



भारतीय दूरसंचार विनियामक प्राधिकरण
Telecom Regulatory Authority of India
[भारत सरकार / Government of India]



Dated: 27th Jan 2026

DIRECTION

Subject: Direction under section 13, 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), regarding submission of Performance Monitoring Report to the Authority under the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018).

File No. D-27/1/(1)/2021-QoS (E-141): Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the "Authority"), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as "TRAI Act"), has, in exercise of the powers conferred upon it under section 36, read with sub-clause (v) of clause (b) and clause (c) of sub-section (1) of section 11, of the TRAI Act, made the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018) dated the 19th July, 2018 (hereinafter referred to as the "regulations"), to regulate unsolicited commercial communications (UCC);

2. And whereas regulation 8, 19 and 20 of the regulations, inter-alia, contain provisions pertaining to Codes of Practice for monthly reporting (CoP-Reports), conferring power upon the Authority to formulate a standard Code(s) of Practice (CoP) and mandate that every access provider shall comply with the provisions of Standard Code(s) of Practice;

3. And whereas sub-regulation (3) of regulation 26 of the regulations provides that every Access Provider shall submit to the Authority its compliance reports in respect of unsolicited commercial communications, complaints or reports from its customers in such manner and format, at such periodic intervals and within such time limits as may be specified by the Authority, from time to time, by an order or direction;

4. And whereas the Authority issued a Direction No. D-27/1/(1)/2021-QoS dated the 15th February, 2021, directing all Access Providers, inter-alia, to submit compliance reports, on quarterly basis, separately for each calendar month in the quarter, as per the Performance Monitoring Report

formats specified in the said Direction, within a period of twenty one days of quarters ending on the 31st March, the 30th June, the 30th September and the 31st December of the year, respectively, starting from report for the quarter ending on 31st March, 2021 and also issued a letter No. D-27/1/(1)/2021-QoS dated the 15th February, 2021, inter-alia, requesting all the Access Providers to maintain records of information relating to complaints and reports handled by them and submit the same to the Authority as and when sought;

5. And whereas, the Authority issued Direction No. D-27/1/(1)/2021-QoS dated the 24th June 2024, inter-alia, specifying additional information to be included in the Performance Monitoring Report formats specified therein;

6. And whereas the Authority issued the Telecom Commercial Communications Customer Preference (Second Amendment) Regulations (1 of 2025) dated the 12th February, 2025 (hereinafter referred to as the "Second Amendment of TCCCPR") and added provisions pertaining to easing of process of reporting of spam; empowering of customers; standardization of identifiers to help consumers; stringent measures against Spammers/ Senders of Unsolicited Commercial Communications; strengthening of the UCC control ecosystem;

7. And whereas sub-item (m) of item 2 in Schedule V of the regulations, *inter alia*, provides that all Access Providers shall maintain records of complaints against unregistered senders, including record of Senders for all the complaints such as, name of Sender, category of Sender (individual/ Enterprise), address and other relevant details to uniquely identify the Sender;

8. And whereas the Authority, while reviewing the implementation of Second Amendment of TCCCPR, observed that the information relating to the handling of complaints, as submitted by the service providers under Direction No. D-27/1/(1)/2021-QoS dated the 15th February, 2021 and Direction No. D-27/1/(1)/2021-QoS dated the 24th June, 2024, requires the incorporation of additional details into the formats of the Performance Monitoring Reports due to the newly added and modified provisions inserted in the regulations through its Second Amendment of TCCCPR. Further, keeping in view the recent developments in the telecom technical and regulatory ecosystem such as the introduction of Virtual Network Operators (VNOs), new numbering series, and the requirement to enable effective monitoring of the overall performance of measures undertaken by Access Providers to control UCC, it has become necessary to incorporate additional details in the Performance Monitoring Reports;




9. And whereas sub-regulation (4) of regulation 26 of the regulations, *inter alia*, provides that the Authority may verify and assess the processes followed by the Access Provider for registration and resolution of complaints, examination and investigation of such complaints, and reporting thereof to the Authority and sub-regulation (5) of regulation 26 of the regulations provides that the Access Providers shall provide real-time access to the Authority to various processes and databases related to the activities being performed under the regulations;

10. Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, 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) and the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018); and in supersession of the Direction No. D-27/1/(1)/2021-QoS dated the 15th February, 2021 and the Direction No. D-27/1/(1)/2021-QoS dated the 24th June, 2024, hereby directs all Access Providers to –

