order to provide for extensive monitoring of call drop at 'cell' level instead of assessing it based on average of the performance of all cells/BTSs in a service area, TRAI has amended the QoS Regulations (5th Amendment) in August, 2017. This revised approach for measuring 'Drop Call rate' will give better insight into the network performance of service provider and will help to identify local areas where performance has not been upto the mark. TRAI also monitors the call drop through fortnightly reports from service providers. These data are analyzed and displayed for the benefit of consumers through the TRAI Analytics portal (www.analytics.trai.gov.in).

In case TSPs fail to comply with the QoS benchmarks of TRAI, graded financial disincentive can be imposed on them.

Billing Accuracy

In order to protect the interest of subscribers from inaccurate billing and charging, TRAI has prescribed a uniform code of practice for metering and billing accuracy. The service providers have to get their Metering and Billing System audited annually through one of auditors empanelled by TRAI and an audit certificate for each financial year has to be furnished to TRAI not later than 31st July of every year. The service providers are also required to submit TRAI by 15th November of every year 'Action Taken Report' on inadequacies, if any, pointed out by the auditor in the audit report.

During the audit, call data records of one month for the following tariff plans have to be audited in each Quarter:

- (a) Three Prepaid and two Post-Paid plans having the maximum number of subscribers at the beginning of the Quarter.
- (b) Two new Prepaid and Post-Paid tariff plans launched during the Quarter;
- (c) Two special Tariff Vouchers having maximum number of subscribers at the start of Quarter; and
- (d) Two Prepaid data plans having maximum number of subscribers at the start of Quarter;

TRAI has issued a detailed checklist for audit and Guidelines for implementation of metering and billing regulation. The audit covers checking of overbilling, roaming charges levied on subscribers' vis-à-vis the published tariff, charging for value added services, verification of bill delivery process, redressal of billing complaints and complaint handling process, activation time for recharges etc.

The systemic deficiencies observed during audit are to be corrected in a time bound manner. The audit of the metering and billing system has helped in identifying many systemic issues and has also helped the service providers to improve their system processes in billing and thereby reduce incidences of billing complaints.

Chapter 4

Mobile Number Portability

Mobile Number Portability is a facility which allows a subscriber to retain his mobile telephone number when he moves from one Service Provider to another irrespective of the mobile technology or from one service area to another of the same Service provider within the country. The mobile number portability process involves three parties: (i) the concerned subscriber (ii) the Donor Operator or service provider from whom the subscriber has his present subscription and wants to portout his number; and (iii) the Recipient Operator (New Service Provider) to whom the subscriber wants to port his number or wants to take subscription.

Porting Procedure

A subscriber of the Donor Operator desirous of porting his mobile number need to:-

- Contact Recipient Operator (RO) to whom he wants to port his mobile number.
- Obtain Customer Acquisition Form (CAF) & Porting Form from the RO (it can be in electronic form too)
- Read the eligibility, permissible grounds for rejection of porting requests and other conditions carefully.
- Obtain 'Unique Porting code' (UPC) from Donor operator by sending SMS from the mobile number sought to be ported. To obtain UPC, the subscriber needs to send an SMS from his mobile number to a designated number '1900' with the text 'PORT' followed by space followed by 10 digit mobile number

sought to be ported. Donor operator upon receipt of request, issues the unique alphanumeric code to subscriber through SMS.



- For corporate subscriber, UPC is prefixed with character 'C' to distinguish that it is corporate number.
- It may be noted that the UPC so obtained will be valid for 15 days for all service areas except J&K, NE & Assam Service Areas where it will be valid for 30 days.
- If eligible, fill up the CAF and Porting Form, mentioning UPC using KYC process as prescribed by Department of Telecom in its guidelines issued from time to time.

- A Post-Paid subscriber needs to submit a paid copy of the last bill along with Porting Form and CAF (eKYC Process).
- Obtain new SIM card from the Recipient Operator.

Mobile Number Portability for Corporate Customers

In case of porting of a corporate mobile number i.e. the mobile phone number allotted in the name of a body corporate, firm or any organization or body, porting request should also be accompanied by an authorization letter from the authorized signatory of the subscriber permitting such porting in the prescribed format.

In case of corporate mobile numbers, a porting request can be made for porting of maximum 50 mobile numbers and porting charges for each such mobile numbers shall be applicable.

The porting request, if made for more than one corporate mobile number, such numbers should belong to the same Donor Operator.

Eligibility for porting



A subscriber holding a mobile number is eligible to make a porting request only after 90 days of the date of activation of his mobile connection in the Donor Operator's network. If a mobile number is already ported once, the number can again be ported only after 90 days from the date of the previous porting.

At the time of porting request, a Post-Paid subscriber is required to submit an undertaking that he has already paid all the dues as per the last bill to the Donor Operator and that he/she would be bound to pay all the dues to the Donor Operator till its eventual porting and agrees that in event of non-payment of any such dues to the Donor Operator, the ported mobile number is liable to be disconnected by the Recipient Operator.

In the case of Pre-Paid subscriber, he needs to give an undertaking that he understands that at the time of porting, the balance amount of talk time, if any, would lapse.

Grounds for rejecting porting request

Porting request can be rejected by the Donor Operator if:

- Outstanding payment by way of pending bill(s) as per normal billing cycle is Rs. 10/- or more.
- It has been made before ninety days from the date of activation of a new connection.

- (c) Change of ownership of the mobile number is under process.
- (d) Mobile number sought to be ported has been prohibited by a Court of Law.
- (e) For contractual obligation, the subscriber has not complied with the subsisting exit clause.
- (f) Unique porting code mentioned in the porting request does not match with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported.
- (g) Validity period of Unique porting Code has expired before its receipt by the Donor Operator.
- (h) Request for porting of a Corporate Mobile Number has not been accompanied with an authorization letter from the authorized signatory of the subscriber.

Withdrawal of a porting request

A subscriber may withdraw his porting request **within 24 hours** of making a request for porting by informing Recipient Operator in writing. However, the service provider is not obliged to refund the porting charges paid.

Porting time

The regulation envisages a maximum time period of 7 working days for the completion of porting process in all licensed service areas except in the case of J&K, Assam and North East licensed service areas where the maximum time allowed is 15 working days.

Activation of ported number

- The Recipient Operator will intimate the date & time of porting to subscriber.
- The service disruption time will be around 4 hrs during night time on the date of porting.
- Replace the old SIM with the new SIM provided by the Recipient Operator after the specified date and time. (Note: Balance in the account of the prepaid connection will not be carried forward to the new SIM).

Porting Charge

TRAI has reduced the ceiling for porting charge from an earlier amount of Rs.19/- to Rs.4/-. A Recipient Operator cannot charge more than Rs.4/- from the subscriber for porting of his number.

Chapter 5

Curbing Unsolicited Commercial Communication (UCC)

In order to curb menace of Unsolicited Commercial Communications (UCC), which is a major cause of disturbance and inconvenience for telecom subscribers, a new framework has been notified by TRAI on 19.07.2018 vide the Telecom Commercial Communications Customer Preference Regulations, 2018. UCC refers to any commercial communication that is neither as per the consent given by recipient to sender of commercial communication nor as per registered preference(s) of recipient. However, few type communications to consumers such as transactional, service, government messages or voice calls are not included in it. To avoid instances of mixing of transactional, service messages with the promotional messages, the new regulatory approach has provisions for registration of various templates e.g. for Content, Consent and using these template such mixing may easily be detected and prevented. Consumer data will be secured by distributed ledger technology (maintained cryptographically through the use of ‘keys’ and signatures), so that, no tempering with personal details, registered preferences and recorded consent can be done.

