

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 2315
TO BE ANSWERED ON 21st DECEMBER, 2022**

COMPLAINTS OF INTERNET COMPANIES

†2315. **SHRIMATI RANJANBEN DHANANJAY BHATT:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is considering formulating a committee for early settlement of complaints of the consumers of the internet companies, if so, the details thereof;
- (b) whether the Government has taken any steps in the said issue so far, if so, the details thereof; and
- (c) if not, the reasons therefor?

**ANSWER
MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) No, Sir.

(b) & (c) In order to protect the interest of consumers, Telecom Regulatory Authority of India (TRAI) has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint center of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint center, an appeal can be registered with Appellate Authority of the TSPs.

In case a complaint is not redressed even after exhausting the two-tier procedure as prescribed by the TRAI, the complainants may approach Public Grievance wing of Department of Telecommunications (DoT) for resolution of their grievances. All the grievances so received are monitored and resolved through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) Portal (www.pgportal.gov.in).