(a) submit the Performance Monitoring Report in the formats attached with this Direction and the guidelines contained in Annexure G, separately for each calendar month, in accordance with the Standard Code of Practice for periodic reporting (CoP-Reports), and for the said purpose, Annexure I to Annexure IX shall be submitted within twenty one (21) days from the end of each calendar month while Annexure X, related to Executive Progress Summary, shall be submitted within five (5) days from the end of each calendar month, starting from the report for the month of February 2026;

(b) provide the Authority with access to their systems for real-time monitoring of complaints, containing all information as specified in the Performance Monitoring Reports in Annexure VII and Annexure VIII; and

(c) provide the Authority with access to their such systems which enables identification of a sender from a telecom resource and also furnish all related information including the details of all the telecom resources provided by it to the sender as well as all the telecom resources obtained by such sender from other Access Providers (Sender Database).


27/01/26

(Deepak Sharma)

Advisor (QoS-II)

To
All Access Providers (including BSNL and MTNL)

Annexure G

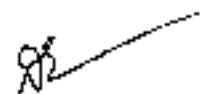
Guidelines for Submission of Compliance Reports under the Telecom Commercial Communications Customer Preference Regulations, 2018, and Second Amendment of TCCCPR

A. Mode of Submission of Reports

- i. All reports shall be submitted **online** through the portal developed by the Authority, by transmitting the requisite details via **Application Programming Interfaces (APIs)**.
- ii. Each Access Provider shall be required to enable **secure APIs** for submission of such reports.
- iii. **Pending the development and testing of APIs**, reports may alternatively be submitted by **uploading the prescribed Excel files** onto the portal.
- iv. As the data uploaded through either API or Excel files shall be subject to **data integrity and validation checks**, the **data format specified in the Annexures**, along with the **guidelines provided herein**, must be strictly adhered to. Non-compliance with the specified format may result in **rejection of reports during the upload stage**.

B. Common Guidelines for Submission of Compliance Reports

- i. All fields in the specified formats shall be duly and correctly filled. **No cell, row, or column shall be left blank** unless otherwise specified.
 - In cases where the data is **Not Available**, the value "**NAV**" shall be entered.
 - In cases where a field is **Not Applicable**, the value "**NAP**" shall be entered.
- ii. The **TAP Name** and **OAP Name** shall strictly conform to the options provided in the reference table, namely: *Airtel, BSNL, MTNL, QIL, RCL, RJIL, TPL, VIL, and STPL*.
- iii. All **date and time fields** shall be entered in the format **DD-MM-YYYY HH24:MM:SS**, unless otherwise specified. In cases where the date/time is Not Available or Not Applicable, it shall be left blank.
- iv. All Boolean fields shall be entered in "Yes" and "No".



- v. Complaint Id shall not contain quotes or double quote marks. No alphabetical character shall be added by TAP and the complaint Id should be the same as recorded by the OAP.
- vi. Complaints closed as duplicate shall also include details of original Complaint Id against which it has been closed.
- vii. Complaints closed due to Incorrect/Incomplete/Wrong Format shall clearly indicate missing field or incorrectly filled field in Annexure VII and Annexure VIII.
- viii. The **Sender name** required for RTM in Annexure VII and UTM in Annexure VIII shall be submitted for both valid and invalid complaints.
- ix. The LSA name shall conform to standard LSA names (Andhra Pradesh, Assam, Bihar, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh, Maharashtra, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu (incl Chennai), Uttar Pradesh (East), Uttar Pradesh (West), West Bengal).
- x. No cell, row, or column shall contain a line break or carriage return.
- xi. All text fields shall preferably be filled in Title Case.



Annexure I: Complaints related to RTM, categorized by OAP

Description: Each TSP as TAP is required to submit the complaints related to Registered Entities, originated LSA-wise, which are transferred to all OAPs including itself (TAP - LSA wise).

