

**Telecom Regulatory Authority of India**

**Subject : Telecom Regulatory Authority of India launches Complaint Management System (CMS) portal and app**

**New Delhi, 09<sup>th</sup> January 2020:** As per TRAI Act, 1997, consumer protection is an important mandate of TRAI. TRAI has taken several initiatives, over the years to protect the interests of the consumers.

TRAI has now launched an online Complaint Management System (CMS) for effective redress of consumer complaints. Initially the CMS will feature rule-based redress of complaints related to Value Added Services (VAS). Using the CMS portal or the app consumers will be able to fetch details of VAS services activated on their phone. Where double consent for VAS has not been recorded by TSPs, the consumers shall be able to file claims for the cost of VAS for one month. The claims, if any, will be settled by the respective TSPs only.

The TRAI CMS app can be downloaded from Google Play Store and Apple App Store. The URL to access the portal is: <https://cms.trai.gov.in>.

It may be noted that it is a pilot launch to get feedback on working of app & portal. Based on feedback from consumers necessary changes, if any, will be incorporated in the app & portal.

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