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TELECOM REGULATORY AUTHORITY OF INDIA
NOTIFICATION
New Delhi, the 02nd November, 2026

TELECOM CONSUMERS COMPLAINT REDRESSAL (FOURTH AMENDMENT) REGULATIONS, 2026
(07 of 2026)

No. C-23/1/(1)/2026-CA---- In exercise of the powers conferred by section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), the Telecom Regulatory Authority of India hereby makes the following regulations further to amend the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012), namely: -

1. **Short title and commencement. —**
   (1) These regulations may be called the Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026.
   (2) These regulations shall come into force after thirty days from the date of their publication in the Official Gazette, except –
      (i) regulation 12, regulation 16, regulation 17 and regulation 20, which shall come into force after sixty days; and
      (ii) sub-regulations (c), (f), (g) of regulation 4 and regulation 21, which shall come into force after ninety days,

   from the date of publication of these regulations in the Official Gazette.

2. In regulation 1 of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) (hereinafter referred to as the "principal regulations"), for sub-regulation (3), the following sub-regulation shall be substituted, namely: -
   "(3) These regulations shall apply to all service providers providing
      (i) Access service; and
      (ii) Internet service:

   Provided that nothing contained in these regulations shall apply to an Internet Service Provider whose total number of subscribers on the last day of the preceding financial year does not exceed ten thousand:

   Provided further that an Internet Service Provider covered under the first proviso shall establish a suitable mechanism for redressal of consumer complaints and may voluntarily follow the provisions of these regulations:

   Provided also that where, after the publication of the Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026, the total number of subscribers of an Internet Service Provider exceeds ten thousand, such Internet Service Provider shall comply with the provisions of these regulations within thirty days from the last day of the month in which its subscriber base exceeds ten thousand, except --

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(i) regulation 11, regulation 14A, regulation 15 and regulation 18, which shall be complied with within sixty days; and

(ii) sub-regulations (3), (9), (10), (11) and (12) of regulation 3 and regulation 18A, which shall be complied with within ninety days,

after the date of publication of these regulations in the Official Gazette.

Explanation. — For the purposes of this proviso, the periods of thirty days, sixty days and ninety days shall be computed from the last day of the month in which the subscriber base of the Internet Service Provider crosses ten thousand.".

3. In regulation 2 of the principal regulations, --

(a) for clause (b), the following clause shall be substituted, namely: -

"(b) **"Access Services"** means the telecommunication services provided by a licensee or authorised entity to users for conveyance of voice or non-voice messages through wireline or wireless telecommunication network;";

(b) clause (e), clause (f) and clause (g) shall be deleted;

(c) after clause (h), the following clause shall be inserted, namely: -

"(ha) **"Complaint Monitoring System"** means any World Wide Web-based system using client server architecture or other similar architecture, established under sub-regulation (1) of regulation 6, to register, track or monitor and manage complaints, appeals, service requests and service queries of the consumer;";

(d) after clause (j), the following clause shall be inserted, namely: -

"(ja) **"Feedback Survey"** means online consumer feedback obtained after the resolution or closure of the complaint or appeal;";

(e) after clause (k), the following clauses shall be inserted, namely: -

"(ka) "Grievance Redressal Mechanism" means the mechanism established by a service provider for redressal of consumer grievances, comprising of Complaint Centre, Complaint Monitoring System and the Appellate Authority;";

(kb) **"Internet"** is a global system that —

(i) is logically linked together by a globally unique address, based on internet protocol or its subsequent enhancements or upgradations; and

(ii) is able to support communications using the transmission control protocol or internet protocol suite or its subsequent enhancements or upgradations, and all other protocols compatible with internet protocol;";

(f) for clause (l), the following clause shall be substituted, namely: -

"(l) **"Internet Services"** means the telecommunication services to access the internet;";

(g) for clause (m), the following clause shall be substituted, namely: -

"(m) **"Originating Access Provider"** or **"OAP"** means the Access Provider who has provided the telecom resources to a sender of commercial communication as defined in Telecom Commercial Communications Customer Preference Regulation 2018;";

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(h) for clause (o), the following clause shall be substituted, namely: -
"(o) **"Service Provider"** means any entity having a license under the Indian Telegraph Act, 1885, or an authorization under the Telecommunications Act, 2023, for providing services covered under sub-regulation (3) of regulation 1;";

(i) after clause (p), the following clause shall be inserted, namely: -
"(pa) **"Service Query"** means any query made by the consumer regarding the services provided by the Service Provider;";

(j) for clause (r), the following clause shall be substituted with namely: -
"(r) **"Terminating Access Provider"** or **"TAP"** means the Access Provider of which a subscriber is the recipient of commercial communication as defined in Telecom Commercial Communications Customer Preference Regulation 2018;";

(k) clause (s) shall be deleted.