Name of TSP as TAP:		Month:										Quarter:				Year:				Total Complaints						
Name of LSA of TAP		Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha		Punjab	Rajasthan	Tamil Nadu (incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal
LSA Code		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22			
Summary of Complaints handled by TAP (TAP - LSA wise)																										
Total Complaints received by TSP as TAP	A																									
Number of total complaints received against the UCC from SMS mode	A(i)																									
Number of total complaints received against the UCC from Voice call mode	A(ii)																									
Total Complaints rejected by TAP	B																									
Number of complaints rejected if the complaint lacks the sender number/ header or Date of receipt of UCC	B(i)																									
Number of customers informed about the format and procedure when their complaints were treated as invalid due to B(i)	B(i)(a)																									
Number of complaints found invalid due to UCC more than 7 days old	B(ii)																									
Total Complaints transferred by TSP as TAP to OAP(s) including itself	A-B-C																									
OAP-wise breakup of Complaints transferred by TAP (TAP-LSA wise)																										
Name of OAP																										
Airtel	D																									
BSNL	E																									
MTNL	F																									
QTL	G																									
RJIL	H																									
Rcom	I																									
TTL	J																									
VIL	K																									
STPL	L																									
Total Complaints transferred to all OAP(s) including itself	M																									

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Annexure II:Complaints related to RTM, categorized by OAP

Description: Each TSP as OAP is required to submit the complaints related to Registered Entities, received from all TAP(s) including itself, LSA-wise.

For clarity, complaints to be submitted herein by the OAP for a particular LSA are those complaints which are originated in that particular LSA from the network of all TAPs in that LSA and transferred to the OAP

Name of TSP as OAP:	Month:											Quarter:				Year:					Total Complaints			
Name of LSA of TAP	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamil Nadu (incl Chennai)	Uttar Pradesh (East)		Uttar Pradesh (West)	West Bengal	
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22		
TAP-wise breakup of Complaints Received by TSP as OAP (TAP - LSA wise)																								
Name of TAP																								
Airtel	A																							
BSNL	B																							
MTNL	C																							
QTL	D																							
RJIL	E																							
Rcom	F																							
TTL	G																							
VIL	H																							
STPL	I																							
Summary of Complaints handled by OAP (TAP-LSA wise)																								
Total Complaints received by TSP as OAP from TAP(s) including itself	J																							
Total Number of Complaints related to VNOs	J(i)																							
Number of complaints to be resolved as OAP (including backlog complaints from previous months)* $\frac{J(i)}{12} + \text{previous month} = K$	K																							
No of Registered Telecom resources (SMS Headers) against which complaints were raised	L(i)																							
Number of PRI/SIP connections against which complaints were raised - As applicable	L(ii)																							
No of Registered Telecom resources (140/ 1600 /)against which complaints were raised	L(iii)																							
Number of complaint(s) found valid, after completion of investigation	M																							
Total complaints found invalid**	N																							
Number of complaints found invalid on account of account of insufficient details/Wrong Format	N(i)																							
Number of complaints where CDR did not match	N(ii)																							
Number of complaints found invalid due to the reason that the complained communication was in accordance with the preferences registered by the Customer	N(iii)																							
Number of complaints found invalid due to the reason that the sender has the consent of the customer	N(iv)																							

Annexure - III : Complaints related to RTM, categorized by Senders

Description: Each TSP as OAP is required to submit the details of complaints related to Registered Entities, received from all TAP(s) including itself, based on location of senders of UCC, LSA-wise. For clarity, it may be noted that the complaints may have originated in any LSA. For the purpose of this report, the OAP must arrange all the complaints received from all the TAPs (complaints originated anywhere in the country) based on the sender location, LSA-wise. All the complaints, irrespective of their origin, against senders located in a particular LSA are to be submitted herein under that LSA.

Name of TSP as OAP:							Month:					Quarter:				Year:									
	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan	Tamil Nadu (incl. Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)	West Bengal	Total Complaints
Name of LSA of OAP	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22			
Summary of Complaints handled by OAP [OAP-LSA wise]																									
Total Complaints received by TSP as OAP from TAP(s) including itself	A																								
Number of complaints to be resolved as OAP (including backlog complaints from previous month)*	B																								
Number of senders against whom complaints were reported under "B"	C																								
Number of complaint(s) found valid, after completion of investigation	D																								
Total complaints found invalid**	E																								
Number of complaints found invalid on account of insufficient details/Wrong Format	E(i)																								
Number of complaints where CDR did not match	E(ii)																								
Number of complaints found invalid due to the reason that the complained communication was in accordance with the preferences registered by the Customer	E(iii)																								
Number of complaints found invalid due to the reason that the sender has the consent of the customer	E(iv)																								
Number of complaints found invalid due to the reason that communication was a Transactional Call/SMS	E(v)																								
Number of complaints found invalid due to the reason that communication was a Service Call/SMS	E(vi)																								
Number of complaints found invalid due to the reason that it was a duplicate complaint (Details of Original Complaint ID must be mentioned in RTM UCC Annexure F7)	E(vii)																								
Number of complaints found invalid due to Other Reasons***	E(viii)																								
Total Number of senders found non-compliant as per TCCCPR, 2018 & TCCCPR, 2025 regulations or Code(s) of Practice [CoPs]	F																								