How to protect yourself

To avoid the disturbance or inconvenience caused by unsolicited commercial communications, a telecom subscriber can opt to block all commercial communications or can selectively block SMS or voice calls as per preference categories. Consent given by the subscriber can be overwritten by the preferences registered by him, therefore, be aware before giving consent to any sender of commercial communication or consent acquirer such as any company, organisation,

brand, store etc. Now, valid consents will be recorded digitally therefore subscribers can even revoke their consents.

How to Register, modify or de-register preference

Preference Register or Distributed Ledger for Preference (DL-Preference) is the one that keeps records of preference(s) of customers about category of content, mode(s) of communication, time band(s), type of day(s) along with the details of customer who has exercised choices of preference(s), day and

time such choices or changes in choices were exercised in a safe and secure manner.

- Customer Preference Registration Facility (CPRF) of service providers will provide facility to its customers to register their preferences on Preference Register, throughout the year on 24 hours X 7 days basis. The customers, free of cost can register, modify or de register preference(s) by the following methods

- (a) sending SMS to short code 1909;
- (b) calling on 1909;

(c) Interactive Voice Response System (IVRS);

(d) sending USSD;

(e) Mobile app developed by TRAI or by Service Provider;

(f) Service Provider's Web portal with authentication through OTP;

- Customers may register preference(s) for blocking commercial communication (CC) messages (opt-out) or for unblocking (opt-in) by choosing following options of means and categories:

(a) Preference(s) to block or unblock all CC Categories of content of Commercial Communication:

Commercial Communications Category to be blocked or opted out	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All CC Categories (to be blocked) except transactional type of commercial communication	0	FULLY BLOCK	*1909*0#
All CC Categories (to be blocked) except transactional and service type of commercial communication	50	BLOCK PROMO	*1909*50#

Commercial Communications Category to be unblocked or opted in	IVRS: Call to 1909 and press at prompt to unblock	SMS: Send SMS to 1909 following text	USSD: Dial USSD String
All CC Categories (to be unblocked)	90	UNBLOCK ALL	*1909*90#
All CC Categories (to be unblocked) except promotional	51	UNBLOCK SERVICE	*1909*51#

(b) Preference(s) of specific categories of content of Commercial Communication:

C o m m e r c i a l Communications Category	IVRS: Call to 1909 and press at prompt to		SMS: Send SMS to 1909 following text		USSD: Dial USSD String	
	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt- in (Unblock)	Opt - out (block)	Opt - in (Unblock)
Banking/Insurance/Financial products/ credit cards,	1	91	BLOCK 1	UNBLOCK 91	*1909*1#	*1909*91#
Real Estate,	2	92	BLOCK 2	UNBLOCK 92	*1909*2#	*1909*92#
Education,	3	93	BLOCK 3	UNBLOCK 93	*1909*3#	*1909*93#
Health,	4	94	BLOCK 4	UNBLOCK 94	*1909*4#	*1909*94#
Consumer goods and automobiles,	5	95	BLOCK 5	UNBLOCK 95	*1909*5#	*1909*95#
C o m m u n i c a t i o n / Broadcasting/ Entertainment/ IT	6	96	BLOCK 6	UNBLOCK 96	*1909*6#	*1909*96#
Tourism and Leisure,	7	97	BLOCK 7	UNBLOCK 97	*1909*7#	*1909*97#
Food and Beverages;	8	98	BLOCK 8	UNBLOCK 98	*1909*8#	*1909*98#

(c) Preference(s) of the mode(s) of communication:

C o m m e r c i a l Communications Category	IVRS: Call to 1909 and press at prompt to		SMS: Send SMS to 1909 following text		USSD: Dial USSD String	
	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt - in (Unblock)
All Categories of Mode	10	80	BLOCK 10	UNBLOCK 80	*1909*10#	*1909*80#
Voice Call,	11	81	BLOCK 11	UNBLOCK 81	*1909*11#	*1909*81#
SMS,	12	82	BLOCK 12	UNBLOCK 82	*1909*12#	*1909*82#
Auto Dialer Call (With Pre- recorded Announcement),	13	83	BLOCK 13	UNBLOCK 83	*1909*13#	*1909*83#
Auto Dialer Call (With Connectivity to live agent),	14	84	BLOCK 14	UNBLOCK 84	*1909*14#	*1909*84#
Robo-Calls,	15	85	BLOCK 15	UNBLOCK 85	*1909*15#	*1909*85#

(d) Preference(s) of time band(s) for receiving of commercial communications:

C o m m e r c i a l Communications Category	IVRS: Call to 1909 and press at prompt to		SMS: Send SMS to 1909 following text		USSD: Dial USSD String	
	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt - in (Unblock)
All Time Bands	20	70	BLOCK 20	UNBLOCK 70	*1909*20#	*1909*70#
00:00 Hrs to 06:00 Hrs,	21	71	BLOCK 21	UNBLOCK 71	*1909*21#	*1909*71#
06:00 Hrs to 08:00 Hrs,	22	72	BLOCK 22	UNBLOCK 72	*1909*22#	*1909*72#
08:00 Hrs to 10:00 Hrs,	23	73	BLOCK 23	UNBLOCK 73	*1909*23#	*1909*73#
10:00 Hrs to 12:00 Hrs,	24	74	BLOCK 24	UNBLOCK 74	*1909*24#	*1909*74#
12:00 Hrs to 14:00 Hrs,	25	75	BLOCK 25	UNBLOCK 75	*1909*25#	*1909*75#
14:00 Hrs to 16:00 Hrs,	26	76	BLOCK 26	UNBLOCK 76	*1909*26#	*1909*76#
16:00 Hrs to 18:00 Hrs,	27	77	BLOCK 27	UNBLOCK 77	*1909*27#	*1909*77#
18:00 Hrs to 21:00 Hrs,	28	78	BLOCK 28	UNBLOCK 78	*1909*28#	*1909*78#
21:00 Hrs to 24:00 Hrs	29	79	BLOCK 29	UNBLOCK 79	*1909*29#	*1909*79#

(e) Preference of Day Type(s) for Commercial Communications of the week including public and national holidays;

C o m m e r c i a l Communications Category	IVRS: Call to 1909 and press at prompt to		SMS: Send SMS to 1909 following text		USSD: Dial USSD String	
	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt - in (Unblock)	Opt - out (block)	Opt - in (Unblock)
All Day Type(s)	30	60	BLOCK 30	UNBLOCK 60	*1909*30#	*1909*60#
Monday	31	61	BLOCK 31	UNBLOCK 61	*1909*31#	*1909*61#
Tuesday	32	62	BLOCK 32	UNBLOCK 62	*1909*32#	*1909*62#
Wednesday	33	63	BLOCK 33	UNBLOCK 63	*1909*33#	*1909*63#
Thursday	34	64	BLOCK 34	UNBLOCK 64	*1909*34#	*1909*64#
Friday	35	65	BLOCK 35	UNBLOCK 65	*1909*35#	*1909*65#
Saturday	36	66	BLOCK 36	UNBLOCK 66	*1909*36#	*1909*66#
Sunday	37	67	BLOCK 37	UNBLOCK 67	*1909*37#	*1909*67#
Public Holiday and National Holiday	38	68	BLOCK 38	UNBLOCK 68	*1909*38#	*1909*68#

- The CPRF facility will acknowledge registering, modifying, deregistering the preference with unique reference number within 15 minutes. The revised/registered preferences would be enforced in 24 hours.
- All service providers are directed to publish procedure of registration, modification and de-registration of consent followed by them as Code of Practice for Preference (CoP – Preference). Subscribers can check the procedures related to preferences on their service provider’s website/portal.

