

Name of Service Provider - Bharti Airtel Ltd															
Service - Broadband Service															
Customer Complaints Redressal Report for the Quarter ending - Dec'20 (Q-3)															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the Quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP	Billing	590	-	590	590	-	590	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1409	19	1,428	1,318	74	1,392	36	0	0	0	0	0	0	0
	Faults and Network Related Complaints	44277	168	44,445	43,039	1,277	44,316	129	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	60	3	63	57	6	63	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	46336	190	46,526	45,004	1,357	46,361	165	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		157903													
DL	Billing	3304	-	3,304	3,304	-	3,304	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	8848	86	8,934	8,639	167	8,806	128	0	0	0	0	0	0	0
	Faults and Network Related Complaints	153314	376	153,690	151,730	1,508	153,238	452	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	305	3	308	287	21	308	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	165771	465	166,236	163,960	1,696	165,656	580	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		860933													
GJ	Billing	319	-	319	319	-	319	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	629	13	642	592	32	624	18	1	0	1	1	0	1	0
	Faults and Network Related Complaints	10596	74	10,670	9,575	982	10,557	113	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	11	1	12	8	4	12	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	11555	88	11,643	10,494	1,018	11,512	131	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		59695													
NORTH HR	Billing	106	-	106	106	-	106	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	439	13	452	383	29	412	40	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5381	41	5,422	4,992	326	5,318	104	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	6	-	6	6	-	6	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	5932	54	5,986	5,487	355	5,842	144	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		31650													
KTK	Billing	1509	-	1,509	1,509	-	1,509	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3504	40	3,544	3,397	108	3,505	39	1	0	1	1	0	1	0
	Faults and Network Related Complaints	101862	648	102,510	98,594	3,530	102,124	386	1	0	1	0	0	0	1
	Internet/ Data Related Complaints	190	1	191	182	9	191	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the Quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Total	107065	689	107,754	103,682	3,647	107,329	425	2	0	2	1	0	1	1
	Total Subscriber base (Prepaid)-----	-													
	Total Subscriber base (Postpaid)-----	412023													
KL	Billing	90	-	90	90	-	90	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	281	2	283	269	12	281	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	7206	10	7,216	7,020	191	7,211	5	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	16	-	16	15	1	16	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	7593	12	7,605	7,394	204	7,598	7	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-													
	Total Subscriber base (Postpaid)-----	41119													
KOL	Billing	323	-	323	323	-	323	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	823	7	830	806	17	823	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	19679	165	19,844	18,695	1,051	19,746	98	1	0	1	0	0	0	1
	Internet/ Data Related Complaints	23	1	24	22	2	24	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	20848	173	21,021	19,846	1,070	20,916	105	1	0	1	0	0	0	1
	Total Subscriber base (Prepaid)-----	-													
	Total Subscriber base (Postpaid)-----	75601													
MH	Billing	420	-	420	420	-	420	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1184	15	1,199	1,039	106	1,145	54	0	0	0	0	0	0	0
	Faults and Network Related Complaints	19168	200	19,368	17,655	1,449	19,104	264	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	67	4	71	61	10	71	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	20839	219	21,058	19,175	1,565	20,740	318	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	-													
	Total Subscriber base (Postpaid)-----	97578													
MPCG	Billing	1295	-	1,295	1,295	-	1,295	-	0	1	1	1	0	1	0
	Customer Service Related Complaints	2252	28	2,280	2,163	61	2,224	56	1	0	1	1	0	1	0
	Faults and Network Related Complaints	40905	106	41,011	40,192	697	40,889	122	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	190	1	191	181	10	191	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	44642	135	44,777	43,831	768	44,599	178	1	1	2	2	0	2	0
	Total Subscriber base (Prepaid)-----	-													
	Total Subscriber base (Postpaid)-----	208541													
M	Billing	855	-	855	855	-	855	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1556	21	1,577	1,499	49	1,548	29	0	0	0	0	0	0	0
	Faults and Network Related Complaints	24885	214	25,099	23,144	1,819	24,963	136	0	0	0	0	0	0	0

