

Telecom Regulatory Authority of India

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**TRAI for introduction of Common Charter of
Telecom Services by all the service providers**

TRAI today released a Common Charter of Telecommunication Services for adoption by all the Service Providers. This Charter was finalized in consultation with NGOs/Consumer Advocacy Groups (CAGs) and representatives of various telecom service providers.

2. Salient features of the Common Charter are indicated below:

- ❖ Acknowledgement by the Service Providers about the rights of the citizens to have free choice in selecting their Service Providers.
- ❖ Agreement on the part of the Service Providers to promote consumers' right to education, representation and redress
- ❖ Agreement by the service providers to inform the subscribers of the broad range of services, individual plans, tariff rates applicable to each of these plans, their validity, terms and conditions of payments, etc.
- ❖ Agreement to inform the subscribers about the structure within the organization, where information and clarification on consumer redress systems for complaints and billing disputes will be available.
- ❖ Provision of basic telephone connection within 7 days and mobile connection immediately after registration, subject to technical feasibility and compliance of all required formalities by the applicant.
- ❖ Repair of faults within 24 hours, wherever technically feasible.
- ❖ Allowing emergency services like police, fire and ambulance for a period of 15 days even after the telephone connection is suspended.

- ❖ Supply of information on directory services
- ❖ Provision of satisfactory connectivity and interconnectivity to the extent of their respective legal obligations under relevant interconnection agreement.
- ❖ Agreement on the part of the consumers to clear all dues within the specified time.

3. The common charter is a written voluntary declaration by the service providers about the various dimensions of service. It is an open invitation to the consumers to demand quality of service. The charter would be reviewed and upgraded at regular intervals to match the changing expectations of the consumers

4. Full text of the common charter of telecom services for adoption by all the service providers is available on TRAI's website www.trai.gov.in.

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