

**Government of India  
Ministry of Communications & I.T.  
Department of Telecommunications  
Sanchar Bhawan, 20, Ashoka Road, New Delhi – 110001  
(DS Cell)**

**No. 815-1/2006-DS**

**Dated : 17.11.2006**

**To**

**M/s All Commercial CUG VSAT operators**


**Sub : Setting up of Consumer Grievance Redressal Mechanism**

In exercise of powers conferred under the provisions of License for Commercial CUG VSAT Service, the VSAT Service Providers are directed to set up a Consumer Grievance Redressal Mechanism at the following levels :

- (a) Call Centre level
- (b) An Appellate Authority within the company

Further, all the VSAT Service providers must publicize about their redressal mechanism on regular basis through various advertising means or through bills sent to the subscribers.

Kindly acknowledge the receipt.

  
**(Dasu Ram)** 17.11.2006  
**ADG (LR-I)**

**Copy to : -**

1. President, VSAT Services Association of India (VSAI) with request to coordinate and ensure that the instructions are followed.
2. Director (LR-II) with request to suitably paste the orders on DOTs Internet site.