

Grievance Redressal SOP

Telecom, ISP & Cable

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Get a grievance redressal SOP for your telecom/ISP business — complaint capture and docketing, resolution SLAs, escalation and appellate authority, and reporting — consistent with TRAI consumer-protection norms. Fill in your context below.

Purpose of this tool & output

A TRAI-consistent complaint handling process

How the output is used

Use the SOP to handle complaints in a TRAI-consistent way — logging, timelines, escalation tiers and closure.

Important cautions

AI-generated SOP; align to current TRAI consumer regulations.

Companion documents

- Customer / Citizen Charter
- SLA Credit / Rebate Policy
- Churn Reduction Plan
- Support Call & Chat Scripts
- NPS & Satisfaction Survey Builder
- Complaint Response Templates

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.