TRAI

TRAI makes telecom complaint centers run round the clock

Rules dated November 2, 2026 allow AI agents with human oversight, need a human 16 hours a day, and cut the appeal window from thirty days to fifteen.

EVERY TELECOM Complaint Centre "shall operate round the clock on all days of the week" under the Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 (07 of 2026), which the Telecom Regulatory Authority of India (TRAI) issued as notification No. C-23/1/(1)/2026-CA, dated November 2, 2026. That rule comes into force ninety days after publication in the Gazette of India, Extraordinary, Part III, Section 4, No. 684, dated November 17, 2026; most of the other changes come into force after thirty days, and some after sixty (see the table). TRAI made them under section 36, read with sub-clauses (i) and (v) of section 11(1)(b), of the Telecom Regulatory Authority of India Act, 1997. They amend the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012). They are signed by Harinder Kumar, Secretary.

KEY FACTS

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Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 (07 of 2026), No. C-23/1/(1)/2026-CA

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TRAI · November 2, 2026

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The regulations apply to all providers of access service and internet service. An Internet Service Provider with no more than ten thousand subscribers on the last day of the previous financial year is outside them, but must set up a suitable way to resolve complaints. An ISP that crosses ten thousand subscribers must comply within thirty days from the end of the month it crosses, with sixty and ninety days for the later provisions.

Every Complaint Centre must work round the clock on all days, through human representatives, automated systems, AI agents or other technology, or a mix. A human must be available for at least sixteen hours a day, consumers must be told when they are talking to an AI agent, and automated systems must run with "appropriate human oversight". The Consumer Care Number must not be chargeable. Its IVRS or AI menu must offer language selection, a choice of complaint, appeal or service request or query, and a way to reach a human, with a call-back while waiting. Consumers must be able to file complaints and appeals and raise requests through the provider's website or portal and mobile app, with status updates until resolution. Providers must run dedicated desks or helplines for persons with disabilities and make their app, website and portal accessible under the Government's accessibility guidelines.

A consumer now has fifteen days, instead of thirty, to appeal after a complaint is disposed of, and may appeal by email, app, website or portal, post, in person or through the Consumer Care Number. The Appellate Authority must decide, and the provider act, within fifteen days of receiving the appeal, and tell the appellant within three days of disposal. Complaints and service requests with no time limit under TRAI's quality of service, commercial communications and consumer protection regulations must be addressed within three days. Providers must send an online feedback survey, on a five-point scale, after each complaint or appeal is closed, publish quarterly performance reports within fifteen days of each quarter's end, place a quarterly report before the CEO or Board, and set up a Consumer Grievance Redressal Oversight Committee with consumer organization members, paid Rs 4,000 a sitting.

TRAI may audit records and quarterly reports and review consumer feedback. A complaint disposed of against the regulations costs Rs 1,000, and an appeal Rs 5,000, capped at Rs 20 lakh a quarter for each licensed or authorized service area. A late quarterly performance report costs up to Rs 5,000 a day for the first fifteen days, then up to Rs 20,000 a day, per report, up to Rs 10 lakh for each instance in each Licensed Service Area. Unpaid amounts carry simple interest at 2% above State Bank of India's one-year MCLR.

The Gazette of India, Extraordinary, Part III, Section 4, No. 684, dated November 17, 2026 (CG-DL-E-19112026-278019, [ADVT.-III/4/Exty./414/2026-27]), carries the regulations with the same number, No. C-23/1/(1)/2026-CA, and date, November 2, 2026, together with TRAI's Explanatory Memorandum. Regulation 1(2) counts the thirty, sixty and ninety days "from the date of publication of these regulations in the Official Gazette", so each period runs from November 17, 2026.

Issued by	Telecom Regulatory Authority of India
Document	Telecom Consumers Complaint Redressal (Fourth Amendment) Regulations, 2026 (07 of 2026), No. C-23/1/(1)/2026-CA
Dated	November 2, 2026
Published	Gazette of India, Extraordinary, Part III, Section 4, No. 684, November 17, 2026 (CG-DL-E-19112026-278019)
Amends	Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012)
Takes effect	Thirty days after Gazette publication (November 17, 2026); some provisions after sixty or ninety days
Applies to	Access service providers, and Internet Service Providers with more than ten thousand subscribers
Complaint Centre hours	Round the clock, all days; a human for at least sixteen hours a day
Channels	Consumer Care Number, website or portal, and mobile app; others such as chatbots or WhatsApp optional
Appeal window	Fifteen days after a complaint is disposed of (was thirty)
Appeal decided	Within fifteen days of receipt
Complaints with no set time limit	Addressed within three days
Oversight committee honorarium	Rs 4,000 a sitting for each consumer organization representative

Financial disincentives	Rs 1,000 per complaint and Rs 5,000 per appeal wrongly disposed of, up to Rs 20 lakh a quarter; late quarterly report up to Rs 10 lakh
Legal basis	Section 36, read with sub-clauses (i) and (v) of section 11(1)(b), Telecom Regulatory Authority of India Act, 1997
Signed by	Harinder Kumar, Secretary

When the changes start (regulation 1(2))

Provisions of the amendment	Come into force
All provisions not listed below	Thirty days after publication in the Official Gazette (published November 17, 2026)
Regulations 12, 16, 17 and 20: the Oversight Committee, the feedback survey, records and quarterly performance reports, and records kept for audit	Sixty days after publication
Regulation 4(c), 4(f) and 4(g): the round-the-clock Complaint Centre, the Consumer Care Number menu, website and app channels, and access for persons with disabilities; and regulation 21, TRAI's regulatory review	Ninety days after publication

The notification (regulations) (PDF, 13 MB)

Source: TRAI's own copy.

Checked against the official copy on November 12, 2026.

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Read online: indusdesk.com/trai/insights/trai-makes-telecom-complaint-centers-run-round-the-clock/