Way to give consent to senders of commercial communication

Senders of commercial communication are taking consent in various forms, e.g. punching telephone number in the computerized form at the time of making payment or while taking feedback about the goods or services. Now, TSPs will not consider such proof of consents for commercial communication. Consent would be effective only after verification by the subscriber.

- Consent Register or Distributed Ledger for Consent (DL-Consent) records the consent given by the customer to sender of commercial communication or consent acquirer in an immutable and non repudiable manner.
- Now, customers can also revoke their

consent, if it doesn’t serve their purpose.

- All service providers are directed to publish procedure of recording and revoking of consent followed by them as Code of Practice for Consent (CoP–Consent). Subscribers can check the procedures related to consents on their service provider’s website/portal.

What to do in case getting unsolicited commercial communications:

In case a subscriber receives unsolicited commercial communication after registration of preference(s) and against his consent(s) given to sender of commercial communication or consent acquirer, he may make a complaint, as per his choice, free of cost.

- Subscriber must make every complaint within three days of receipt of the unsolicited commercial communication. However, complaints made after three days will be submitted as report and will be helpful for taking proactive actions against Unregistered Telemarketers.
- Even if a subscriber has not registered any preference, he can report against the UCC.
- Modes of complaint or report registration are as follows:

(a) sending SMS to short code 1909;

- (b) calling on 1909;
 - (c) Interactive Voice Response System (IVRS);
 - (d) Mobile app developed by TRAI or by Service Provider;
 - (e) Service Provider's Web portal with authentication through OTP;
- The Customer Complaint Registration Facility (CCRF) will be available on 24 hours X 7 days basis throughout the year.
 - All service providers are directed to publish procedure of registration of complaint and its redressal as Code of Practice for Complaints Handling (CoP –Complaints). Subscribers can check the procedures related to registration of complaint/report against UCC on their service provider's website/portal.

Header registration mandatory for making any commercial communication

- Header means an alphanumeric string of maximum eleven characters or numbers assigned to an individual, business or legal entity under these regulations to send commercial communications.
- As per new regulatory framework, any commercial communication may only take place using registered header(s) assigned to the sender(s) for the purpose

of commercial communication.

- All service providers are responsible to establish system for header registration. An entity or individual willing to send commercial communication can check the procedures related to registration of Header on service providers' website/portal.

Will I be penalized if I make a call or send an SMS of commercial nature by mistake?

If any sender is engaged in sending unsolicited commercial communications from 10 digit number and complaint received against it then, service providers are bound to take action against such sender as under:-

- for first instance of violation, a WARNING shall be given
- for the second instance of violation, USAGE CAP (limiting the outgoing voice calls and messages in a day upto 20) shall continue for a period of six months;
- for third and subsequent instances of violations, all telecom resources of the sender shall be DISCONNECTED for a period up to two years and all service providers will put sender's number under BLACKLIST category and NO NEW TELECOM RESOURCES will be allocated to such sender for up to two years from the date of such communication.

Chapter 6

Telecommunications Tariff

Telecommunications Tariff is one of the most important issues concerning the Telecom consumers. The TRAI Act, therefore, specifically provides that the Authority may from time to time notify in the official gazette the rates at which the telecommunication services shall be provided. Accordingly the Authority notified the first comprehensive tariff order in 1999. During the course of the years, Telecommunication Tariff Order, 1999 has undergone several changes and amendments to address new issues and situations.

Protection against hike in tariff

- i. A tariff plan once offered by a service provider shall be available to a subscriber for a minimum period of six months from the date of enrolment of the subscriber to that tariff plan.
- ii. The subscriber shall be free to choose any other tariff plan, even during the said six months period. All requests for change of plan shall be accepted and implemented immediately or from the next billing cycle.

Tariff plan with longer validity including lifetime tariff plans

- (i) Any tariff plan presented marketed or offered as valid for any prescribed period exceeding six months or as having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the consumer for the duration of the period as prescribed in the plan. In the case of lifetime or unlimited validity

plans, the plan is valid as long as the Service provider is permitted to provide such telecom service under the current license or renewed licenses. In the case of plans with lifetime validity or unlimited validity, the service provider shall also inform the subscriber of the month and year of expiry of their current license.

- (ii) For any tariff plan, the service provider is free to reduce tariffs at any time. However, no tariff item in a tariff plan can be increased by the service provider within the validity of the plan.

Tariff for roaming services

- (i) TRAI has put a ceiling limit on national roaming charges. For Pre-paid or Post-paid subscribers roaming outside his service area, the maximum permissible charges for voice calls and SMSs irrespective of the terminating networks, and irrespective of tariff plans are as below:

Rs. 0.80 per minute for outgoing local calls;

Rs. 1.15 per minute for outgoing National Long Distance (NLD)

Rs. 0.45 per minute for incoming calls;

Rs. 0.25 for outgoing local SMS;

Rs. 0.38 for outgoing long distance (inter-circle) SMS.

- (ii) Receiving SMS is free while on national roaming.
- (iii) Subscribers can also avail of free incoming calls facility while roaming if they subscribed to special roaming tariff plans offered by the service providers.
- (iv) There are also STVs offered by various service providers wherein while roaming tariff for calls, SMSs etc are either free or at discounted rates.

Safeguards for Prepaid subscribers

Majority of the mobile subscribers are prepaid subscribers. Some of the specific orders and directions intended to safe guard their interests are:

- The charges for replacement of lost/damaged SIM card shall be based on

cost with a reasonable mark-up.

- If there is any amount that is unused at the end of the validity period, this amount should be carried over to the renewed card, if such renewal is done within a reasonable, specified period.
- All services which do not affect “talk time value” including incoming voice calls / SMS shall continue to be available to the Pre-paid subscriber during the entire validity period even after the talk time value is exhausted.
- In case of straight tariff reductions, the subscriber should automatically get the benefit of such reduction without any precondition of any explicit action by the subscriber.
- Subscribers in the existing lifetime validity plans or unlimited validity plans can migrate to new lifetime plans or unlimited validity plans with lower entry fee without having to make additional payment or recharges.
- Every service provider should offer and make available to the consumer at least one top up voucher of Rs.10/- denomination for adding monetary value in the amount of pre-paid consumers.
- The processing Fee levied on top-up vouchers shall not exceed Rs.3/- or 10% of Maximum Retail Price whichever is less.

Safeguards for Postpaid subscribers

Postpaid subscribers have the right to obtain hard copy of the bill free of cost. Bills raised by service providers should contain sufficient information required by the customer and in case any customer requests for itemized bills relating to long distance calls, it should be provided free of charge.

Refund of security deposit

The Regulations on Quality of Service issued contain a parameter on refund of security deposits within a period of 60 days after closure of a connection. In case security deposit is not refunded within the stipulated period, service providers are required to pay interest at the rate of 10% per annum for the delay

Credit limit for post-paid consumers

A credit limit is set for every post-paid subscriber and the same has to be intimated to him in advance. The initial credit limit has to be intimated within 7 days of activation of the service.

- i. Consequences of usage and other applicable charges exceeding the credit limit as well as the manner in which the credit limit could be enhanced, also has to be intimated to the subscriber in advance.
- ii. When the usage and other applicable charges reaches 80% of the credit limit, an intimation to this effect should be provided to the subscriber.
- iii. On receipt of the intimation, the subscriber

has the option to make interim payments in whole or in part or to restrict his further usage so that the credit set for him is not exceeded.

- iv. Services to the subscriber cannot be disrupted until and unless the credit limit fixed for a consumer is exceeded, despite adequate intimation about the same.
- v. Irrespective of the level of credit limit, the services of a subscriber cannot be disrupted as long as the amounts due is below the amount of his security deposit.
- vi. The credit limit set for a post-paid customer has to be included in his monthly statement / bill.

