

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

UNSTARRED QUESTION NO:4508  
ANSWERED ON:21.12.2011  
PUBLIC GRIEVANCE CELLS  
Singh Shri Pashupati Nath

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

- (a) whether there is any proposal to set up Public Grievance Cells of Department of Telecommunications at District/SSA and Circle levels;
- (b) if so, the details thereof and the number of cells set-up/proposed to be setup in this regard, State-wise;
- (c) if not, the reasons therefor; and
- (d) the action taken by the Government to evolve mechanism for proper redressal of the public grievances at District/Circle level?

**Answer**

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

(a) No, Madam,

(b) Not applicable in view of (a) above.

(c)&(d) `The Telecom Consumers Protection and Redressal of Grievances Regulations, 2007` dated 04/05/2007 of the Telecom Regulatory Authority of India (TRAI) provides for an institutionalized mechanism for redressal of grievances of consumers. This mechanism provides for establishment of a three tier grievance redressal mechanism by service providers operating at Call Centre, Nodal Officer and Appellate Authority levels in each License service area. The service providers have already implemented the three tier grievance redressal mechanism. So far as Department of Telecommunications (DoT) is concerned, one Public Grievance Cell is functioning at DoT headquarters at Delhi.