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Annexure - IV: Complaints related to UTM, categorized by TAP

Description: Each TSP as TAP is required to submit the complaints related to Unregistered Entities, originated LSA-wise, which are transferred to all OAPs including itself (TAP -LSA wise).

Name of LSA of TAP	Month:			Quarter:						Year:												Total Complaints	
	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	Northeast	Odisha	Punjab	Rajasthan	Tamil Nadu (incl. Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)		West Bengal
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
Summary of Complaints handled by TAP (TAP - LSA wise)																							
Total Complaints received by TSP as TAP	A																						
Number of total complaints received against the UCC from SMS mode	A(i)																						
Number of total complaints received against the UCC from Voice call mode	A(ii)																						
Total Complaints rejected by TAP	B																						
Number of complaints rejected if the complaint lacks the sender number/ header or Date of receipt of UCC	B(i)																						
Number of customers informed about the format and procedure when their complaints were treated as invalid due to B(i)	B(i)(a)																						
Number of complaints found invalid due to UCC more than 7 days old	B(ii)																						
Total Complaints transferred by TSP as TAP to OAP(s) including itself	A-B=C																						
OAP-wise breakup of Complaints transferred by TAP (TAP-LSA wise)																							
Name of OAP	D																						
Airtel	D																						
BSNL	E																						
MTNL	F																						
QTL	G																						
RJIL	H																						
Rcom	I																						
TTL	J																						
VIL	K																						
STPL	L																						

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Annexure - V: Complaints related to UTM, categorized by OAP

Description: Each TSP as OAP is required to submit the complaints related to UNREGISTERED entities, received from all TAP(s) including itself, LSA-wise.

For clarity, complaints to be submitted herein by the OAP for a particular LSA are those complaints which originated in that particular LSA from the network of all TAPs in that LSA and transferred to the OAP

Name of TSP as OAP:

Name of LSA of TAP	Month:						Quarter:						Year:						Total Com plain ts			
	And hra Prad esh	Assa m	Biha r	Delh i	Guja rat	Harya na	Him acha l Prad esh	Jam mu & Kash mir	Karn atak a	Kera la	Kolk ata	Mad hya Prad esh	Mah aras htra	Mu mbai	Nort h East	Odish a	Punj ab	Rajas than		Tamil Nadu (incl Chennai)	Utta r Prad esh (East)	Utta r Prad esh (West)
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
TAP-wise breakup of Complaints Received by TSP as OAP (TAP - LSA wise)																						
Name of TAP																						
Airtel	A																					
BSNL	B																					
MTNL	C																					
QTL	D																					
RJIL	E																					
Rcom	F																					
TTL	G																					
VIL	H																					
STPL	I																					
Summary of Complaints handled by OAP (TAP-LSA wise)																						
Total Complaints received by TSP as OAP from TAP(s) including itself	J																					
Total Number of Complaints related to VNOs	J (i)																					
Number of complaints to be resolved as OAP (including backlog complaints from previous months)*	K																					
Number of Unregistered senders against whom complaints were reported under- "K"	L																					
Number of telephone connections against which complaints were raised	L(i)																					
Number of PRI/SIP connections against which complaints were raised	L(ii)																					
Number of complaint(s) found valid, after completion of investigation	M																					
Number of complaints found invalid**	N																					
Number of complaints found invalid on account of insufficient details/Wrong Format	N(i)																					
Number of complaints where CDR did not match	N(ii)																					
Number of complaints found invalid-due to the reason that communication was a Transactional Call/SMS	N(iii)																					

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Annexure - VI : Complaints related to UTM, categorized by Senders

Description: Each TSP as OAP is required to submit the details of the complaints related to Unregistered Entities, received from all TAP(s) including itself, based on location of senders of UCC, LSA-wise.

