

Government of India
Ministry of Communications & I.T.
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001

No.820-1/04-LR

17th Nov., 2006

To

All ISPs

Sub: Setting up of Consumer Grievance Redressal Mechanism

In exercise of powers conferred under the provisions of License for Internet Service, the Internet Service 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 Internet 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.

K.10
17/11/06
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