

vscode - Search

AbcTelecom

localhost:8188/complaint/1

Java 8 Stream Filter - javatpoint

localhost:4200/adminhome

Home

View Complaints

Change Password

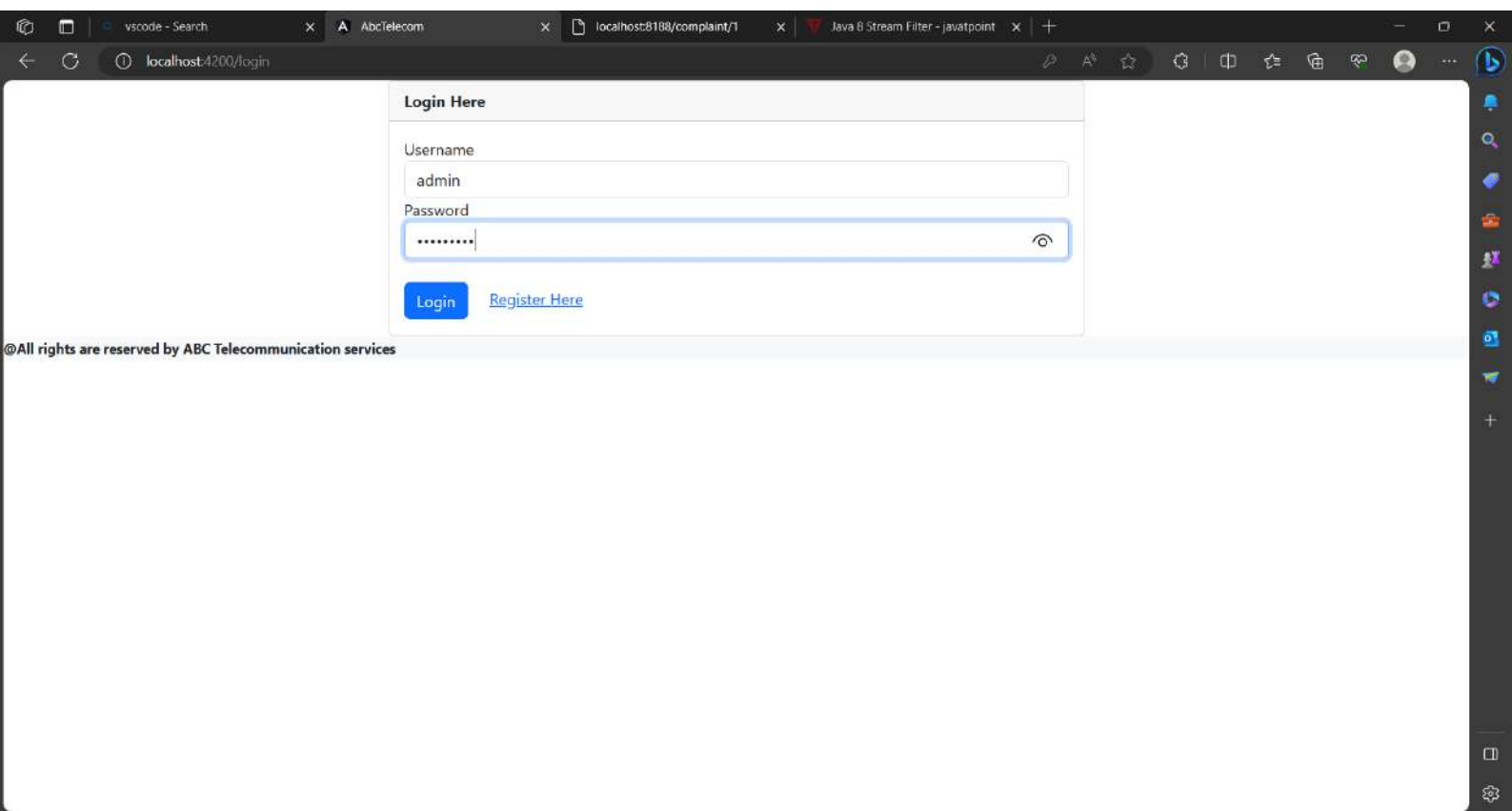
Logout

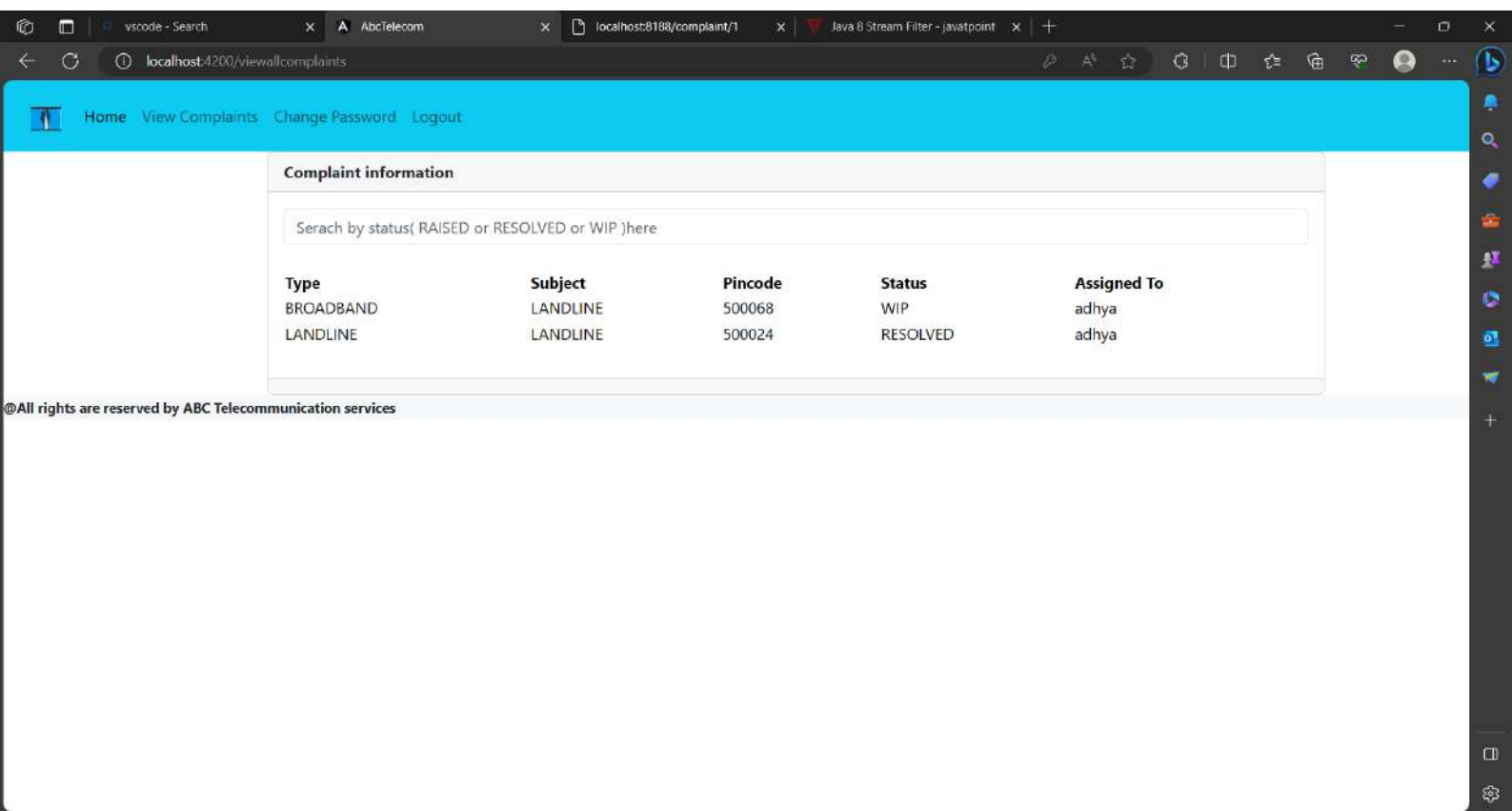
Users information

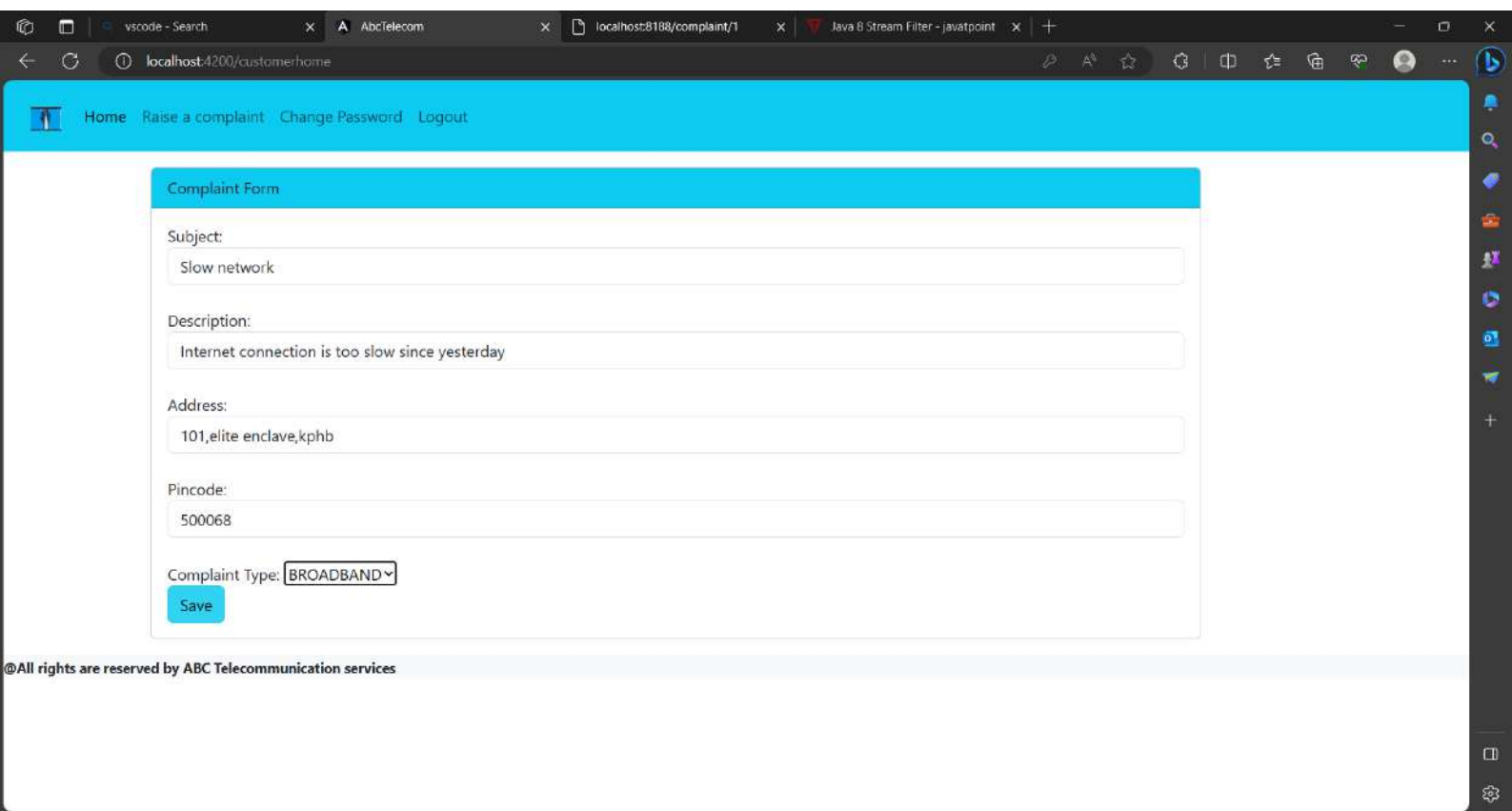
