

Information note to the Press (Press Release No. 83 /2012)

For Immediate Release

Telecom Regulatory Authority of India

**TRAI launches Telecom Consumers Complaint Monitoring System
(TCCMS) www.tccms.gov.in**

New Delhi, 30th April, 2012: TRAI has launched the **Telecom Consumers Complaint Monitoring System (TCCMS) portal www.tccms.gov.in** to facilitate the telecom consumers–

- in locating the “Consumer Care Number”, “General Information Number” and contact details of the complaint centre and Appellate Authority of their service provider.
- in accessing the website of their service provider’s complaint monitoring portal to track the current status of their complaints or appeals lodged with their service provider complaint centre or Appellate Authority.

This portal will also help TRAI in monitoring the status of redressal of complaints lodged by the consumers with the service providers. It is felt that this portal will help to enhance the effectiveness of the grievance redressal mechanism.

Contact Details in case of any clarifications

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