For clarity, it may be noted that the complaints may have originated in any LSA. For the purpose of this report, the OAP must arrange all the complaints received from all the TAPs (complaints originated anywhere in the country) based on the sender location, LSA-wise. All the complaints, irrespective of their origin, against senders located in a particular LSA are to be submitted herein under that LSA.

Name of TSP as OAP:

Name of LSA of OAP →	Month:						Quarter:						Year:						Total Complaints			
	Andhra Pradesh	Assam	Bihar	Delhi	Gujarat	Haryana	Himachal Pradesh	Jammu & Kashmir	Karnataka	Kerala	Kolkata	Madhya Pradesh	Maharashtra	Mumbai	North East	Odisha	Punjab	Rajasthan		Tamilnadu (incl Chennai)	Uttar Pradesh (East)	Uttar Pradesh (West)
LSA Code	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22

Summary of Complaints handled by OAP (OAP-LSA wise)

Total Complaints received by TSP as OAP from TAP(s) including itself	A																						
Number of complaints to be resolved as OAP (including backlog complaints from previous month)*	B																						
Number of Unregistered senders against whom complaints were reported under "B"	C																						
Number of complaint(s) found valid, after completion of investigation	D																						
Number of complaints found invalid**	E																						
Number of complaints found invalid on account of insufficient details/Wrong Format	E(i)																						
Number of complaints where CDR not matched	E(ii)																						
Number of complaints found invalid due to the reason that communication was a Transactional Call/SMS	E(iii)																						
Number of complaints found invalid due to the reason that communication was a Service Call/SMS	E(iv)																						
Number of complaints found invalid due to the reason that it was a duplicate complaint (Details of Original Complaint ID must be mentioned in UTM UCC Annexure F8)	E(v)																						
Number of complaints found invalid due to Other	E(vi)																						
Number of unregistered senders against complaint(s) found valid	F																						
Number of connections of Unregistered senders (used for sending UCC) of which outgoing services were suspended	F1(i)																						
Number of Unregistered senders who have been issued notices seeking explanation for 1st violation or subsequent violation	F1(ii)																						

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Annexure VII: Details of Complaints related to RTM

Description: Each TSP, as TAP as well as OAP, require to capture minimum following details of all complaints and Reports handled by TSPs on DLT. [Details of the complete life cycle of all complaints and Reports.]

Registration ID	Complainant's Number	Complaint Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format)	Mode of complaint (SMS to 1909/Call to 1909/IVRS/TSP-APP/TRAI-DND App/web portal/email/any other means (please mention the means))	UCC Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format)	Mode of UCC (SMS/Voice Call/Auto Dialer (Pre-recorded)/Auto Dialer (Live Agent/Robo Calls)	Category of UCC	Header/CLI/telephone number (used by RTM while making UCC)	UCC Description	Referred Telephone number (RTN) if any	Referred Entity Name (REN) if any	TAP Name	TAP LSA Name	If UCC Complaint Rejected by TAP, Specify the Reason	Registered as Complaint (Fill "C")/ Report (Fill "R")	OAP to take action	Date OAP received complaint from TAP	Whether complaint being automatically transferred to OAP in real time?	If complaint is not transferred to OAP in real time then Time taken by TAP to transfer complaint to OAP (column "Q" minus "C") (days)	OAP LSA Name where sender of communication is located	Occurrence of complaint (Communication: C or DR matched or OAP-end (Yes/No) (OAP-end))
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
		If Date and Time should be captured as per [DD-MM-YYYY] [HH:MM:SS] (24 Hr	Web Portal	If Date and Time should be captured as per [DD-MM-YYYY] [HH:MM:SS] (24 Hr	SMS	Communication/Broadcasting/Entertainment/IT					Airtel		complaint lacks the sender number/header or Date of receipt of UCC	C	Airtel	If Date should be captured as per [DD-MM-YYYY] [HH:MM:SS] (24 Hr format)	Yes			Yes
		as per [DD-MM-YYYY] [HH:MM:SS] (24 Hr	TRAI-DND App	as per [DD-MM-YYYY] [HH:MM:SS] (24 Hr	Voice Call	Banking/Insurance/Financial products/credit cards					BSNL		UCC>7 days - Report	R	BSNL	[DD-MM-YYYY] [HH:MM:SS] (24 Hr format)	No			No
			SMS to 1909		Auto Dialer Call (Live agent)	Real Estate					MTNL		NAP		MTNL		NAP			NAP
			Call to 1909		Auto Dialer Call (Pre-recorded)	Consumer goods and automobiles					QTL				QTL					
			TSP App		Robo Calls	Tourism and Leisure					RCL				RCL					
			Email			Education					RUIL				RUIL					
			IVRS			Food and Beverages					TTL				TTL					
			Others			Health					VIL				VIL					
						Others (Specify)					STPL				STPL					
						In case of SMS mode of complaint, use									NAP					