Search user here

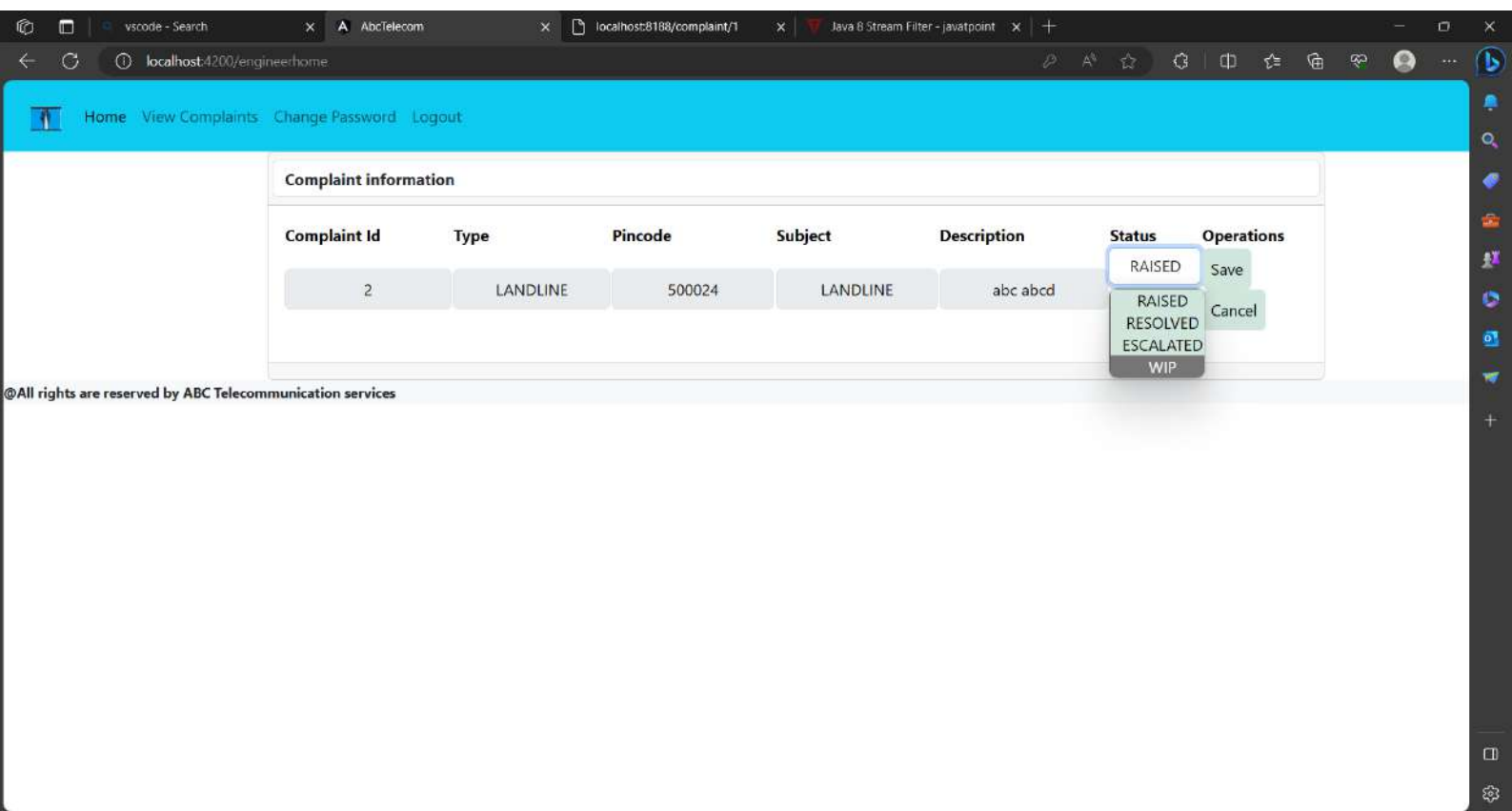
UserName	Name	phone	Pincode	Role	Operations
adhya	adhya reddy	988754652	587456	ENGINEER	delete
madhu	Madhu sudha	9866547541	516004	MANAGER	delete
manasa	Manasa t	9886527412	500068	ENGINEER	Save Cancel
sohan	sohan T	988558457	516004	MANAGER CUSTOMER ENGINEER	delete

