

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 3050
TO BE ANSWERED ON 19TH MARCH, 2026**

GRIEVANCE REDRESSAL MECHANISM FOR TELECOM USERS IN ERODE

3050 SHRI ANTHIYUR P. SELVARASU:

Will the Minister of Communications be pleased to state:

- (a) whether Government has examined consumer grievance trends relating to billing, tariff communication and service quality in Erode district, Tamil Nadu, including Erode city and Bhavani telecom users;
- (b) if so, the details of Government grievance platform usage, response timelines, escalation outcomes, service audits and enforcement actions undertaken in the said district; and
- (c) the steps proposed by Government to strengthen complaint accountability and protect consumers from repeated service deficiencies in the said district?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) & (b) Department of Telecommunications (DoT) examines / monitors the grievances which are registered by the customers / citizens in the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) portal on grievance to grievance basis. However, the data of grievances of the last three years, as derived from CPGRAMS portal under various categories for Erode district, Tamil Nadu including Erode city and Telecom Service Providers (TSPs) are as below –

Category	2023-24	2024-25	2025-26 (till Feb '26)	Grand Total
Billing related including Tariff	2	3	11	16
Mobile related - Mobile Number Portability (MNP)	0	1	3	4
Mobile related - Unwanted Commercial Communication	0	1	1	2
Service Quality	10	14	20	44
Grand Total	12	19	35	66

These grievances were disposed off within average timeline of 7 days (which is well within the timeline of 21 days as prescribed by Department of Administrative Reforms and Public Grievances (DARPG)). Out of 66 grievances, 24 appeals were received on the portal, which were also disposed off after re-examination by the respective Appellate authority.

- (c) The Department of Telecommunications *inter alia* has taken various steps for strengthening the grievance redressal mechanism as following –
- i. The respective TSPs have appointed Accountability Managers at each Licensing Service Area (LSA) level for timely and conclusive redressal of the grievances.
 - ii. The Department has periodically reviewed the TSPs performance on grievance redressal and due directions were given for improvement in delivery of telecom services, Mobile Number Portability services, billing/recharge facility, etc.
 - iii. The Department organizes various awareness programs for sensitizing the citizens / customers and information dissemination, in this regard.
 - iv. The Department has directed the TSPs for displaying Citizen's Charter at prominent places having high footfalls at their outlets and on their websites, portals, etc.
 - v. Regular review of grievances by the senior officers for conclusive redressal and suggesting policy interventions, if any.