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Annexure VII: Details of Complaints related to RTM

Complainant's DND Preference	Consent Template ID	Sender/Entity Name	Sender/Entity ID (PEID)	Entity Registrar TSP	Content Template Approval Date	Content Template Type	Name of Telemarketer(s) with Delivery Function (w.r.t. column "AP")	Name of Telemarketer(s) with Aggregation Function (w.r.t. column "AP")	Notice issued if the number of unique complaints is 5 or more than 5 during last 10 days for 1600	Complaint found Valid/Invalid **** after investigation (DAP end)	Reason, if Invalid (DAP end)	Complaint found Valid due to wrong registration of Content Template	Content Template (Content Template Creator)	1600 series Number issued for making promotional call suspended	Final action taken after investigation (Against PEs) - Needed for action against RTMs	Final action taken after investigation (Against Telemarketer)	Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format), when final action taken after investigation	Time taken for Final Action by GAP (column "AR" minus "Q") (days)	Status [Pending / Closed/ Recorded in UCC-Detect System]	Reason, if complaint pending beyond TAT (Turn Around Time)
V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP
Fully Blocked					# Date should be captured as per	Promotional			Yes	Valid	Service SMS/Call	Yes	Airtel	Yes	As per CoP	As per CoP	# Date and Time should be captured		Closed	
Block Promo					[DD-MM-YYYY] [HH:MM:SS] (24 Hr format)	Service Implicit			No	Invalid	Preference Not Blocked	No	BSNL	No	Outgoing services of all the telecom resources of the sender is barred for 15 days	Outgoing services of all the telecom resources of the sender is barred for 15 days	as per [DD-MM-YYYY] [HH:MM:SS] (24 Hr format)		Recorded in UCC-Detect System	
Customer not registered on DND						Transactional		NAP	Rejected by TAP	Incomplete/Incorrect information/Wrong Format			MTNL	NAP	All telecom resources disconnected across TSPs and sender has been blacklisted for 1 year	All telecom resources disconnected across TSPs and sender has been blacklisted for 1 year			Pending	
Partially Blocked						Government					CDR Not Match		QTL		NAP	NAP				
NAP						NAP					Duplicate		RCL							
											Transactional SMS/Call Consent		RHL							
											Other (Specify reason)		TTL							
											NAP		VIL							
											NAP		STPL							

AS

Annexure -VIII : Details of Complaints related to UTM

Description: Each TSP, as TAP as well as OAP, require to capture minimum following details of all complaints and Reports handled by TSPs on DLT. [Details of the complete life cycle of all complaints and Reports.]

Registrar Ion ID	Complainant's Number	Complaint Date [DD-MM-YYYY] and Time [HH:MM:SS] (24 Hr format)	Mode of complaint [SMS to 1909/Call to 1905/IVRS/TSP- APP/TRAI-DND App/web portal/e mail/any other means (please mention the means)]	UCC Date [DD- MM- YYYY] and Time [HH:MM :SS] (24 Hr format)	Mode of UCC (SMS/Vo ice Call/Auto Dialler {Pre- recorde d}/ Auto Dialler {Live Agent}/R obo Calls)	Category of UCC	Header/ CLI/ telepho ne Number (used by UTM while making UCC)	UCC Descripti on	Referred Telepho ne number (RTN) if any	Referred Entity/Be and on whose behalf call is made, if any (To be filled by complain ant)	TAP Name	TAP LSA Name	If UCC Complaint Rejected by TAP, Specify the Reason	Register ed as Complain t [Fill "C"/ Report [Fill "R"]	OAP to take action	Date OAP received complain ts from TAP	Whether complain t being automati cally transfer ed to OAP in real time?	If complaint is not transferred to OAP in real time then Time taken by TAP to transfer complaint to OAP [column "Q" minus "C"] (days)
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
		# Date and Time should be captured as per [DD-MM- YYYY] [HH:MM :SS] (24 Hr format)	Web Portal	# Date and Time should be captured as per [DD-MM- YYYY] [HH:MM :SS] (24 Hr format)	Voice Call	Communication/Br oadcasting/Enterta inment/IT					Airtel		complaint lacks the sender number/ header or Date of receipt of UCC	C	Airtel	# Date should be captured as per [DD-MM- YYYY] [HH:MM :SS] (24 Hr format)	Yes	
			TRAI- DND App		Auto Dialler {Pre- recorde d}/	Banking/Insurance /Financial products/credit cards					BSNL		UCC > 7 days Old Report	R	BSNL		No	
			SMS to 1909		Auto Dialler Call (Live agent)	Real Estate					MTNL		NAP		MTNL		NAP	
			Call to 1909		Robo Calls	Consumer goods and automobiles					QTL				QTL			
			TSP App		SMS	Tourism and Leisure					RCL				RCL			
			Email			Education					RJIL				RJIL			
			IVRS			Food and Beverages					TTL				TTL			
			Other			Health					VIL				VIL			
						Others					STPL				STPL			
						In case of SMS mode of complaint, use NAP												