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localhost:4200/engineerhome

 Home View Complaints Change Password Logout

Complaint information

Complaint Id	Type	Pincode	Subject	Description	Status	Operations
2	LANDLINE	500024	LANDLINE	abc abcd	RESOLVED	<div>edit</div>

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 Home View Complaints Change Password Logout

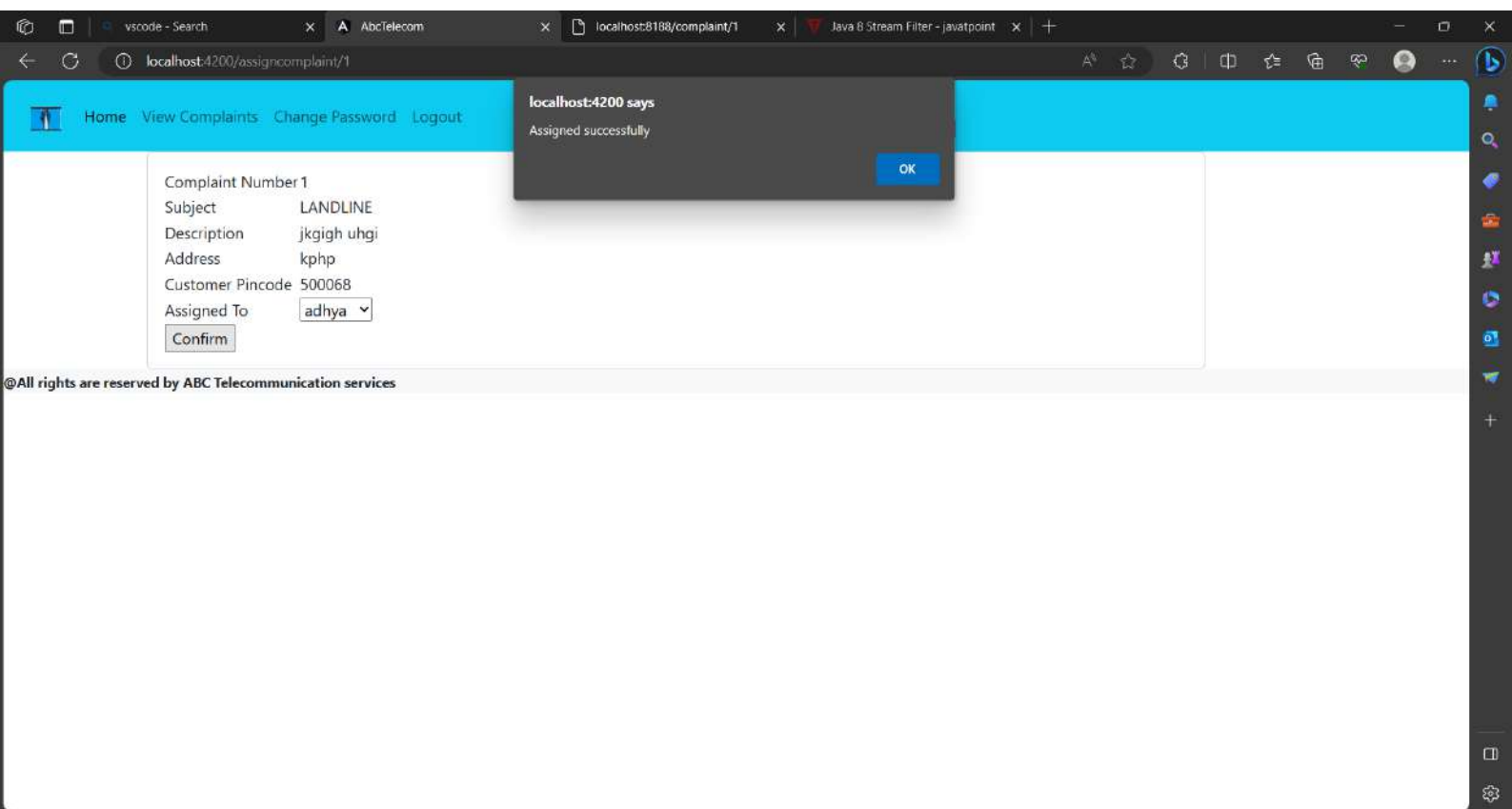
Complaint information

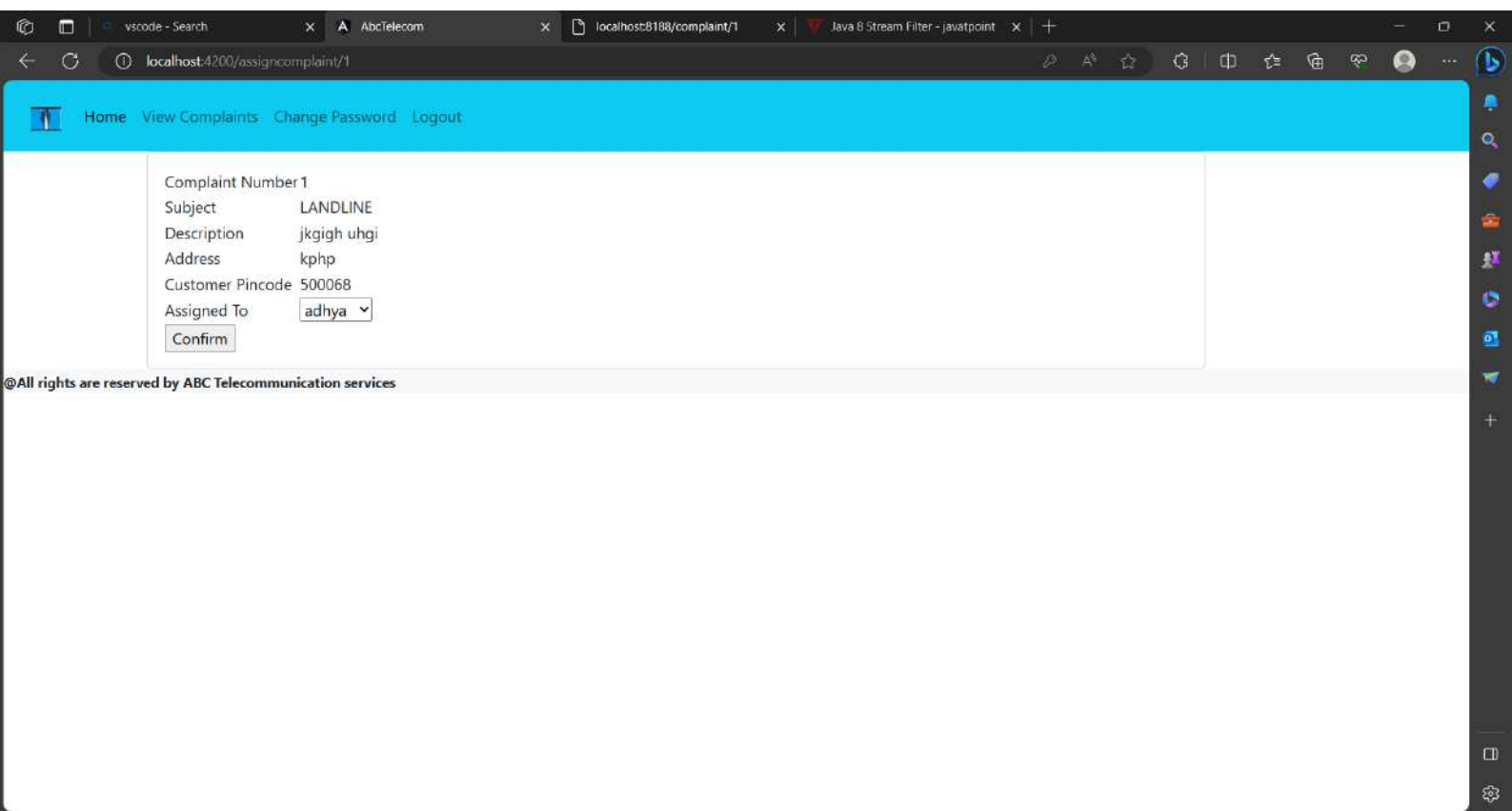
Complaint Id	Type	Pincode	Subject	Description	Status	Operations
2	LANDLINE	500024	LANDLINE	abc abcd	WIP	<div>edit</div>

