

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:5670

ANSWERED ON:07.09.2011

GRIEVANCE MONITORING SYSTEM

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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there is any proposal under consideration to set up grievance monitoring system within the Telecom Regulatory Authority of India (TRAI) to ensure proper redressal of customers grievances; and

(b) if so, the details thereof and the time by when it is likely to be set up?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) No, Madam.

(b) Does not arise in view of (a) above.