4. In regulation 3 of the principal regulations, --

(a) for sub-regulation (1), the following sub-regulation shall be substituted, namely: -
"(1) Every service provider shall establish a Complaint Centre for redressal of complaints and for addressing service requests and service queries of its consumers:

Provided that the complaint centre established by the service providers before the commencement of the Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 shall continue to be the Complaint Centre for the purpose of these regulations and shall be made compliant with these regulations within the stipulated timelines:

Provided further that a service provider, who is providing different services in a licensed service area, may, at its option, set up one or more Complaint Centres, being common or separate, for such services being provided by it:

Provided also that a Complaint Centre for a service area shall provide the service in at least one of the other official languages of the states in the licensed service area, where applicable, in addition to Hindi and English, as per the option exercised by the consumer:

Provided also that the Complaint Centre shall register appeal, if any, preferred by the consumer through Consumer Care Number or through a separate dedicated number.";

(b) sub-regulation (2) shall be deleted;

(c) for sub-regulation (3), the following sub-regulation shall be substituted, namely: -
"(3) Every Complaint Centre shall operate round the clock on all days of the week and shall provide efficient consumer assistance through human representatives or automated systems or AI agents or other customer-centric technological solutions, or a combination thereof, round the clock:

Provided that consumer assistance through a human representative shall be made available for a minimum of sixteen hours daily, on all days of the week:

Provided further that consumer shall get a notification that he is communicating with an AI Agent as and when such a situation occurs.

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Provided also that automated systems or AI agents or other consumer-centric technological solutions deployed at Complaint Centre shall operate with appropriate human oversight.

Provided also that the Complaint Centre shall register appeals round the clock and shall provide assistance through a human representative for registration of appeals during the hours when human representatives are available at the Complaint Centre.";

(d) for sub-regulation (7), the following sub-regulation shall be substituted, namely: -
"(7) The Consumer Care Number shall not be chargeable to consumers";

(e) in sub-regulation (8), the words "for Basic telephone services, Cellular mobile telephone service and Internet service," shall be deleted;

(f) for sub-regulation (9) the following sub-regulation shall be substituted, namely: -
"(9) Every service provider shall ensure that automated systems such as IVRS, conversational AI agents or any other consumer-centric technology, if installed on a Consumer Care Number, provides options for –

(a) Language selection
(b) selecting the nature of request from among the following;
    (i) 'Complaints',
    (ii) 'Appeals',
    (iii) 'Service Request/Query';
(c) accessing context-specific sub-menu for each category of complaint, appeal, service request or service queries;
(d) connecting with a human consumer care representative from within each category referred to in clause (b); and
(e) availing a call-back facility where the consumer is waiting in a queue to connect with a human consumer care representative.";

(g) after sub-regulation (9), the following sub-regulations shall be inserted, namely: -
"(10) Every service provider shall ensure that a consumer is able to register complaints or appeals and raise service request or service queries through their web portal/ website as well as mobile application, and each of these should provide options for -
(a) selecting the nature of request from among the following;
    (i) 'Complaint',
    (ii) 'Appeal',
    (iii)'Service Request or Query'
(b) accessing a context-specific sub-menu for each category under complaints, appeals, service requests or service queries through automated systems, chatbots, AI agents or other consumer centric technologies;
(c) entering text or voice note to allow the consumer to share the details of their issue, in case they wish to give additional information;
(d) receiving regular updates and information regarding the status, actions taken, and projected resolution timelines for their complaints through the application interface, until final resolution, including -

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(i) the initial update regarding the acknowledgement of service request/complaint with docket number;
(ii) the relevant information regarding expected time for resolution and information about allotment of technician/ service engineer, if required;
(iii) acknowledgement of delay in case a complaint resolution is likely to exceed the anticipated time, as informed to the consumer under sub-clause (ii), along with reasons for such delay and the estimated timeline for resolution;
(iv) a confirmation message, once the complaint is closed, with Feedback survey link.

