

**Government of India**  
**Ministry of Communications & I.T.**  
**Department of Telecommunications**  
**Licensing Cell (Basic Services Group)**  
**713, Sanchar Bhawan, 20, Ashoka Road, New Delhi-1**

**No. 16-6/2005-BS-II**

**22<sup>nd</sup> Sept., 2005**

To

All Access Service Licensees  
All Cellular Mobile Telephone Service Licensees

**Sub: Setting up of Consumer Grievance Redressal Mechanism**

In exercise of powers conferred under the provisions of License for Unified Access Services / Cellular Mobile Telephone Services, the Access Providers are directed to set up a Consumer Grievance Redressal Mechanism at the following levels:

- (a) Call Centre level
- (b)** An Appellate Authority within the company

Further, all the Access Service Providers must publicise about their redressal mechanism on regular basis through various advertising means or through telephone bills sent to the subscribers.

Kindly acknowledge the receipt.

**(Subhash Chander)**

**ADG(BS-II)**

**Tel. No. 23036536**

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1. Secretary, TRAI
2. DDG(VAS), DOT
3. DDG(LR), DOT for uploading on website on priority basis.