



REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (3RD QUARTER - FY 2021/2022)

This report is a summary of consumer complaints and enquiries received and handled between 1st April and 30th June 2022.

In the quarter under review, 18 complaints were received and processed as shown in the table and pie-chart below. These were complaints escalated to the Authority for failure of resolution by the service providers.

Number of Complaints Handled

Category	Number	Resolved	In Progress
Defective Terminal Equipment			
Quality of Service (Voice & Data)	9	4	5
Fraudulent Calls/SMS			
Billing			
Unfair Trading Practices			
Confidentiality/Privacy Breaches			
Service Provisioning Delays/Failures/Termination			
Frequency Interference	2	2	
Misleading Advertisements			
Unauthorized Charges/Subscriptions			
Electromagnetic Radiation/Environmental Health			
Inappropriate Media Content/	1		1
Tariffs			
Nuisance			

Criminal use of services/facilities/cyber crime			
Delivery Delays	1		1
Warranty Violations			
Service Interruptions			
Identity Theft			
Mobile Number Portability			
Digital Transition			
Counterfeit Phones			
Postal/courier			
Customer information-Inaccurate info			
Poor Customer service			
Authority's Services/ Business opportunity	5		5
Others			
Total	18	6	12

Proportionate representation of complaints