Safeguards common to Pre-paid and post-paid Subscribers:

Tariff plan with pulse duration of one second

- Every service provider providing mobile service should offer to the subscriber at least one pre-paid and one post-paid tariff plan with pulse duration of one second for local and national long distance calls.
- This provision would not apply to calls terminating outside the country.

Tariff plans with misleading titles prohibited

- (i) No tariff plan should be offered, presented, marketed or advertised in

a manner that is likely to mislead the consumer. For example, title of a tariff plan, which suggests absence of rental, (e.g. 'zero rental') would be misleading if the plan has Monthly Mandatory Fixed Charge in one form or other.

- (ii) All monthly fixed recurring charges, which are compulsory for a subscriber under any given plan, should be shown under one head.
- (iii) Charges for CLIP facility cannot be made compulsory item of tariff for subscribers in any tariff plan. Whenever, CLIP charges are sought to be levied by the service providers it should be optional for the subscribers.

Publications of Tariff Plans

In order to facilitate the telecom subscribers to choose the tariff plans that best meet their needs, all service providers have been mandated to publish the tariff plans.

- (i) All the tariff plans should be made available to the consumers in the prescribed format at the Customer Care Centers, points of sale/retail outlets as well as on the website of the service providers.
- (ii) Whenever there is a change in any of the tariff plans, the service provider has to update the same in the prescribed formats on their website and in their customer care centre, and make

available the updated tariff plans in these formats by the 7th day of January, April, July and October at their points of sale and retail outlets.

- (iii) The service providers also have to publish all the tariff plans in prescribed formats in at least one regional language and one English newspaper at an interval not more than six months.

Tariff Advertisements

In order to ensure further transparency in telecom tariff offers and facilitate the telecom subscribers to choose the tariff plans that best meet their needs, instructions have been issued to all the service providers on 'Tariff Advertisements'.

- (i) Every advertisement published by the service provider must be transparent and non-misleading and the design, colour, font type & size, tone & volume of the advertisement be legible, audible and unambiguous;
- (ii) All tariff advertisements must disclose all material information which is likely to influence the decision of a subscriber in an unambiguous manner;
- (iii) All tariff advertisements must contain the website address and customer care number of the telecom service provider to enable the subscriber to obtain any information pertaining to the tariff plan.

Chapter 7

Value added Services

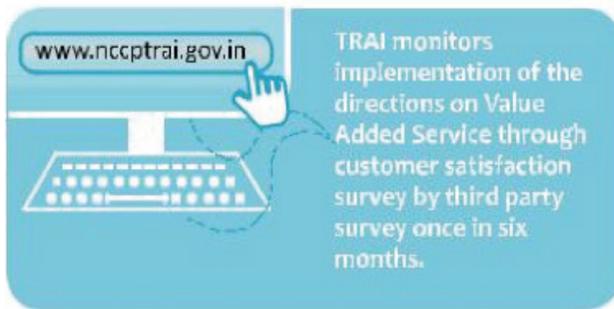
Instructions on activation and charging for value added service



- The service provider cannot provide any chargeable value added service without the explicit consent of a subscriber. Any value added service, which was earlier being provided free of charge cannot be made chargeable without the subscriber's explicit consent.
- The department of Telecom has allotted '155223' (toll free) as common short code for unsubscription of value added service.
- Prescribed procedure to be followed by service providers for unsubscription of VAS through this toll free short code.
- VAS can be charged to the subscriber only after getting verifiable confirmation from the consumer within 24 hours through consumer originated SMS or e-mail or FAX or in writing. As an alternative to this, the service providers can implement a double confirmation process involving third party gateway for obtaining explicit consent of the subscriber through different modes of activation so as to prevent activation of VAS without consent.
- If the subscriber disputes, that VAS was activated without his consent within 6 hours (for per day chargeable VAS) and within 24 hours for other VAS, the amount charged shall be refunded to the subscriber.
- Confirmation through SMS to be obtained for renewal of subscription where there is insufficient balance in the account of the customer.
- If there is insufficient balance in the account of prepaid subscriber, VAS cannot be automatically renewed

and money deducted on subsequent recharge without explicit consent of the subscriber.

- The service provider has to inform subscriber at least 24 hours before the due date of renewal of a subscribed value added service, the due date for renewal, the charges for renewal and the toll free telephone number for unsubscribing such value added services.



Deactivation of Value Added Services

A subscriber can deactivate or stop his VAS through a simple process by dialing or sending SMS to 155223 (toll free).

Using SMS:

- Message/Text the keyword “STOP” from the mobile number to 155223.
- Receive a reply from 155223 with a list of VAS products activated on that mobile phone.

For example-

To deactivate, reply with Service Number:

1. Caller tunes
 2. Cricket Alerts
 3. News Alerts
- The subscriber needs to reply to this message with the number of the service he wishes to deactivate.

Using IVR:

Subscriber may call 155223 and listen to the services currently active on his phone and select the service he wishes to deactivate.

For example-

To stop Caller tunes, press 1

To stop Cricket Alerts, press 2

To stop News Alerts, press 3

- Press the appropriate key to deactivate the service.

The subscriber will receive an SMS confirming his deactivation request through both modes (IVR/SMS) followed by an SMS confirming that his service has been deactivated.

TRAI has now mandated double confirmation by service provider for VAS to be embedded in the SIM also.

Chapter 8

Information Technology Tools for Subscribers' Empowerment

Use of IT in consumer empowerment:

TRAI has launched Quality of Service (QoS) Analytics Portal and developed various mobile apps to empower consumers by providing them tools to gain information about performance levels of service providers, share their experience with TRAI and register their preference and lodge complaints under UCC.

TRAI Analytics Portal

TRAI QoS Analytics portal (www.analytics.trai.gov.in) provides a graphical view on the map of India regarding performance of service providers on call drop (on all India level, service area level, district level and Base Transceiver Station (BTS) level), BTS density per square kilometer and network utilization so that the consumers can make informed choices based on quality of service of different service providers in their areas. This portal also provides information about the results of drive tests undertaken by TRAI in various cities and towns of country to assess mobile coverage and quality of different service providers.

Mobile Apps

TRAI MySpeed App : The App allows users

to measure his cellular data speed and to send the results to TRAI. The application also captures and sends coverage, data speed and other network information along with device and location of the tests but does not send any personal user information.



All crowd sourced results are reported anonymously and can be viewed on the interactive map based portal (www.myspeed.trai.gov.in). The data collected from users periodically help TRAI to create a self-representative picture of service providers' network performance which can be used by a consumer to make a informed choice regarding selecting a TSP for data services.

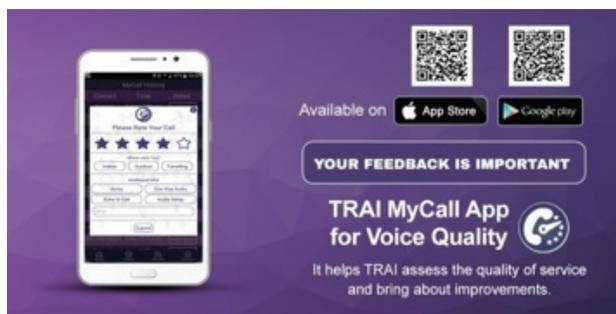
Key Features:-

- App has an in-built mechanism for running automated speed tests
- App can be viewed in Hindi language.

- In-App features to compare data experience across TSPs on map based dashboard.
- App respects consumer's privacy and no personal information is captured.
- Data speed results are reported along with geo-location stamp, packet loss, network delay
- App consumes minimal data for speed tests.
- Comparative analysis of Download/ Upload speed and coverage can be viewed on TRAI MySpeed Portal.
- All tests done through App are based on widely used algorithms.
- Can be downloaded free of charge from either Google play store or Apple store.