(11) Service Provider may also enable a consumer to register complaints or appeals and raise requests or queries through any other consumer-centric technological solutions (including chatbots, AI agents, messaging platforms such as WhatsApp etc.).

Provided that all such solutions, either already deployed or that may be deployed in future, shall provide the same options provided under sub-regulation (9) and sub-regulation (10).

(12) Every service provider shall, for the purpose of making Information and Communication Technology accessible to Persons with Disabilities (PwD), -
(a) equip dedicated desks or helplines in their Complaint Centre or Consumer support centres, with personnel or assistive technology capable of receiving calls from PwDs;
(b) route the calls from PwD category subscribers to such dedicated desk or helpline and ensure that necessary step-by-step assistance is provided to them; and
(c) ensure that their mobile app and website and portal have accessibility features in accordance with the applicable guidelines or standards on accessibility for Persons with Disabilities issued by the Government of India as amended from time to time.".

5. In regulation 4 of the principal regulations the following changes shall be made, namely:
(a) In sub-regulation (1), the words "within forty-five days from the date of commencement of these regulations,", shall be deleted,

(b) After sub-regulation (1), following proviso shall be inserted

"Provided that the General Information number already established by the service providers shall continue to be operational for the purpose of these regulations."

(c) In second proviso, the words "*that*" shall be substituted with "*further that*" and the words "toll free" shall be substituted with "non-chargeable".

6. In regulation 5 of the principal regulations, -
(a) in sub-regulation (1), --
i. the words "within forty-five days from the date of commencement of these regulations,", shall be deleted,
ii. for clause (a), the following clause shall be substituted, namely: -
"(a) public notice in a leading newspaper each in Hindi, English and additionally at least one of the other official languages of the state, where applicable, in the licensed

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service area and such notice shall be given below the regular commercial advertisement of the service provider;";

iii. for clause (b), the following clause shall be substituted, namely: -
"display on the website of the service provider, as well as on the mobile application";

iv. for clause (c), the following clause shall be substituted, namely: -
"(c) disseminate the Consumer Care Number and other mandatory consumer information to all consumers through SMS broadcast at least once every six months;";

(b) after sub-regulation (3), the following sub-regulation shall be inserted, namely: -

"(4) Every service provider shall prominently display a dedicated section titled "Customer Care" on the home page of their website, containing statistics and details relating to -
(a) details of Complaint Centre;
(b) details of Appellate Authority;
(c) report of consumer feedback surveys as provided under regulation 14A;
(d) quarterly performance reports as provided under sub-regulation (2) of regulation 15;".

7. In regulation 6 of the principal regulations, -

(a) for sub-regulation (1), the following sub-regulation shall be substituted, namely:-
"(1) Every service provider shall –
(a) establish a Complaint Monitoring System to enable the consumers to monitor the status of their complaints; and
(b) ensure that consumers receive regular updates and information regarding the status, actions taken, and projected timelines for resolution of their complaints or appeal or service request or service query through the application interface, as well as email and SMS, until final resolution of the complaint, appeal, service request or service query, as the case may be:

Provided that the Complaint Monitoring System already established by the service providers shall continue to be the Complaint Monitoring System for the purpose of these regulations and shall be made compliant with these regulations within the stipulated timelines.";

(b) in sub-regulation (2), --
(i) for clause (a), the following clause shall be substituted, namely: -
"(a) immediately upon establishment of the Complaint Monitoring System under sub-regulation (1), ensure that the web address (Uniform Resource Locator) of the Complaint Monitoring System, along with information regarding the procedure for monitoring complaints, is made available to consumers through the channels of dissemination specified under sub-regulation (1) of regulation 5";
(ii) for clause (b), the following clause shall be substituted, namely: -
"(b) continue to make available such information, at least once in six months, through the dissemination channels of the service provider provided under sub-regulation (1) of regulation 5;";

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(c) for sub-regulation (3), the following sub-regulation shall be substituted, namely:-
"(3) Any changes in the web address (Uniform Resource Locator) of the Complaint Monitoring System or major overhaul or comprehensive reform of the mobile application shall be intimated to the consumers in the same manner as specified under sub–regulation (2) of this regulation.";

(d) in sub-regulation (4), for the words " 'Web Based Complaint Monitoring System' ", the words "Complaint Monitoring System" shall be substituted;.