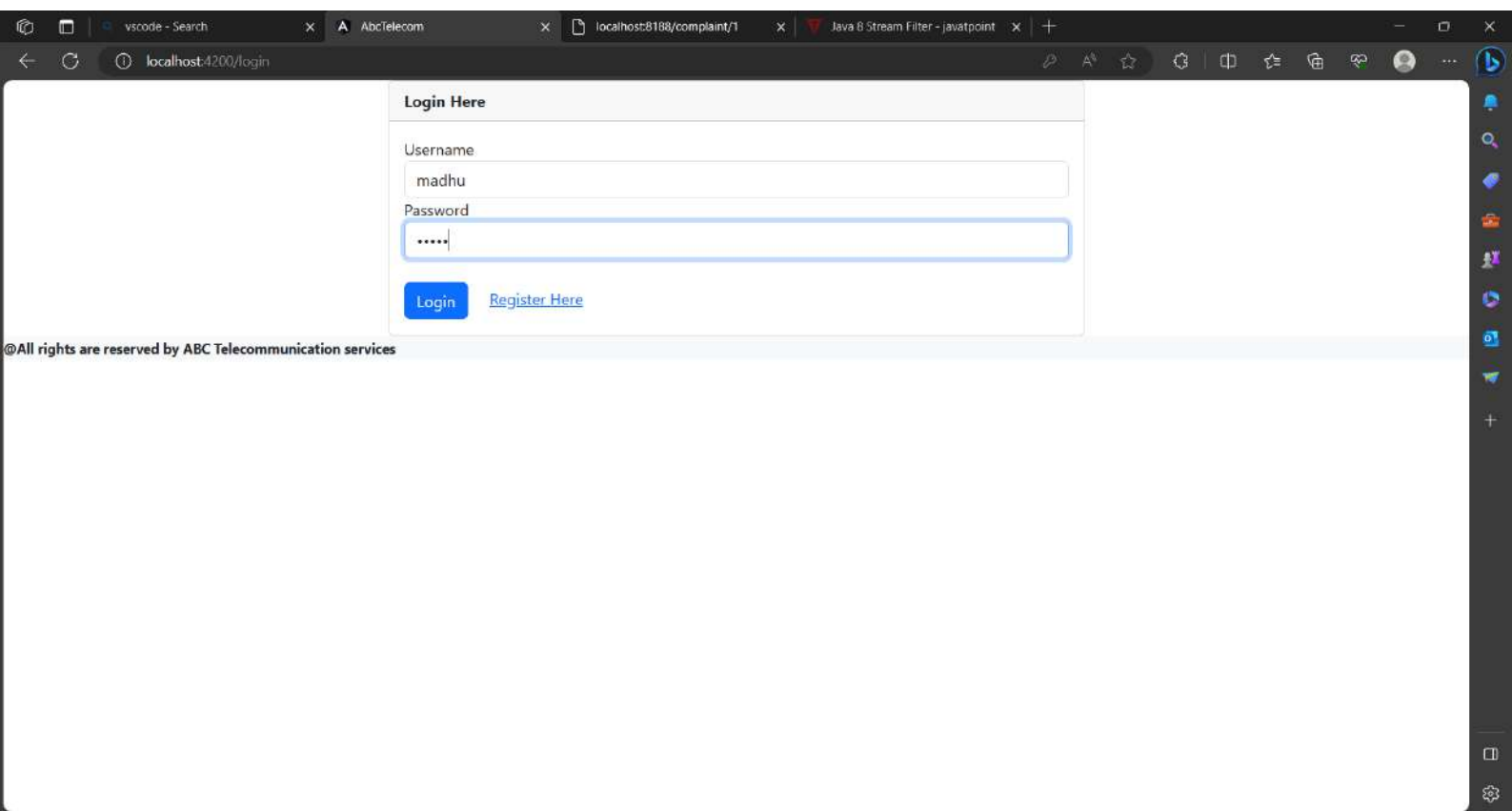
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- The primary responsibility of addressing the complaint related to service, billing, quality of service, etc. lies with Telecom Service Providers (TSPs), which emanates from licensing terms and conditions. As per licensing conditions "Any dispute, with regard to the provision of SERVICE shall be a matter only between the aggrieved party and the LICENSEE, who shall duly notify this to all before providing the SERVICE and in no case the LICENSOR shall bear any liability or responsibility in the matter."
- In order to streamline the process of grievance redressal mechanism by the service providers, TRAI has issued "Telecom Complaint Redressal Regulations 2012". Which is available on TRAI website. According to this, all TSPs should set up a Two Tier grievance redressal mechanism. The highlights of this mechanism are -
 - Establishment of a Complaint Centre: Every service provider shall, establish a Complaint Centre for redressal of complaints and for addressing service requests of its consumers. Complaint Centre is accessible to its consumers through a toll-free "Consumer Care Number". Every service provider shall also, establish a 'Web Based Complaint Monitoring System' to enable the consumers to monitor the status of their complaints. Every Complaint Centre shall, immediately on receipt of a complaint from a consumer, register such complaint and allot a unique number to be called the docket number.
 - Establishment of an Appellate Authority: Every service provider shall, establish an Appellate Authority in each of its licensed service areas to dispose of the appeals filed. Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified, such consumer may prefer an appeal to the Appellate Authority of the concerned service provider for redressal of his complaint.
 - Accordingly all complainants have to approach to their service providers for redressal of their complaint through "Two Tier Institutionalized complaint Redressal Mechanism" of the concerned Service Provider established by it under Telecom Consumer Complaint Redressal Regulations, 2012 (1 of 2012) of TRAI issued on 05th January 2012 and amendments thereto.

- However, in case a grievance is not redressed even after exhausting the procedure as prescribed above, an individual complainant without prejudice to his right to approach an appropriate Court of Law, may approach Public Grievance Cell of Department of Telecommunications (DoT), along with all documentary evidence(s) for non-redressal of his grievance at concerned Service Provider level.
- Complainants are advised to use an online platform, Centralised Public Grievance Redress and Monitoring System (CPGRAMS) web portal <http://www.pgportal.gov.in> for registering their grievance. Any grievance sent by e-mail may not be attended to/entertained
- The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer.
- Issues which are not considered as complaint :
 - RTI Matters








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localhost:4200/viewallcomplaints

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Complaint information

Search by status(RAISED or RESOLVED or WIP)here

Type	Subject	Pincode	Status	Assigned To
BROADBAND	slow internet	500068	WIP	adhya
LANDLINE	LANDLINE	500024	WIP	adhya

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