TRAI MyCall App: The TRAI MyCall App is an application for Crowd sourced Voice Call Quality Monitoring. The Application helps mobile phone users to rate their experience about voice call quality in real time and help TRAI gather subscribers experience data along with network data.

The app is intuitive and user friendly. Once the app is installed, a Pop-up requests the users to rate their call after it ends. Caller simply selects their rating in the form of stars and indicates if the calls were made indoor, outdoor or while travelling. Callers can also provide additional details such as noise or audio delay or mark a call as 'dropped'.



Key features:-

- Ability to provide real time Feedback.
- Historical & summarized feedback data.
- Feature to rate a call later from History & ability to rate multiple calls together.
- Map based feedback dashboards on the app.
- Configurable rating frequency settings and data sync settings.
- Hindi language support synchronized based on phone language setting.
- Option to mark call as dropped or poor network.
- Option to provide additional information such as background noise or audio delay.
- Can be downloaded free of charge from either Google play store or Apple store.

Do Not Disturb (DND 2.0 App):- The app helps users to register their mobile number, change his preference and monitor the status of his complaints with regards to UCC. This is based on TRAI Telecom Commercial Communication Customer Preference

Regulations. The App allows users to identify unwanted Call/SMS through in-built intelligence.



Key Features:-

- App has an in-built anti-SPAM engine.
- Anti-SPAM engine works on crowd sourced feedback and dictionary built-up process.
- App will suggest probable SPAM for unknown SMSs/ Calls.
- Users can also suggest/ mark unsolicited Calls/ SMS as SPAM.
- Users can register their mobile number under DND category.
- Registration status under DND can be checked and updated according to the preference.
- Register UCC complaint to the Telecom Service Provider upon receiving unwanted Call/ SMS.
- UCC complaint status can also be checked within the App.
- Can be downloaded free of charge either from Google play store or apple store.

Tariff Portal

Transparency is an important mandate of

TRAI. Presently TSPs publish tariff plans on their websites. To enable consumers to explore tariffs offered by different TSPs in different Licensed Service Areas (LSAs), TRAI has launched a Tariff portal namely 'www.tariff.gov.in'. The portal enables consumers to access tariff plans and other tariff instruments offered by TSPs at a single place and to make a comparative analysis to see which plan is best suited to their requirements.

Coverage Maps

TRAI has released Coverage Maps and Quality of Service (QoS) Portal viz. 'www.coveragemap.trai.gov.in' to facilitate consumers to ascertain network coverage and QoS being provided by Telecom Service Providers (TSPs) in the country.

The portal will enable consumers to check the mobile network coverage on geographical maps with provision to access the information TSP-wise, in terms of different Radio Access Technologies i.e. 2G, 3G, 4G, location and route path etc. Users will be able to explore the quality of coverage - whether High, low or no coverage in any area. Coverage comparisons based on the TSP or technology can also be done within the portal. Further the portal will also host the QoS Network KPIs like Drop Call Rate (DCR), BTS density etc. Both Coverage Map and QoS Portal will enable consumers to make informed choice based on the quality of network and QoS of the different service providers.

Chapter 9

Measures for enhancing Consumer Education and awareness

Consumer Outreach programme

The telecom sector is a high growth sector. Large percentage of new customers belongs to semi-urban and rural areas. Their awareness and exposure to various telecom related issues is limited. Hence TRAI organizes Consumer Outreach Programmes (CoPs) in different parts of the country to educate the consumers about various initiatives taken by it to protect their interests. The programmes also provide an opportunity to consumers to raise their issues with the Service Providers. These programmes also help TRAI to gain feedback from the consumers on various consumer centric issues including quality of delivery of service by the TSPs. Details of the programmes are regularly uploaded in advance on TRAI website to facilitate participation of people in the programme.

TRAI is also encouraging Consumer Advocacy Groups (CAGs) to conduct such awareness programmes at block and village level by providing them reasonable financial support.

Telecom Service providers are also organizing consumer education workshops

to enhance consumer education. Telecom service providers have been advised to cover 25% of the districts of the state(s) within their Licensed service area in a year so that all districts of the state(s) are covered in a span four years.

Scheme for Registration of Consumer Organizations

One of the important objectives of TRAI is to safeguard consumer interests and enhance consumer education and awareness. Clearly, it is not possible for TRAI to interact with all consumers. Consumer organizations or NGOs can, therefore, play an important role in providing the necessary linkage/interface between the consumers and TRAI.

TRAI has devised a scheme for registration of consumer organizations/NGOs to partner it in its endeavor to protect consumer interests. In this regard, TRAI has notified a Regulation '**Registration of Consumer Organizations Regulation, 2013**' dated 21.02.2013. The regulations, inter-alia, outlines the eligibility criteria, procedure and the roles expected from the consumer organizations.

Interested non-profit and non-political organizations can apply for registration under the scheme.

Regional workshop on capacity building of consumers organizations

TRAI conducts regional workshops for consumer education and capacity building of consumer organizations and NGOs registered with TRAI. These workshops provide a platform to the consumer advocacy groups (CAGs), service providers and TRAI to come together and deliberate

upon the consumers concerns and understand the local concerns. Sessions on various technological and other important developments happening in the telecom sector are also held for capacity building of CAGs and other consumers.

Consumer Education Literature and Media Campaigns

TRAI also regularly undertakes media campaigns in print and electronic media on important issues of consumer interest for wider publicity and public awareness.

Chapter 10

Saving Telephone Numbers in mobile handset and dialing procedures for call/SMS

It has come to the notice of TRAI that there had been several instances of incorrect dialing of landline/mobile number by subscribers, resulting in charging for the calls. Consumers may please note the dialing procedure and the method for saving of telephone numbers in the mobile handset.

Saving mobile numbers in your handset:

(a) Saving local mobile number in mobile phones (for example number 9812345678):

Correct	Remarks
98123456789	However, if you are roaming outside the service area you will not be able to dial the number from your contact list in the handset
+9198123456789	It is better to save the number in this format as one can easily use the number from contact list even if he is on roaming. Tips: One can always save in this format if he saves a number based on the incoming call details

Incorrect	Remarks
009812345678	The call or SMS may get charged at international rates
+9812345678	The call or SMS may get charged at international rates

(b) Saving landline numbers in mobile phones:

Save landline numbers in mobile phones with the STD code, for e.g. for saving a Delhi number prefix '011' followed by the number. The same number can also be saved with the prefix '+9111'

DIALING TIPS

Do

1. Any mobile number, whether local or outside the service area, can be dialed from a mobile phone from anywhere in the country with prefix '+91', for e.g. +919922345678.
2. For making a call or SMS from a mobile phone to any local mobile number, you can dial the mobile number without any prefix.
3. For making a call or SMS from a mobile phone to any mobile number outside your service area, dial the mobile number with prefix '0' or '+91' e.g. 09922345678 or +919922345678.
4. Dial a non-local landline number from a landline phone by prefixing STD code to the number, e.g. For calling Chennai from

any place outside Chennai, the telephone number should be prefixed with 044.

5. Dial international numbers with prefix '00' or + followed by the country code & the number.

Do not

1. Do not dial or send SMS to any Mobile number, whether local or outside the service area, (unless one is sure of the number or wants to make an international call) with prefix '00' e.g. 009812345678 or with only prefix '+' e.g. +9812345678 as the call or SMS may be charged at international rates.
2. Do not dial for a missed call from any unknown number prefixed with country code other than '+91'. This may attract huge international charges.