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the Quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MU	Internet/ Data Related Complaints	85	2	87	74	13	87	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	27381	237	27,618	25,572	1,881	27,453	165	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		124155													
PB	Billing	366	-	366	366	-	366	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	996	25	1,021	939	40	979	42	0	0	0	0	0	0	0
	Faults and Network Related Complaints	25628	377	26,005	24,746	859	25,605	400	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	35	-	35	28	7	35	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	27025	402	27,427	26,079	906	26,985	442	2	0	2	2	0	2	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		107573													
RU	Billing	163	-	163	163	-	163	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	941	24	965	877	45	922	43	0	0	0	0	0	0	0
	Faults and Network Related Complaints	10004	41	10,045	9,552	201	9,753	292	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	17	-	17	16	1	17	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	11125	65	11,190	10,608	247	10,855	335	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		56836													
TN	Billing	2098	-	2,098	2098	-	2,098	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3543	24	3,567	3,356	155	3,511	56	1	0	1	1	0	1	0
	Faults and Network Related Complaints	133444	824	134,268	121,603	12,187	133,790	478	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	333	6	339	301	37	338	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	139418	854	140,272	127,358	12,379	139,737	535	2	0	2	2	0	2	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		385961													
UP-E	Billing	198	-	198	198	-	198	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1235	10	1,245	1,203	26	1,229	16	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18670	61	18,731	18,080	559	18,639	92	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	46	-	46	45	1	46	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	20149	71	20,220	19,526	586	20,112	108	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		73223													
RTH UP-W	Billing	180	-	180	180	-	180	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1036	4	1,040	982	34	1,016	24	0	0	0	0	0	0	0
	Faults and Network Related Complaints	12338	34	12,372	11,761	553	12,314	58	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	78	-	78	72	6	78	-	0	0	0	0	0	0	0

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending - Dec'20 (Q-3)

LSA	Category of complants	Complaint Centre(s)						
		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
AP	Billing	130	-	130	130	-	130	-
	Customer Service Related Complaints	414	21	435	382	34	416	19
	Faults and Network Related Complaints	6145	18	6,163	5953	190	6,143	20
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	6689	39	6,728	6465	224	6,689	39
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		162021						
DL	Billing	772	-	772	772	-	772	-
	Customer Service Related Complaints	3024	68	3,092	2882	128	3,010	82
	Faults and Network Related Complaints	43423	79	43,502	42910	465	43,375	127
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	47219	147	47,366	46564	593	47,157	209
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		918874						
	Billing	173	-	173	173	-	173	-
	Customer Service Related Complaints	276	10	286	244	29	273	13

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

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LSA	Category of complants	Complaint Centre(s)						
		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
GJ	Faults and Network Related Complaints	2966	26	2,992	2664	290	2,954	38
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	3415	36	3,451	3081	319	3,400	51
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		67841						

NORTH HR	Billing	38	-	38	38	-	38	-
	Customer Service Related Complaints	152	7	159	116	23	139	20
	Faults and Network Related Complaints	1376	15	1,391	1298	62	1,360	31
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	1566	22	1,588	1452	85	1,537	51
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		31955						

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Service- Wireline

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		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
KTK	Billing	261	-	261	261	-	261	-
	Customer Service Related Complains	1316	35	1,351	1258	68	1,326	25
	Faults and Network Related Complains	23805	98	23,903	22972	837	23,809	94
	Internet/ Data Related Complains	0	-	-	0	-	-	-
	VAS Related Complains	0	-	-	0	-	-	-
	Total	25382	133	25,515	24,491	905	25,396	119
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		434301						
KL	Billing	53	-	53	53	-	53	-
	Customer Service Related Complains	155	2	157	143	10	153	4
	Faults and Network Related Complains	3758	3	3,761	3692	68	3,760	1
	Internet/ Data Related Complains	0	-	-	0	-	-	-
	VAS Related Complains	0	-	-	0	-	-	-
	Total	3966	5	3,971	3888	78	3,966	5
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		46277						
	Billing	67	-	67	67	-	67	-

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Service- Wireline

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1	2	3	4	5	6	7	8	9
KOL	Customer Service Related Complaints	249	5	254	238	11	249	5
	Faults and Network Related Complaints	5219	30	5,249	4979	249	5,228	21
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	5535	35	5,570	5284	260	5,544	26
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		83499						
MH	Billing	72	-	72	72	-	72	-
	Customer Service Related Complaints	409	10	419	346	45	391	28
	Faults and Network Related Complaints	2496	31	2,527	2204	263	2,467	60
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	2977	41	3,018	2622	308	2,930	88
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		106416						
	Billing	436	-	436	436	-	436	-

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Service- Wireline

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1	2	3	4	5	6	7	8	9
MPCG	Customer Service Related Complaints	866	18	884	807	44	851	33
	Faults and Network Related Complaints	16747	27	16,774	16361	352	16,713	61
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	18049	45	18,094	17604	396	18,000	94
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		225580						
MUM	Billing	167	-	167	167	-	167	-
	Customer Service Related Complaints	757	22	779	709	38	747	32
	Faults and Network Related Complaints	8535	64	8,599	8064	502	8,566	33
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	9459	86	9,545	8940	540	9,480	65
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		134193						

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Service- Wireline

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		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
PB	Billing	99	-	99	99	-	99	-
	Customer Service Related Complaints	399	24	423	353	50	403	20
	Faults and Network Related Complaints	5756	55	5,811	5544	207	5,751	60
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	6254	79	6,333	5996	257	6,253	80
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		115929						
RJ	Billing	37	-	37	37	-	37	-
	Customer Service Related Complaints	292	10	302	255	26	281	21
	Faults and Network Related Complaints	2494	14	2,508	2401	66	2,467	41
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	2823	24	2,847	2693	92	2,785	62
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		58374						
	Billing	698	-	698	698	-	698	-
	Customer Service Related Complaints	1432	41	1,473	1335	111	1,446	27