8. In regulation 7 of the principal regulations, --
(a) in sub-regulation (1), --
(i) the first proviso shall be deleted;
(ii) in the second proviso, the word "further" shall be deleted;

(b) in sub-regulation (2), for the word "three" appearing after the words "minimum period of" and before the word "months", the word "six" shall be substituted;

(c) in sub-regulation (3), --
(i) in clause (a), in sub-clause (i), after the words "through SMS", the words "and email, if available" shall be inserted;
(ii) in clause (b), in sub-clause (i), for the words "or email or post", the words "and email, if available" shall be substituted;.

9. For regulation 8 of the principal regulations, for sub-regulation (1) and sub-regulation (2), the following sub-regulations shall be substituted, namely: -
"(1) Every service provider shall, where a timeframe has been specified under the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024), the Telecom Commercial Communications Customer Preference Regulations, 2018 (06 of 2018) and the Telecom Consumers Protection Regulations, 2012 (02 of 2012) issued by the Authority, ensure redressal of complaints and provisioning of service requests in accordance with such timeframe.
(2) In case no timeframe has been specified under the The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 Of 2024), the Telecom Commercial Communications Customer Preference Regulations, 2018 (06 of 2018) and the Telecom Consumers Protection Regulations, 2012 (02 of 2012) issued by the Authority, the complaints and service requests shall be addressed within three days.".

10. In regulation 9 of the principal regulations, --
(a) for sub-regulation (2), the following sub-regulation shall be substituted, namely: -
"(2) A consumer may prefer an appeal under sub-regulation (1) either directly to the Appellate Authority, by email, mobile application, website or portal, or post or in person, or through the Consumer Care Number established by the service provider:
Provided that in case of the appeal preferred is in respect of a complaint regarding receipt of unsolicited commercial communications, -
(i) the consumer shall also be able to prefer such appeal through any of the modes specified for lodging a complaint under the Telecom Commercial Communications Customer Preference Regulations, 2018;

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(ii) the access provider shall establish necessary mechanism for communicating the appeal received by the Terminating Access Provider through any of the modes, to the concerned Appellate Authority of the Originating Access Provider.

Explanation: For the purpose of this sub-regulation post includes courier.";

(b) in sub-regulation (3), for the words "thirty days" wherever they appear, the words "fifteen days" shall be substituted.

11. In regulation 10 of the principal regulations, --

(a) in sub-regulation (1), --

(i) the words "within forty-five days of the commencement of these regulations" shall be deleted;

(ii) in the first proviso, after the words "for such services being provided by it", the words "in each licensed service area" shall be inserted;

(iii) for the second proviso, the following proviso shall be substituted, namely: -

"*Provided further* that a service provider having all India license or authorization, may, for the purpose of these regulations, establish one or more Appellate Authorities for its service areas";

(b) for sub-regulation (2), the following sub-regulation shall be substituted, namely: -

"(2) The Appellate Authority shall consist of one or more persons who shall be regular employees in the management of the service provider, and shall have at least five years' experience";

(c) for sub-regulation (3), the following sub-regulation shall be substituted, namely: -

"(3) Every service provider shall, immediately on establishment of the Appellate Authority, ensure that the details of the Appellate Authority, including the names, designation, telephone number, address and email address, are made available to consumers through the dissemination channels specified under sub-regulation (1) of regulation 5 and also arrange to display the said details in each of its offices, Complaint Centres, sales outlets and at a prominent place on the home page of its website and mobile app.";

(d) after the sub-regulation (4), the following sub-regulation shall be inserted, namely:-

"(5) Every Service Provider shall place before its Chief Executive Officer or the Board of Directors, as the case may be, a quarterly report on the redressal of complaints, appeals and results of feedback survey, for review and appropriate oversight:

Provided that such report shall include the number of complaints and appeals received, disposed of, pending, time taken for disposal, and results of feedback survey, in such format as may be specified by the Authority from time to time."