Chapter 11

Frequently Asked Questions (FAQs)

A. Broadband

Q1. What is the minimum download speed prescribed for broadband service provider?

A. As per quality of service of broadband service regulations, 2014 a minimum download speed of 512 kbps will be provided to an individual subscribers by the service provider.

Q2. What is the fair speed usage limit in case of unlimited data plan?

A. This is the limit of data consumption upto which the subscriber gets the promised speed. After the limit gets exhausted, the speed is reduced. TRAI has mandated the Telecom Service Provider clearly specifying their fair usage limit and the data speed to be provided after the fair usage limit gets exhausted, which in the case of a broadband connection should not be below 512 kbps.

B. Plans & Tariff

Q1. Is there a minimum validity period prescribed for tariff plans?

A. A tariff plan, once offered by a service provider, shall be available to a subscriber

for a minimum period of SIX months from the date of enrolment of the subscriber to the tariff plan. This implies that no tariff component of that plan can be hiked for a period of 6 months from the date of enrolment of a subscriber to that tariff plan. Service providers may though reduce the tariff, which will be beneficial to the subscriber. Subscribers are free to move to other tariff plans of their choice at any time.

Q2. What are the roaming charges for my network?

A. The roaming charges vary from one service provider to another. A subscriber can know about roaming charges by contacting his service provider. However TRAI has put a ceiling limit on national roaming charges that can be charged by Service providers from subscribers. The present ceiling limits are as follows:

- Rs. 0.80 per minute for outgoing local calls.
- Rs. 1.15 per minute for outgoing National Long Distance (NLD).
- Rs. 0.45 per minute for incoming calls.
- Rs. 0.25 for outgoing local SMS.

- Rs. 0.38 for outgoing long distance (inner-circle) SMS.
- Receiving SMS is free while on national roaming.
- There are no roaming charges on data usage.

C. Prepaid

Q1. A prepaid subscriber feels that he is being overcharged. Can he get itemized usage details in respect of his mobile connection?

A. Yes, if a prepaid subscriber makes a request for itemized usage details, the service provider is required to supply to him the same for a period of six months preceding the month in which the request has been made. The service provider may charge a reasonable cost not exceeding Rupees Fifty for providing such details.

D. Recharge coupons & Top-ups

Q1. Is it permissible for service providers to charge processing fee on talk-time top-ups?

A. Service provider shall not charge fixed charges / processing fees etc., on exclusive talk-time top-ups. However, nominal fee not exceeding 10% of the top up value subjected to the ceiling of Rs. 3/- towards administrative cost as well as applicable service tax can be levied.

E. VAS

Q1. How to deactivate VAS on mobile services?

A. Consumer can deactivate or stop VAS through a simple process by dialing or sending SMS to 155223 (toll free).

Using SMS: Message/Text “STOP” from the mobile number to 155223.

Receive a reply from 155223 with a list of VAS products activated on your phone.

Press the appropriate key to deactivate the service.

SMS confirming deactivation request (IVR/ SMS) followed by another SMS confirming that service has been deactivated will be sent by the operator.

F. Mobile Number Portability

Q1. What is Mobile Number Portability?

A. Mobile Number Portability is a facility which allows a subscriber to retain his mobile telephone number when he/she moves from one service provider to another service provider in the same or different service area, or when he/she moves from one service area to another service area of the same service provider within the country. It is a powerful tool in the hands of a subscriber. If a subscriber is not satisfied with services or tariff of his current service

provider, he/she can port his/her number to another service provider of his/her choice.

Q2. How can a subscriber port his number?

A. 1) A subscriber is required to obtain a UPC from his current service provider. For this send a message PORT <space> Mobile Number (Eg: PORT 7777777777 to 1900. Note down the UPC. The UPC is valid for 15 days (30 days in case of J&K, NE & Assam Service Areas).

2) Go to the nearest Customer service centre of the operator you want to shift to and fill the CAF and Porting Form. In the form, you have to mention UPC Code. The customer centre will give an empty SIM, after your payment and document submission. You will receive an acceptance message to confirm the porting.

3) Change over takes place within a maximum of 7 working days (15 working days in case of Jammu & Kashmir, Assam, and North East service areas). You will get an SMS from the operator with the date and time for porting. The service disruption time shall be around 4 hrs during night time of the date/time of porting.

4) Insert the new SIM in your phone. Now

you are on the network of your new service provider with the old number.

Q3. Are there any charges for MNP?

A. TRAI has reduced the ceiling for porting charge from an earlier amount of Rs.19/- to Rs.4/-..

G. Redressal of Consumer Grievances

Q1. Can TRAI help a consumer in resolving individual complaints?

A. The TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. As per the Telecom Consumers Protection Regulations, 2012, a subscriber is required to take recourse of the two tier mechanism of 'call centre' and the 'Appellate authority' of the service provider for having the grievance redressed.

H. TRAI Apps

Q1. What are the different types of TRAI apps available and in which operating system?

A. There are 3 TRAI apps available namely Do Not Disturb (DND 2.0), MySpeed (TRAI) and TRAI MyCALL. These 3 apps are available in Android iOS.

[Note: Comprehensive FAQs covering various aspects of telecom services are available at TRAI website at <https://traigov.in/consumer-info/telecom/faq-category-listing>]

Annexure 1

Important QoS parameters (Basic and Cellular Mobile Services)

Sl. No.	QoS parameter	Benchmark
1.	Provision of landline telephone after registration of demand	Within 7 days (subject to technical feasibility)
2.	Shifting of landline telephone connection	95% of requests to be attended within 3 days
3.	Fault repair in urban areas (landline)	At least 85% by next working day and 100% within 5 days
4.	Fault repair in rural and hilly areas (landline)	At least 75% by next working day and 100% within 7 days
5.	Resolution of billing/charging complaints	At least 98% within 4 weeks and 100% within 6 weeks
6.	Period of applying credit/waiver/adjustment to customer's account on resolution of complaints	Within one week of resolution of the complaint
7.	Termination/closure of service	Within 7 days
8.	Refund of Security deposit after closure	100% within 60 days

Annexure 2

Important QoS parameters (Broadband)

Sl . No.	QoS parameter	Benchmark
1.	Service provisioning/activation time	100% cases in <15 working days (subject to technical feasibility)
2.	Fault repair/restoration time	99% within 3 days. Rebate: Faults pending for > 3 days and < 7 days: rebate equivalent to 7 days of minimum monthly charge or usage allowance. Faults pending for >7 days and < 15 days: rebate equivalent to 15 days of minimum monthly charge or usage allowance. Faults pending for > 15: one month rebate equivalent to 1 month of minimum monthly charge or usage allowance.
3.	Resolution of billing complaints	100% within 4 weeks
4.	Refund of deposits after closure	100% within 60 days
5.	Broadband connection speed (download)	Subscribed broadband connection speed to be met > 80% from ISP Node to user.

