

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2310
TO BE ANSWERED ON 5th August 2022**

COMPLAINTS MADE TO THE CUSTOMER CARE HELPLINE

2310. SHRI TIRUCHI SIVA

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the total number of complaints made by the customers through the official customer helpline number between 2021-22;
- (b) the total number of complaints received against each sector;
- (c) the details of the highest number of complaints received against mobile operator in the telecom sector;
- (d) whether Government has resolved the complaints it received; and
- (e) if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS,
(SHRI DEVUSINH CHAUHAN)**

(a) to (e) The total number of complaints registered by the consumers through the customer helpline numbers at the complaint centres of the service providers during 2021-22 is given below:

SL. No.	Sector	Number of complaints received
1.	Basic Telephone Service	2288635
2.	Cellular Mobile Telephone Service	55280473
3.	Broadband Service	10971111
	Total	68540219

The number of complaints received against the telecom service providers (TSPs), related to mobile services, during 2021-22 is given below:

SL. No.	TSPs	Number of complaints received
1.	Airtel	29968519
2.	Vodafone-Idea	21785460
3.	Reliance Jio	2589419
4.	BSNL	888905
5.	MTNL	48170

The complaints received at Complaint Centres through customer helpline numbers are resolved by the concerned Service Provider.

In case complaints are not resolved by the service providers, the complainants may approach Public Grievance wing of Department of Telecommunications (DoT) for resolution of their grievances. All the grievances so received are monitored and resolved through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) Portal (www.pgportal.gov.in). The number of grievances received during 2021-22 through CPGRAMS portal was 58911, out of which 58224 were resolved.