12. For regulation 11 of the principal regulations, the following regulation shall be substituted, namely:-

"**11. Establishment, composition and functions of Consumer Grievance Redressal Oversight Committee.** — (1) Every Service Provider shall establish a Consumer Grievance

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Redressal Oversight Committee for overseeing the overall functioning of its grievance redressal mechanism.

(2) The Consumer Grievance Redressal Oversight Committee shall consist of representatives of the Service Provider and at least one representative from each of the consumer organisation registered with the Authority in the State or Union Territory of the licensed service area in which the subscriber base of the service provider is above ten thousand.

(3) The Committee shall meet at least once every financial year to review the overall functioning of the grievance redressal mechanism and for this purpose, the Service Provider shall place before the Committee a report containing details of the number, nature and disposal of complaints and appeals, performance trends of grievance redressal, and such other information relating to the grievance redressal mechanism as may be considered relevant.

(4) The Consumer Grievance Redressal Oversight Committee may provide its observations and recommendations to the service provider for improving the effectiveness, efficiency and consumer responsiveness of the grievance redressal mechanism.

(5) The Service Provider shall pay each representative of a Consumer Organisation an honorarium of rupees four thousand for every sitting of the Consumer Grievance Redressal Oversight Committee attended by such representative.".

13. In regulation 12 of the principal regulations, --

(a) for the existing heading, the following heading shall be substituted, namely: - "**Office of the Appellate Authority**";

(b) in sub-regulation (1), for the words "a Secretariat", the words "an office" shall be substituted;

(c) sub-regulation (2) shall be deleted.

14. Regulation 13 of the principal regulations shall be deleted.

15. For regulation 14 of the principal regulations, the following regulation shall be substituted, namely: -

"**14. Registration and disposal of appeals by the Appellate Authority.** — (1) The office of the Appellate Authority shall, immediately on receipt of an appeal, register it by assigning a unique appeal number and send the number so assigned to the consumer, through SMS and/or email, as an acknowledgement of such receipt.

(2) The Appellate Authority shall examine as well as seek necessary details and documents from the concerned divisions of the service provider and shall give the final decision and the service provider shall take action for resolution of the grievance within fifteen days of receipt of the appeal.

(3) The action taken under sub-regulation (2) shall be communicated to the appellant, by email and SMS and also be updated on the website and mobile app of the service provider, within three days of the disposal of the appeal, by the office of the Appellate Authority .".

16. After regulation 14 of the principal regulations, the following regulation shall be inserted, namely: -

"**14A. Feedback survey.** — (1) The Service Provider shall, immediately upon resolution or closure of any complaint or appeal, administer an online feedback survey to the consumer to obtain feedback regarding the resolution of the complaint or appeal.

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(2) The feedback survey shall be accessible to the complainant via a dedicated and secure electronic link transmitted through electronic means, such as email, if available, and SMS, and also on the service provider's mobile application and website.

(3) The feedback survey shall collect specific feedback from the consumer regarding the resolution of the complaint or appeal, as the case may be, on a five-point scale, as detailed hereunder: -

5: Fully Satisfied
4: Largely Satisfied
3: Satisfied
2: Largely Dissatisfied
1: Totally Dissatisfied

(4) The service provider shall share the data obtained from the consumer through the feedback survey in respect of complaints and appeals separately, on a quarterly basis, along with the Quarterly Performance Report (QPR) under sub-regulation (2) of regulation 15 of these regulations.".

17. In regulation 15 of the principal regulations, --

(i) for sub-regulation (1), the following sub-regulation shall be substituted, namely: - "(1) The Service Provider shall keep all the records of the complaints and appeals received by it, the decisions and the action taken for resolution of the grievance by the Complaint Centre and the Appellate Authority, for a minimum period of six months after disposal of such complaints and appeals.";

(ii) for sub-regulation (2), the following sub-regulation shall be substituted, namely:-

"(2) Every service provider shall, on a quarterly basis, submit to the Authority and publish on their website, portal and app, a comprehensive performance report, separately for complaints and appeals received by them, for each licensed service area or Service Area, within fifteen days from the end of each quarter and such report shall contain the Key Performance Indicators which shall include -