Annexure 3

State Wise List of Consumer Advocacy Groups (CAGs) Registered With TRAI

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
Andhra Pradesh		
1	Rural Action for Social Services, K.J. Puram (Village), S.K.R. Puram (Post), V.R. Kuppam (Via), Palasamudram (Mandal), Chittoor District-517509 (AP)	Shri P. Chittibabu Secretary 08577-274219, 09966173086 ruralaction2002@yahoo.co.in, ruralaction2012@gmail.com
2	P.S.S. Educational Development Society, Erragudur-518442, Pamulapadu-Mandal, Kurnool-District, Andhra Pradesh	Dr. Bathula Sanjeevarayudu Secretary 09849092941 psseds123@gmail.com
3	Sangeeta Rao Educational Society, 38/107, Minchin Bazar, Kurnool-518001 (AP)	Shri A. Madhu Babu President 09885135115 Ses5994@gmail.com
4	People's Action in Development (PAID), Post Box No. 127, SV University Tirupati (A.P.)	Shri P. Gangadharam, President 09441557447 paidngo7@gmail.com, paid_ngo@yahoo.co.in
5	Consumers Guidance Society, Door No. 57-14-16, 2nd Lane New Postal Colony Church Road, Patamata Vijaywada-520010 (A.P.)	Ch. Divakar Babu Secretary 0866-2495324 07013539373, 09440390370, 08801214141 cgsvja@gmail.com divakarbabuc@gmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
Assam		
6	Consumers' Legal Protection forum (CLPF), H.No. 48, 2nd Floor, Ananda Nagar, Sixmile, Guwahati-22 (Assam)	Shri Ajoy Hazarika Secretary M-09854639321 clpfassam@rediffmail.com
7	Gram Vikas Parishad, Vill-Rangaloo, PO-Jumarmur, Via- Kathiatoll, Distt. Nagaon PIN -782427 (Assam)	Shri Sirajuddin Ahmed General Secretary 0367-2231164 (Telefax) 09435060538 sirajuddin60538@gmail.com, gramvikasparishad@gmail.com
Bihar		
8	Sanrakshan, 101, Ashray Mahesh Apartment Boring Road Patna -800 001, (Bihar)	Shri J.K. Bhagat, Managing Trustee 0612-2534134 (Telefax) 09431496489 sanrakshan_goal@yahoo.co.in
Chandigarh		
9	Consumers Association Chandigarh 7,F.F. Karuna Sadan, Sec.11-B, Chandigarh	Shri R.K. Kaplash, Chairman 0172-2745170, 09814173342 cfc_chd@yahoo.co.in, cfc@yahoo.co.in kaplash.cfc@gmail.com,
10	Citizen Awareness Group #2812/38-C Chandigarh	Shri Surinder Verma, Chairman 09317708805, 09417008805 09643818805 citizenawareness@yahoo.com, citizenawarenessgroup@gmail.com
Chhatisgarh		
11	SAMARPIT, Centre for Poverty Alleviation and Social Research, 37, Geetanjali Enclave, Ring Road No.2, Bilaspur (Chhatisgarh)-495001	Dr. Sandeep Sharma, President 07752-402731, 09893428881 samarpitcg@gmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
Delhi		
12	Voluntary Organization in Interest of Consumer Education (VOICE), O-45, Basement, Lajpat Nagar-II, New Delhi-110024	Shri Ashim Sanyal, COO & Secretary 011-47331000, 47331025 011-29849081 (Fax) cvoice@vsnl.net, coo@consumer-voice.org
13	Dignity Restoration and Grievance Settlement Association, B-4/84/2, Safdarjung Enclave, New Delhi-110029	Shri Arun Kumar, President 09540003999, 09818003999 director@dignityindia.org arunkumar@dignityindia.org
14	Consumer Coordination Council (CCC) Plot No. 89, 2nd Floor, Chilla Village, Near Amity International School, Mayur Vihar Phase-I Ext. New Delhi-110091	Smt Neetu Chauhan, Secretary 79820557584 ccc.secretriati@gmail.com director.coreccc@gmail.com
Gujarat		
15	Bhavnagar Grahak Suraksha Mandal, Crescent Circle, Sardar Smruti, Bhavnagar-364001 (Gujarat)	Manibhai Gandhi, President Prakashbhai Bosamia, Hon. Secy. 9428408383 (President) 9426971177 (Hon Secy) bgsms82@gmail.com
16	Seva Bharti Foundation, Shop No. 20, Kailash Nagar Shopping Centre, Behind S.T. Workshop, Bhuj, Kutch-370001	Shri Jadeja Manubha Khetubha Managing Trustee 02832-227746, 227745 09978713524 Seva_bharti@ymail.com Mjadeja796@gmail.com
17	Rajkot Saher Jilla Grahak Suraksha Mandal, 329, Popatbhai Sorathia Bhavan, Sadar Bazar, Rajkot – 360 001 (Gujarat)	Smt. Ramaben R. Mavani, President 0281- 3041329, 2471120, 3047888 0281-2471122 (Telefax) 09426201611, 09374208474 mavaniramb@sancharnet.in ramjibhaimavani@gmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
18	Shree Jagruti Grahak Suraksha Mahila Mandal, K.C. Chamber, Ground Floor, Kavi Nanalal Marg, Opp Babu Bavala, Rajkot-360001 (Gujarat)	Ms Deepaben Korat, President Off-0281-3047888, 3041329 Fax-0281-2471120/2471122 grahakjagruti@gmail.com
19	Consumer Protection Association, Vishwakarma Nagar, Himmatnagar Distt. Sabarkantha-383001 (Gujarat)	Dr. Kashyapnath, President 02772-240636 09413118426 Knath21@yahoo.in, cpahmt@gmail.com
20	Jhalod Taluka Grahak Shuraksha Mandal, AT&PO Pethapur, Taluka-Jhalod, Dist-Dahod, Via-Limdi, PIN-389180 (Gujarat)	Shri Rameshchandra P. Panchal President 02679-225551(O), 233648(R) 09426224662 panchalrameshbhai@gmail.com
Haryana		
21	Grahak Sahayak Gurgaon, 32 BVM, DLF Qutab Enclave-II, Gurgaon-122002	Shri Ram Avtar Yadav, President 0124-2350732 09810428285, 08527788256 grahaksahayakgurgaon@gmail.com
22	Haryana Technical Association, H.No. 3542, Urban Estate Jind (Haryana)-126102	Shri Hitesh Dhanda, President 09813363001, 08930432777 htaharyana@gmail.com
Himachal Pradesh		
23	Himachal Upbhokta Sanrakchan Parishad (Regd.), Verma Complex, Ist. Floor, NH-22 Shoghi, Shimla (H.P.)	Shri Shiv Dutt Bhardwaj, President 0177-2661284 (Telefax) 09418458760 hpuspsml@gmail.com
Jammu & Kashmir		
24	Helpage Social Welfare Society, 380/6, Opp. SBI, Transport Nagar, Jammu-180006	Shri Surinder Singh, Chairman 09697111663, 09796216722 Helpagesociety823@gmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
Jharkhand		
25	Mahila Kalyan Samiti Dhori, Staff Colony, Near Dhori Dispensary, P.O. Dhori, Distt. Bokaro (Jharkhand)-825102	Dr. Shyam Kunvar Bharti, General Secretary 0654-9222117 (Telefax) 09955509286 mksdbharti@rediffmail.com, mahilakalyans@gmail.com mksdb@outlook.in
Karnataka		
26	Consumer Care Society 593, 24th Cross Banashankari II Stage, Bangalore -560070 (Karnataka)	Shri Ravindra Nath Guru, President 080-26713616 (Telefax), 09845683220 ccsbng@gmail.com
Kerala		
27	Consumers' Association Hotel Soorya City Sudhevan Road, Sultanpet, Palakkad-678001 (Kerala)	Shri Surendran P.A., General Secretary 0491-2803467 09446059952, 07025659952 0491-2569952 (Fax) surendranpdca@gmail.com consumersorg@gmail.com
Madhya Pradesh		
28	National Centre for Human Settlements and Environment (NCHSE), E-5/A, Girish Kunj, Arera Colony, Bhopal – 462016 (MP)	Dr. Pradip Nandi, Director General 0755-2465306, 2463731, 4277074 0755-2465651 (Fax) nchsebpl@gmail.com
Maharashtra		
29	Vasundhara Sevarth Samajik Sansodhan ani Vikas Seva Sanstha At. Post- Nanand, Tq. Nilanga, Distt. Latur (MH)-413521	Shri Deelip Venketrao Patil Secretary 09422179776 vasu_ausa@rediffmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
30	Consumer Guidance Society of India, Block-J, Azad Maidan, Opp. Cama Hospital, Mahapalika Road, Mumbai – 400 001	Dr. M.S. Kamath, Hon. Secretary 022-22621612 022-22659715(Telefax) cgsibom@gmail.com
Mizoram		
31	Mizoram Consumers' Union Hqrs. Aizawl, Lalat Chamber, Tuikual 'S' Temple Square, Aizawl-796001	Dr. Chawngsailova General Secretary 0389-2311514 (Telefax) mizoconsumer@gmail.com
Odisha		
32	Odisha Consumers Association Debajyoti Upovhokata Kalyan Bhawan, Bishwanath Lane Cuttack (Odisha)-753002	Shri Prasanta Kumar Jena General Secretary 9437311581, 8328965765 Prasanta_jena123@yahoo.co.in Knj1345@gmail.com
33	Gangotree Social Organisation, AT- Plot No. 1325/3037, K.B. Lane, Old Town, Bhubaneswar-751002 (Odisha)	Shri Rabi Narayana Sahoo Secretary 0674-2436392, 09438464630, 09040587092 gangotreeorg@rediffmail.com gangotreeorg@gmail.com
Rajasthan		
34	Upbhokta Sanrakshan Samiti, 1/262, Nai Abadi, Ward No. 15, Sangaria, Dist Hanumangarh (Rajasthan) PIN-335063	Shri Sanjay Arya President, 01499-253222 president@uss-sangaria.org www.uss-sangaria.org
35	Consumer Unity & Trust Society, D-217, Bhaskar Marg, Bani Park, Jaipur-302016 (Raj)	Shri George Cheriyan, Director 0141-5133259, 2282823, 2282482 0141-4015395 (Fax) cart@cuts.org, gc@cuts.org