Annexure -VIII : Details of Complaints related to UTM

OAP LSA Name where sender of communication is located	Occurrence of complained communication CDR matched at OAP end (Yes/No) (OAP end)	Time taken by OAP to match CDR (days)	UTM Name	UTM (Individual/Enterprise)	Number of Mobile Connections allotted to UTM	Number of Landline Connections allotted to UTM	Number of associate PRI/SIP allotted to UTM	Count of Complaints against the sender in last 10 days	Count of Valid Complaints from Unique Recipients in last 10 days	Notice issued if the number of unique complaints is 5 or more than 5 during last 10 days	Complaint found Valid/Invalid, after investigation (OAP end)	Reason, if invalid (OAP end)	DAP Action Date & Time (During Investigation) (DD-MM-YYYY HH:MM:SS)	Final action taken by OAP after investigation	Date (DD-MM-YYYY) and Time (HH:MM:SS) (24 Hr format), when final action taken after investigation	Time taken for Final Action by OAP (column "AF" minus "Q") (days)	Status (Pending / Closed/ Records detected in UCC Detect System (for Reports))	Reason, if complaint pending beyond TAT	Sender Details - POI (Proof of Identity) (Type)	Sender Details - POI (Proof of Identity) Details * (if masked, last 4 characters should be visible)	Sender Details - POA (Proof of Address) (Type)	Sender Details - POA (Proof of Address) Details * (if masked, last 4 characters should be visible)	
T	U	V	W	W1	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	
	Yes			Individual						Yes	Valid		# Date and Time should be captured as per [DD-MM-YYYY] [HH-MM-SS] (24 Hr format)	Notice issued - Complaints below threshold.	# Date and Time should be captured as per [DD-MM-YYYY] [HH-MM-SS] (24 Hr format)		Closed						
	No			Enterprise						No	Invalid	Service SMS/Call	Incomplete/incorrect information/Wrong Format	1st Violation - Outgoing services barred for 15 days (all resources) under Reg 25	# Date and Time should be captured as per [DD-MM-YYYY] [HH-MM-SS] (24 Hr format)		Recorded in UCC-Detect System						
	NAP									NAP		CDR Not Match		2nd Violation - Disconnected all resources for 1 year/ blacklisted sender under Reg NAP			Pending						
												Duplicate Transactional SMS/Call											
												Other (Specify reason)											
												NAP											

DS

Annexure-IX: List of Senders and Mobile Numbers/ Landline Numbers/ SIPs/ PRIs/ other telecom resources Blacklisted/ Disconnected due to UTM violation

Name of blacklisted Sender	Count of telecom resources of Blacklisted Sender					Type of Connection (Individual or Enterprise)	Date of disconnection of Mobile Number/ Landline Number/ SIP/ PRI/ other telecom resources mentioned in Column B	List of Names of Access Providers with whom the information about blacklisting of the Sender shared	Date of sharing of blacklisting information with the Access Provider mentioned in Column E	Whether any representation received from Sender	Date of Receipt of Representation	Action taken on representation	Acceptance /Rejection Date
	Landline/FTTH	Mobile	SIP/PRI	Other	Total								
A	B1	B2	B3	B4	B	C	D	E	F	G	H	I	J
								Airtel				Pending	
								BSNL				Accepted and Sender Reactivated	
								MTNL					
								QTL					
								RCL				Rejected	
								RJIL					
								TTL					
								VIL					
								STPL					
								ALL					

