

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

UNSTARRED QUESTION NO:2683

ANSWERED ON:28.07.2014

SETTING UP OF GRIEVANCES REDRESSAL MECHANISM

Choudhary Shri Ram Tahal;Devi Smt. Rama

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

- (a) whether the Government has set up a grievances redressal mechanism to address the complaints of telephone/mobile subscribers in an effective manner in the country;
- (b) if so, the details thereof; and
- (c) the extent to which it is likely to be beneficial to the telecom subscribers?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) Yes, Madam.

(b) As per the license conditions, the service providers have to redress the grievances of consumers in accordance with the regulations/directions/ orders issued by TRAI. TRAI has laid down the institutional mechanism and procedure for redressal of complaints of consumers by the service providers through the "Telecom Consumers Complaint Redressal Regulations, 2012" dated 5th January 2012. As per these regulations the access service providers have to set up complaint centre in each service area, with toll free consumer care number, for making complaints and service requests. The service providers can also setup a separate General Information number for providing information to consumers. In case the customer is not satisfied with the redressal of his complaint by the complaint centre he can file an appeal with the Appellate Authority of the service provider. The Appellate Authority has to decide on the appeal after considering the recommendations of a two member Advisory Committee, comprising of one representative from consumer organizations registered with TRAI and one from service provider. TRAI has also established a web-portal [www.tccms.gov.in](http://www.tccms.gov.in) to facilitate consumers with information relating to grievances redressal mechanism with the service providers.

(c) These measures are expected to be beneficial to the telecom subscribers as mechanism in general is having a redressal rate of over 95%.