

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

**LOK SABHA
UNSTARRED QUESTION NO. 2828
ANSWERED ON 6TH AUGUST, 2025**

COMPLAINTS AGAINST PRIVATE MOBILE SERVICE PROVIDERS

2828. SHRI ESWARASAMY K:

Will the Minister of COMMUNICATION be pleased to state:

- (a) the details of number of the complaints received by Telecom Regulatory Authority of India (TRAI) about private mobile/cellular service providers during the last three years, service provider-wise; and
- (b) the steps taken/being taken by TRAI for redressal of such complaints?

ANSWER

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

- (a) The details of the complaints received by Telecom Regulatory Authority of India (TRAI) during the last three years, private mobile/cellular service provider-wise are given below:-

S. No.	Private Mobile Service Provider	2022	2023	2024	Total
1.	Reliance Jio Infocomm Ltd.	9770	11431	13464	34665
2.	Bharti Airtel Ltd.(Airtel)	19976	20570	18878	59424
3.	Vodafone Idea Ltd. (VI)	11634	9459	7067	28160
Total		41380	41460	39410	1,22,249

- (b) The Telecom Regulatory Authority of India (TRAI) Act, 1997 does not envisage redressal of individual consumer complaints by TRAI. Nevertheless, in order to protect the interest of consumers, TRAI has laid down a framework for redressal of complaints of telecom consumers by their Service Providers. Telecom Service Providers (TSPs) are required to redress the grievances of their customers as per the provisions of the “Telecom Consumer Complaint Redressal Regulations (TCCRR), 2012” issued by TRAI.

In terms of this mechanism, the consumers can lodge service-related complaints at the complaint centre of their TSPs. In case a complaint is not redressed satisfactorily by the Service Provider at the complaint centre, an appeal can be registered with the Appellate Authority of the respective TSP.