(a) the number of complaints/appeals pending and brought forward from last quarter;
(b) the number of complaints/appeals received during the quarter;
(c) the number of complaints/appeals disposed of during the quarter;
(d) the number of complaints/appeals pending at the end of the quarter;
(e) the details of the complaints/appeals redressed within the specified time limit;
(f) the details of the complaints/appeals redressed after the specified time limit;
(g) the average resolution time of the complaints/appeals resolved;
(h) the percentage of the total complaints/appeals resolved = [a / {b+c}] x 100
where –
a = total complaints/appeals resolved during the quarter
b = complaints/appeals received during the quarter
c = complaints/appeals brought forward from last quarter;

(i) the feedback survey results for complaints/appeals for -
(i) the total number of consumers who participated in the feedback survey;
(ii) the arithmetic mean of the ratings (upto two decimal places);

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(iii) a matrix showing the total count of consumers who gave each of the ratings of five, four, three, two and one.";

(iii)after sub-regulation (2), the following sub-regulations shall be inserted, namely:-

"(2A) Every Service Provider shall submit to the Authority, on a half-yearly basis, a compliance report certifying that the provisions relating to publicity of the Consumer Care Number, General Information Number and other information as specified under sub-regulation (1) and sub-regulation (2) of regulation 5, have been duly complied with:

Provided that such report shall be furnished within fifteen days from the end of each half-year, in such format and manner as may be specified by the Authority from time to time.

(2B) Every service provider shall create or upgrade their system for collection of primary data, its storage, processing, performance report generation and their online submission to the Authority, in respect of each parameter specified under sub-regulation (2) of regulation 15 in such manner and format, at such intervals and within such time limit as may be specified by the Authority, from time to time, by an order or direction.".

18. In regulation 16 of the principal regulations, --

(a) in sub-regulation (1), for clause (b), the following clause shall be substituted, namely: -
"(b) complaints of consumers that are not specific to a particular consumer but refer to a class or section of consumer and are generic in nature;";

(b) in sub-regulation (2), the words "of the result" appearing after the words "as well as the Authority" and before the words "within one month", shall be deleted.

(c) for sub-regulation (3), the following sub-regulation shall be substituted, namely: -
"(3) Every service provider shall resolve every complaint referred to under clause (d) of sub-regulation (1) and inform the result to the consumers as well as to the Authority within seven days of the reference of the complaint.".

19. In regulation 17 of the principal regulations, --

(a) in sub-regulation (1), --

(i) for clause (g), the following clause shall be substituted, namely:-
"(g) rights of consumers under the different regulations, orders and directions issued by the Authority; and in particular those relating to Tariff, Mobile Number Portability, Telcom Consumers Protection Regulation, 2012 (02 of 2012), Telecom Commercial Communications Customer Preference Regulations, 2018 (06 of 2018) (TCCCPR), and Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024);";

(ii) in clause (h), for the words "VAS", the words "Value-Added Services (VAS)" shall be substituted;

(iii) after clause (h), the following clause shall be inserted, namely:-
"(ha) procedure for termination or disconnection of each service offered by the service provider;"

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(iv) in clause (l), at the beginning, the words "Name, designation" shall be inserted and the words "facsimile number" shall be deleted;
(v) clause (m) shall be deleted;

(b) in sub-regulation (2), for the words "local language of each service area", the words "at least one of other the official languages of the state, where applicable, in the licensed service area" shall be substituted;

(c) in sub-regulation (3), after the words "on the website of the service provider", the words "and also accessible via mobile app" shall be inserted;

(d) in sub-regulation (4), --
(i) after the words "salient features such as", the word "important" shall be inserted;
(ii) the words "procedure and time limit for redressal of complaints and disposal of appeals" shall be deleted;

(e) in sub-regulation (5), in the proviso, for the word "licence", the words "license or authorization" shall be substituted.

20. In regulation 18 of the principal regulations, --
(a) in sub-regulation (1), after the words "and the Appellate Authority", the words "for at least six months after disposal of the complaint/appeal as the case may be." shall be inserted;
(b) in sub-regulation (2), in clause (a), for the words "Complaint Centre and the Secretariat", the words "Complaint Centre, Complaint Monitoring System, and the Office of the Appellate Authority " shall be substituted.