* List should include all Disconnected/Black listed Senders including those senders who have been reactivated after receipt of representation in the reported month

Annexure-9(B): List of Senders and Mobile Numbers/ Landline Numbers/ SIPs/ PRIs/ other telecom resources Blacklisted/ Disconnected by the Access Provider due to UTM violation (as per information about Blacklisting received from other Access Providers)

Name of blacklisted Sender	Count of telecom resources of Blacklisted Sender					Type of Connection (Individual or Enterprise)	Date of Receipt of Information about blacklisting of the Sender from the other Access Provider	Name of Access Provider who, as OAP, first blacklisted the Sender	Date of disconnection of Mobile Number/ Landline Number/ SIP/ PRI mentioned in Column B
	Landline/FTTH	Mobile	SIP/PRI	Other	Total				
A	B1	B2	B3	B4	B	C	D	E	F
	Airtel								
	BSNL								
	MTNL								
	QTL								
	RCL								
	RJIL								
	TTL								
	VIL								
	STPL								

Note: As per provisions of TCCPR-2018 & 2025, OAP shall put the Sender under blacklisted category on UTM violation. Once blacklisted, not only all the telecom resources of the Sender shall be disconnected for one year by OAP & all other Access Providers, but also no new telecom resources to such Sender shall be allocated by any Access Provider for one year. However, one telephone number may be allowed to be retained by such sender during this period. Accordingly, Annexure-9(A) is to be filled by OAP in respect of each of the Blacklisted Senders. Correspondingly, each other Access Provider shall give information as per Annexure-9(B) in respect of each of the Blacklisted Senders as

Annexure X: Executive Progress Summary: To be submitted as TAP and OAP with status as on last day of reporting month		
Name of TSP as TAP:		
Total Complaints received by TSP as TAP	A	
Number of total complaints received against the UCC from SMS mode	A(i)	
Number of total complaints received against the UCC from Voice call mode	A(ii)	
Total Complaints rejected by TAP	B	
Number of complaints rejected if the complaint lacks the sender number/ header or Date of receipt of UCC	B(i)	
Number of customers informed about the format and procedure when their complaints were treated as invalid due to B(i)	B(i)(a)	
Number of complaints found invalid due to UCC more than 7 days old	B(i)(i)	
Total Complaints transferred by TSP as TAP to OAP(s) including itself	C	
Total Complaints transferred by TSP as TAP to Airtel	C(i)	
Total Complaints transferred by TSP as TAP to BSNL	C(ii)	
Total Complaints transferred by TSP as TAP to MTNL	C(iii)	
Total Complaints transferred by TSP as TAP to QTL	C(iv)	
Total Complaints transferred by TSP as TAP to RIL	C(v)	
Total Complaints transferred by TSP as TAP to Rcom	C(vi)	
Total Complaints transferred by TSP as TAP to TTL	C(vii)	
Total Complaints transferred by TSP as TAP to VIL	C(viii)	
Total Complaints transferred by TSP as TAP to STPL	C(xi)	
Total Complaints pending to be transferred as TAP to OAP(s) on last day of reporting month (A-C)	D	
Name of TSP as OAP :		
Total Complaints received by TSP as OAP from TAP(s) including itself in reporting month	E	
Total Complaints received by TSP as OAP from TAP(s) pending from previous month to reporting month	F	
Number of complaints to be resolved as OAP (including backlog complaints from previous months) (E+F)	G	
Number of complaints to be resolved as OAP against UTM out of G	H	
Number of complaints to be resolved as OAP against RTM out of G	I	
No of Registered Telecom resources (SMS Headers) against which complaints were raised	I(i)	
No of Registered Telecom resources (140/1600 /)against which complaints were raised	I(ii)	
Number of complaint closed out of G on last day of reporting month	J	
Number of complaint pending out of G on last day of reporting month	K	
Number of disconnected senders after completion of investigation for complaints reported in G in reporting month on last day of reporting month	L	
Number of blacklisted Senders after completion of investigation for complaints reported in G in reporting month on last day of reporting month	M	