

## Consumers Complaint Redressal Mechanism for Cable TV/DTH Service

As per the regulations issued by Telecom Regulatory Authority of India (TRAI), following provisions are there in these regulations for redressal of the complaints of subscribers.

### For DAS areas

S.No	Regulatory Provision	Salient features of regulation	TRAI Regulation
1	Establishment of complaint centre by MSO.	<ol style="list-style-type: none"> <li>1. The complaints centre shall be established by the MSO in his service area which shall be accessible between <b>08:00 hrs.</b> to <b>00:00 hrs.</b> on all days of the week.</li> <li>2. The complaints centre shall provide the service in the local language of that area in addition to Hindi and English.</li> <li>3. The complaint centre shall be accessible through a consumer care number having sufficient number of lines</li> <li>4. The Consumer care number shall be toll free and shall be well publicized</li> </ol>	Sub regulation 3 of Consumer Complaints Redressal Regulations, 2012 dated 14.5.2012
2	Establishment of complaint monitoring system by MSO	The web based complaints monitoring system shall be established by MSO to enable the consumers to monitor the status of their complaints	Sub regulation 5 of Consumer Complaints Redressal Regulations, 2012 dated 14.5.2012
3	Handling of complaints by complaint centre	On receipt of a complaint, the complaint centre shall register such complaint and allot a docket number for the complaint and inform the same to the subscriber	Sub regulation 6 of Consumer Complaints Redressal Regulations, 2012 dated 14.5.2012
4	Time limit for redressal of complaints of consumers by complaint centres	<ol style="list-style-type: none"> <li>1. All complaints shall be responded to within <b>eight hours</b> of receipt of complaint. Complaints received during the night shall be attended by the next day.</li> <li>2. No signal complaints received shall be redressed within <b>24 hours</b> of receipt of such complaint</li> <li>3. At least ninety percent of complaints other than no signal shall be addressed within <b>48 hours.</b></li> <li>4. No complaint shall remain unresolved beyond <b>three days.</b></li> <li>5. Complaints relating to billing shall be redressed within <b>seven</b> days of the receipt of complaint</li> </ol>	Sub regulation 11 of Standard of Quality of Service Regulations, 2012 dated 14.5.2012

5	Appointment or designation of Nodal officer by MSO	<ol style="list-style-type: none"> <li>1. The appointment of the Nodal officer shall be publicized by the MSO or his linked LCO.</li> <li>2. The Nodal officer shall register every complaint by the consumers and give a unique complaint number to the consumer</li> </ol>	Sub regulation 9 of Consumer Complaints Redressal Regulations, 2012 dated 14.5.2012
6	Time limit for redressal of complaints by Nodal officer	In case a consumer is not satisfied with the resolution of his complaint by the complaint centre and approaches the Nodal officer, he shall resolve or redress his complaint within <b>ten days</b> of receipt of complaint by him.	Sub regulation 12 of Standard of Quality of Service Regulations, 2012 dated 14.5.2012
7	Complaints referred to the MSO by TRAI	Every MSO shall redress such complaints within <b>one month</b> from the date of reference of the complaint. In case the complaint is of such nature that in the opinion of the Authority is required to be resolved expeditiously, the MSO shall resolve the complaint within <b>seven days</b> of reference of the complaint.	Sub regulation 10 of Consumer Complaints Redressal Regulations, 2012 dated 14.5.2012
8	Right of subscriber to seek redress under the Consumer Protection Act, 1986	Any subscriber may, at any time, during pendency of redressal of his grievance under TRAI regulations or before filing the complaint under these regulations, exercise his right conferred upon him under the Consumer Protection Act, 1986 or any other law in force and seek redressal of his grievances under that Act.	Sub regulation 22 of Standard of Quality of Service Regulations, 2012 dated 14.5.2012

For Non-DAS areas

S.No	Regulatory Provision	Salient points of the regulation	TRAI Regulation
1	Establishment of help desk by MSO/LCO	<ol style="list-style-type: none"> <li>1. The help desk shall be established for receiving requests, queries, complaints and redressal of grievances of subscribers.</li> <li>2. Help Desk shall be available to its subscribers for a minimum period of 12 hours from 8:00 AM to 8:00 PM on each days for all days of the week.</li> <li>3. Help desk shall be accessible through telephone numbers informed to subscribers</li> </ol>	Sub Regulation 11 of the Standards of Quality of Service (Broadcasting and Cable Services) (Cable Television non -CAS areas) Regulation 2009

2	Handling of Complaints by MSO/LCO	On receipt of a complaint, the help desk shall register such complaint and allot a docket number for the complaint and inform the same to subscriber. The cable operator or multi system operator shall maintain a record of time of filing of complaint and date and time of redressal of complaint	Sub Regulation 12 of the Standards of Quality of Service (Broadcasting and Cable Services) (Cable Television non -CAS areas) Regulation 2009
---	-----------------------------------	--	--

For DTH

S.No	Regulatory Provision	Salient points of the regulation	TRAI Regulation
1	Establishment of Call Centre by Direct to Home operator	<ol style="list-style-type: none"> <li>1. The call centre shall be established for receiving requests, queries, complaints and redressal of grievances of subscribers</li> <li>2. Call centre shall be accessible to its subscribers round the clock during all days of the week.</li> <li>3. Call centre shall be accessible through a toll free number or consumer care number or help line number or special number having sufficient number of lines</li> <li>4. The Consumer care number shall be toll free and shall be well publicized</li> </ol>	Sub regulation 13 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)
2	Handling of Complaints by Call Centre	On receipt of a complaint, the call centre shall register such complaint and allot a docket number for the complaint and inform the same to the subscriber	Sub regulation 14 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)
3	Time limit for redressal of complaints of consumers by call centres	<ol style="list-style-type: none"> <li>1. All complaints shall be addressed as early as possible</li> <li>2. No signal complaints received shall be redressed within <b>24 hours</b> of receipt of such complaint</li> <li>3. At least ninety percent of complaints other than no signal shall be addressed within <b>48 hours</b>.</li> <li>4. No complaint shall remain unresolved beyond <b>five days</b>.</li> </ol>	Sub regulation 15 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)

		<p>5. Complaints relating to billing shall be redressed within <b>seven</b> days of the receipt of complaint</p> <p>6. In case direct to home operator fails to redress the problem within the specified period , it shall give proportionate rebate for the period for which complaint had not been redressed</p>	
4	Appointment or designation of Nodal officer by Direct to Home operator	<p>1. The appointment of the Nodal officer shall be publicized by the direct to home operator.</p> <p>2. The Nodal officer shall register every complaint by the consumers and give a unique complaint number to the consumer</p>	Sub regulation 16 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)
5	Time limit for redressal of complaints by Nodal officer	The Nodal officer shall resolve or redress the complaint of the subscriber within <b>ten days</b> of receipt of complaint by him.	Sub regulation 19 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)
6	Complaints forwarded to direct to home operator by TRAI	The direct to home operator shall resolve or redress such complaints within <b>fifteen days</b> from the date of forwarding of these complaints by Authority. The direct to home operator shall inform the subscriber and the Authority about resolution or redressal of the complaint within <b>one month</b> from the date of forwarding of the complaint.	Sub regulation 20 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)
7	Right of subscriber to seek redress under the Consumer Protection Act, 1986 or any other law for the time being in force	Any direct to home subscriber may, at any time, during pendency of redressal of his grievance under TRAI regulations or before filing the complaint under these regulations, exercise his right conferred upon him under the Consumer Protection Act, 1986 or any other law in force and seek redressal of his grievances under that Act.	Sub regulation 26 of the Direct to Home Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007 (8 of 2007)