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
36	Navjeevan Society, 19, Sharma Colony, 22- Godown, Jaipur-302019 (Raj)	Shri Rajendra Sharma, President 0141-4061405 (Fax), 09461164426 info.navjeevan@gmail.com
37	Upbhokta Margdarshan Samiti "UMAS" Rajiv Gandhi Upbhokta Bhawan, Near 12 & 10 Sector, Chopasni Housing Board, Jodhpur-342008 (Raj)	Shri Liyakat Ali, Secretary 0291-2701515 09414247640 0291-2701888 (Fax) liyakat_ali9@yahoo.co.in
38	Maruti Seva Samiti, 173/12, Ashok Nagar, Nr. Maya Misthan Bhandar, Udaipur (Raj)-313001	Shri P. K. Jhanwar, President 0294-2419333, 09414168532 marutisewasamiti@yahoo.com Pramodjhanwar72@gmail.com
Tamilnadu		
39	Rural Organisation for Social & Education Trust (Rose Trust) 15-G, IInd Floor, Baskaranar Building, T. Palue Road, Jayankondam-621802 Ariyalur Distt. (TN)	Shri John K. Thirunavukkarasu Managing Director 04331-250251 09345487870, 09442617653 rosetrust2007@gmail.com
40	Citizen Consumer & Civic Action Group, New No. 246. Old No. 277-B, T.T.K. Road, Chennai-600018	Ms. S. Saroja, Director-Consumer Advisory & Outreach 044-24994458/24660387 helpdesk@cag.org.in
41	Ford Trust, "KUDIL", Maruthangudi, Siravayal Post, Karaikudi – 630214 (TN)	Shri C. Paul Alaga Rasan, Project Director 04577-264334, 264331 09788979901, 08124126966 fordtrustindia@yahoo.co.in
42	Consumer Research, Education, Action, Training and Empowerment, 2/84, Melachatram Street, Paramakudi, Ramanathapuram dist., Tamilnadu, PIN-623707	Prof. Dr. P. Duraisingam Chairman 0452-297180 09443381816 createdurai@gmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
43	Federation of Consumer and Service Organisations, No. 5, 4th Street, Lakshmipuram, Tiruchirappalli-620010 (TN)	Shri M. Sekaran, President 0431-2201682, 09443156100 fedservorg@gmail.com
44	Women Action Group (WAG) Gangavalli (PO), Attur Taluk, Salem District, Pin 636105 (TN)	Smt. G. Mohana, Secretary 04282-232852, 04282-232219 (Fax) 07502206249 swagsk_sk@yahoo.co.in
Telangana		
45	Society for Health and Agricultural in Rural Environment (SHARE), D.No.7-11-208/1, Pragathi Nagar, Kothagudem-507101 Khammam-Dist, Telangana.	Shri R. Prabhakar Rao, President 09491357917, 09989747370 Share108@gmail.com
46	Action for Girijan Development, #9-1-182/6E, Shanti Nagar, Bhadrachalam-507111, Khammam District, Teleangana	Shri P.H.B.S.V. Prasad, Project Director 08743231554, 9849113073 Agdngo_bcm@rediffmail.com
Uttar Pradesh		
47	Manav Kalyan Society. Moh. Chashrien, B-24, Barwan Distt. Bijnor (U.P.)-246701	Shri Shehzed Husauin, Manager 09837061925, 08057559824 manavkalyansociety@gmail.com
48	Bhartiya Manav Kalyan Samiti, 12, First Floor, Dharam Market, Atta, Sector-27, Noida, Dt Gautam Budh Nagar (UP)	Shri S.C. Sharma, President 9868883635 humanwelfare2016@gmail.com
49	Upbhokta Sanrakchhan & Kalyan Samiti, Upbhokta Bhawan, 119/354, Darshan Purwa, Gumti No. 5, Kanpur Nagar-208012 (UP)	Shri Padam Mohan Mishra, Secretary 0512-2217840,09450156430 consumertalk9@rediffmail.com cosumerk2@gmail.com

Sl.No.	Name and address of the Consumer Organisation	Contact Person Telephone/Mobile No. & E-mail Ids.
50	Bharat Jyoti, 46, Diamond Dairy, Kabir Marg, Lucknow-226001 (U.P.)	Mr. Vijay Acharya, Founder President 0522-2237899 9415028127 bharat.jyoti@yahoo.co.in
51	Consumer Guild, E-5/140, Rajaji Puram, Lucknow-226017 (UP)	Shri Abhishek Srivastava Chairman 09450360760, 09936232288 consumerguild@rediffmail.com
West Bengal		
52	Islampur Ramkrishnapally Rural Welfare Society, At. Ramkrishnapally P.O. & P.S. Islampur PIN-733202 Distt. Uttar Dinajpur (WB)	Shri Abdul Alim Parvej Secretary 03526-257723 (telefax) 09434458614 irrwsgo@gmail.com
53	Federation of Consumer Associations, West Bengal, Premlata, 39, Shakespeare Sarani, 7th Floor, Room No. 701, Kolkata (W.B.)	Ms. Mala Banerjee, President 033-22805927 (Telefax) fcawb@cal2.vsnl.net.in
54	Deepalaya 556, Dr. A.K. Paul Road, Kolkata-700034 (W.B.)	Shri Pranab Kumar Ghosh Secretary 09903278064, 09038467832 deepalaya_wb_ngo@yahoo.co.in
55	Chatatar Chalanika, At-Chatatar, PO-Pathardih, PS-Baghmundi, Dist-Purulia (WB), PIN-723152	Shri Bijoy Kumar Secretary 03252250044 09002784978, 8016407307 cchalantika@gmail.com





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Mahanagar Doorsanchar Bhavan
Jawaharlal Nehru Marg, New Delhi-110002
Website: www.trai.gov.in