

# REPORT OF CONSUMER COMPLAINTS – QUARTER 1 FY 2024/2025

This report is a summary of consumer complaints received and handled between 1st July 2024 and 30th September 2024.

In the Quarter under review, 200 complaints were received and processed as shown in the table below. These were complaints escalated to the Authority for failure of resolution by the respective service providers.

# Number of Complaints Handled

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Number** | **Resolved** | **In Progress** |
| Quality of Service (Voice & Data) | 15 | 12 | 3 |
| Fraudulent Calls/SMS | 29 | 25 | 4 |
| Billing  | 12 | 11 | 1 |
| Unfair Trading Practices | 22 | 16 | 6 |
| Confidentiality/Privacy Breaches | 22 | 22 | 0 |
| Service Provisioning Delays/Failures/Termination | 9 | 7 | 2 |
| Electromagnetic/health hazard | 3 | 2 | 1 |
| Frequency Interference | 6 | 5 | 1 |
| Unauthorized Charges/Subscriptions | 11 | 11 | 0 |
| Service Interruption | 5 | 2 | 3 |
| Criminal use of services/facilities/cyber crime | 7 | 5 | 2 |
| Mobile Number Portability | 1 | 1 | 0 |
| Postal/courier | 14 | 10 | 4 |
| Broadcasting | 23 | 21 | 2 |
| Authority's services  | 1 | 1 | 0 |
| Others | 20 | 20 | 0 |
| **Total** | 200 | 171 | 29 |

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