21. After regulation 18 of the principal regulations, the following regulation shall be inserted, namely:-
"**18A. Regulatory review. –**
(1) The Authority may conduct periodic review of the of the functioning of the Grievance Redressal Mechanism of the service providers by: -
(a) audit and inspection of the records as provided under regulation 18;
(b) audit and analysis of Quarterly Performance Reports submitted by the service provider under sub-regulation (2) of regulation 15;
(c) review based on consumer feedback.
(2) The Authority may establish a mechanism to seek reports from the Service Providers on consumer feedback.
(3) The service provider shall provide the data required by the Authority for the purpose of periodic review through the mechanism specified by the Authority.".

22. After regulation 18A so inserted, the following regulation shall be inserted, namely: -
"**18B. Consequences for contravention of the provisions of the regulations.** — (1) If, during the audit, inspection, analysis or review undertaken under regulation 18 and regulation 18A, the Authority finds that a complaint or appeal was disposed of in contravention of the provisions of these regulations, the service provider shall be liable to pay, by way of financial disincentive, an amount as indicated in Schedule-I.

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(2) If a service provider fails to submit the Quarterly Performance Report, within the time specified under sub-regulation (2) of regulation 15, it shall be liable to pay an amount, by way of financial disincentive, as provided in Schedule-I.
(3) No order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the regulations observed by the Authority.
(4) The Authority may decide not to impose any financial disincentive, or to impose as lower amount of financial disincentive, for reasons to be recorded in writing.

18C. Payment of financial disincentive. —

(1) The amount payable by way of financial disincentive under these regulations shall be remitted to such head of account as may be specified by the Authority.

(2) If a service provider fails to make payment of financial disincentive under regulation 18B, within the period specified in the order for payment of financial disincentive, it shall be liable to pay simple interest at a rate which shall be two percent (2%) above the one year Marginal Cost of Funds-based Lending Rate (MCLR) of State Bank of India prevailing as on the beginning of the Financial Year in which last day of the stipulated period falls.

Explanation: For the purposes of this regulation, a part of month shall be reckoned as a full month for calculation of interest, and a month shall be reckoned as an English calendar month.".

23. After regulation 23 of the principal regulations, the following schedule shall be inserted namely :-

"SCHEDULE-I
[See regulation 18B]
FINANCIAL DISINCENTIVES

Sl. No.	Contravention under the regulation	Amount of financial disincentive
1	Disposal of complaint or appeal in contravention of the provisions of these regulations. [see sub-regulation (1) of regulation 18B]	(a) One thousand rupees for every such disposal of complaint; and (b) five thousand rupees for every such disposal of appeal: Provided that the amount of financial disincentive payable by a service provider under sub-regulation (1) of regulation 18B shall not exceed twenty lakh rupees per quarter for the licensed or authorized service area
2.	Failure to submit the Quarterly Performance Report, within the time specified under under sub-regulation (2) of regulation 15 [see sub-regulation (2) of regulation 18B]	Not exceeding five thousand rupees per report per day for first fifteen days and thereafter twenty thousand rupees per report per day, during which the default continues, subject to maximum amount of ten lakhs rupees per instance per Licensed Service Area, as the Authority may, by order, direct.".

30/10/2024

(Harinder Kumar)
Secretary

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Note.1. — The principal regulations were published in the Gazette of India, Extraordinary, Part III, Section 4 dated the 5th January, 2012 vide notification number No. 305-20/2009-QOS dated the 5th January, 2012.

Note.2. —The principal regulations were amended by issuing the Telecom Consumers Complaint Redressal (Amendment) Regulations, 2012 (3 of 2012) dated the 11th January, 2012.

Note.3. -The principal regulations were further amended by issuing the Telecom Consumers Complaint Redressal (Second Amendment) Regulations, 2013 (11 of 2013) dated the 11th September, 2013

Note.4. -The principal regulations were further amended by issuing the Telecom Consumers Complaint Redressal (Third Amendment) Regulations, 2014 (7 of 2014) dated the 1st July, 2014

Note.5. -The Explanatory Memorandum explains the objects and reasons of the Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 (07 of 2026).

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