

REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (2ND QUARTER - FY 2023/2024)

This report is a summary of consumer complaints received and handled between 1st Oct and 31st Dec 2023.

In the quarter under review, 171 complaints were received and processed as shown in the table 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
Quality of Service (Voice & Data)	24	12	12
Fraudulent Calls/SMS	17	14	3
Billing	16	11	5
Unfair Trading Practices	10	8	2
Confidentiality/Privacy Breaches	32	32	0
Service Provisioning Delays/Failures/Termination	9	5	4
Frequency Interference	5	0	5
Unauthorized Charges/Subscriptions	7	4	3
Criminal use of services/facilities/cyber crime	16	12	4
Warranty Violations	1	1	0
Mobile Number Portability	1	1	0
Postal/courier	9	7	2
Broadcasting	10	9	1
Others	14	14	0
Total	171	130	41