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending - Dec'20 (Q-3)

LSA	Category of complants	Complaint Centre(s)						
		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
TN	Faults and Network Related Complaints	39239	171	39,410	35541	3,740	39,281	129
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	41369	212	41,581	37574	3851	41,425	156
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		413273						

UP-E	Billing	54	-	54	54	-	54	-
	Customer Service Related Complaints	517	5	522	499	10	509	13
	Faults and Network Related Complaints	2796	10	2,806	2714	78	2,792	14
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	3367	15	3,382	3267	88	3,355	27
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		73142						

DRTH UP-W	Billing	55	-	55	55	-	55	-
	Customer Service Related Complaints	294	3	297	273	18	291	6
	Faults and Network Related Complaints	1560	16	1,576	1492	64	1,556	20
	Internet/ Data Related Complaints	0	-	-	0	-	-	-

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending - Dec'20 (Q-3)

LSA	Category of complaints	Complaint Centre(s)						
		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
NC	VAS Related Complaints	0	-	-	0	-	-	-
	Total	1909	19	1,928	1820	82	1,902	26
	Total Subscriber base (Prepaid)-----	-						
	Total Subscriber base (Postpaid)-----	47055						

J&K	Billing	6	-	6	6	-	6	-
	Customer Service Related Complaints	163	2	165	90	33	123	42
	Faults and Network Related Complaints	804	62	866	420	249	669	197
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	973	64	1,037	516	282	798	239
	Total Subscriber base (Prepaid)-----	-						
	Total Subscriber base (Postpaid)-----	35086						

R	Billing	1	-	1	1	-	1	-
	Customer Service Related Complaints	136	-	136	129	2	131	5
	Faults and Network Related Complaints	380	5	385	330	43	373	12

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending - Dec'20 (Q-3)

LSA	Category of complants	Complaint Centre(s)						
		Details of complaints received during the			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9
B	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	517	5	522	460	45	505	17
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		7397						

HP	Billing	0	-	-	0	-	-	-
	Customer Service Related Complaints	4	-	4	4	-	4	-
	Faults and Network Related Complaints	6	-	6	6	-	6	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-
	Total	10	-	10	10	-	10	-
Total Subscriber base (Prepaid)-----		-						
Total Subscriber base (Postpaid)-----		321						

Name of Service Provider - Bharti Airtel Ltd.								
Service- Wireline								
Customer Complaints Redressal Report for the Quarter ending								
LSA	Category of complants	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16
AP	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

DL	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

Billing	0	0	0	0	0	0	0
Customer Service Related Complaints	0	0	0	0	0	0	0

Name of Service Provider - Bharti Airtel Ltd.								
Service- Wireline								
Customer Complaints Redressal Report for the Quarter ending								
LSA	Category of complaints	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16
GJ	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								
NORTH HR	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending

LSA	Category of complaints	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16

KTK	Billing	1	0	1	1	0	1	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

KL	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

	Billing	0	0	0	0	0	0	0
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Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending

LSA	Category of complaints	Appellate Authority							
		Details of appeals received during the			Details of appeals disposed during the Quarter				
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	10	11	12	13	14	15	16	
KOL	Customer Service Related Complaints	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----									
Total Subscriber base (Postpaid)-----									

MH	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

Billing	0	0	0	0	0	0	0
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Name of Service Provider - Bharti Airtel Ltd.								
Service- Wireline								
Customer Complaints Redressal Report for the Quarter ending								
LSA	Category of complaints	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16
MPCG	Customer Service Related Complaints	0	1	1	1	0	1	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

MUM	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

Name of Service Provider - Bharti Airtel Ltd.

Service- Wireline

Customer Complaints Redressal Report for the Quarter ending

LSA	Category of complants	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16

PB	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

RJ	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0

Name of Service Provider - Bharti Airtel Ltd.								
Service- Wireline								
Customer Complaints Redressal Report for the Quarter ending								
LSA	Category of complaints	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16
TN	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

UP-E	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

DRTH UP-W	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0

Name of Service Provider - Bharti Airtel Ltd.								
Service- Wireline								
Customer Complaints Redressal Report for the Quarter ending								
LSA	Category of complaints	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16
NC	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

J&K	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

R	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0

Name of Service Provider - Bharti Airtel Ltd.								
Service- Wireline								
Customer Complaints Redressal Report for the Quarter ending								
LSA	Category of complants	Appellate Authority						
		Details of appeals received during the			Details of appeals disposed during the Quarter			
		Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	10	11	12	13	14	15	16
B	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								

HP	Billing	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----								
Total Subscriber base (Postpaid)-----								