

Name of Service Provider															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Sep'21 (Q-2)															
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			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	217	-	217	217	-	217	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1949	64	2,013	1,796	132	1,928	85	0	0	0	0	0	0	0
	Faults and Network Related Complaints	51042	190	51,232	48,691	2,099	50,790	442	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	36	1	37	28	7	35	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	53244	255	53,499	50732	2238	52,970	529	1	0	1	1	0	1	0
DL	Billing	996	-	996	996	-	996	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	8974	380	9,354	8,640	475	9,115	239	1	0	1	0	1	1	0
	Faults and Network Related Complaints	147381	349	147,730	144,871	1,911	146,782	948	2	0	2	2	0	2	0
	Internet/ Data Related Complaints	77	1	78	62	14	76	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	157428	730	158,158	154569	2400	156,969	1,189	3	0	3	2	1	3	0
GJ	Billing	100	-	100	100	-	100	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	831	104	935	699	113	812	123	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13458	190	13,648	12,573	845	13,418	230	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	45	-	45	24	16	40	5	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	14434	294	14,728	13396	974	14,370	358	0	0	0	0	0	0	0
NORTH HR	Billing	21	-	21	21	-	21	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	193	60	253	189	42	231	22	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6762	83	6,845	6,523	222	6,745	100	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	6978	143	7,121	6735	264	6,999	122	0	0	0	0	0	0	0
		-													
	Billing	459	-	459	459	-	459	-	0	0	0	0	0	0	0

	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	33498	356	33,854	31949	1441	33,390	464	0	0	0	0	0	0	0

RU	Billing	145	-	145	145	-	145	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1085	62	1,147	966	110	1,076	71	0	0	0	0	0	0	0
	Faults and Network Related Complaints	17037	721	17,758	16,289	1,198	17,487	271	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	16	-	16	9	7	16	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	18283	783	19,066	17409	1315	18,724	342	0	0	0	0	0	0	0

TN	Billing	515	-	515	515	-	515	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3217	88	3,305	3,093	132	3,225	80	0	0	0	0	0	0	0
	Faults and Network Related Complaints	100858	423	101,281	95,748	4,409	100,157	1,124	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	51	4	55	33	14	47	8	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	104641	515	105,156	99389	4555	103,944	1,212	1	0	1	1	0	1	0

UP-E	Billing	97	-	97	97	-	97	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2621	58	2,679	2,492	125	2,617	62	0	0	0	0	0	0	0
	Faults and Network Related Complaints	37266	290	37,556	33,042	3,795	36,837	719	3	0	3	1	1	2	1
	Internet/ Data Related Complaints	25	5	30	17	12	29	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	40009	353	40,362	35648	3932	39,580	782	3	0	3	1	1	2	1

NORTH UP-W	Billing	118	-	118	118	-	118	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2585	117	2,702	2,474	132	2,606	96	0	0	0	0	0	0	0
	Faults and Network Related Complaints	33205	225	33,430	29,389	3,417	32,806	624	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	28	-	28	17	9	26	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	35936	342	36,278	31998	3558	35,556	722	0	0	0	0	0	0	0

J&K	Billing	79	-	79	79	-	79	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	424	88	512	368	106	474	38	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4947	215	5,162	4,117	887	5,004	158	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	4	-	4	2	2	4	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	5454	303	5,757	4566	995	5,561	196	0	0	0	0	0	0	0

BR	Billing	45	-	45	45	-	45	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2138	48	2,186	1,991	81	2,072	114	0	0	0	0	0	0	0
	Faults and Network Related Complaints	9045	69	9,114	7,681	1,180	8,861	253	1	0	1	0	0	0	1
	Internet/ Data Related Complaints	25	-	25	17	6	23	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	11253	117	11,370	9734	1267	11,001	369	1	0	1	0	0	0	1

HP	Billing	4	-	4	4	-	4	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	47	4	51	42	4	46	5	0	0	0	0	0	0	0
	Faults and Network Related Complaints	721	34	755	688	31	719	36	0	0	0	0	0	0	0

	Internet/ Data Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	773	38	811	735	35	770	41	0	0	0	0	0	0	0

AS	Billing	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	106	4	110	96	6	102	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	452	22	474	403	44	447	27	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	561	26	587	502	50	552	35	0	0	0	0	0	0	0	

WB	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	42	-	42	27	9	36	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	148	2	150	76	65	141	9	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	191	2	193	104	74	178	15	0	0	0	0	0	0	0	

North East	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3	-	3	3	-	3	-	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	3	0	3	3	0	3	-	0	0	0	0	0	0	0	

Orissa	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	-	4	1	1	2	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4	-	4	1	3	4	-	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	8	-	8	2	4	6	2	0	0	0	0	0	0	0	

Overall	Billing	3575	0	3575	3575	0	3575	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	36763	1643	38406	34476	2481	36957	1449	2	0	2	1	1	2	0
	Faults and Network Related Complaints	672884	4134	677018	638799	30835	669634	7384	11	0	11	8	1	9	2
	Internet/ Data Related Complaints	532	15	547	367	145	512	35	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	713754	5792	719546	677217	33461	710678	8868	13	0	13	9	2	11	2	

Wireline															
Customer Complaints Redressal Report for the Quarter ending - Sep'21 (Q-2)															
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			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	15	-	15	15	-	15	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	451	47	498	399	53	452	46	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5470	28	5,498	5234	210	5,444	54	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	15	-	15	11	3	14	1	0	0	0	0	0	0	0
	Total	5951	75	6,026	5659	266	5,925	101	0	0	0	0	0	0	0
DL	Billing	368	-	368	368	-	368	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2605	183	2,788	2478	194	2,672	116	1	0	1	1	0	1	0
	Faults and Network Related Complaints	45218	77	45,295	44364	657	45,021	274	4	0	4	3	0	3	1
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	19	-	19	18	1	19	-	0	0	0	0	0	0	0
	Total	48210	260	48,470	47228	852	48,080	390	5	0	5	4	0	4	1
GI	Billing	116	-	116	116	-	116	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	289	68	357	231	50	281	76	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2993	36	3,029	2767	214	2,981	48	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	5	-	5	5	-	5	-	0	0	0	0	0	0	0
	Total	3403	104	3,507	3119	264	3,383	124	0	0	0	0	0	0	0
HR	Billing	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	68	25	93	58	18	76	17	0	0	0	0	0	0	0
	Faults and Network Related Complaints	506	9	515	490	20	510	5	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	576	34	610	550	38	588	22	0	0	0	0	0	0	0
	Billing	67	-	67	67	-	67	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1097	40	1,137	1026	55	1,081	56	1	0	1	1	0	1	0

KTK	Faults and Network Related Complaints	20132	85	20,217	19297	757	20,054	163	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	18	-	18	18	-	18	-	0	0	0	0	0	0	0
	Total	21314	125	21,439	20408	812	21,220	219	2	0	2	2	0	2	0

KL	Billing	17	-	17	17	-	17	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	130	5	135	121	8	129	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2777	3	2,780	2678	94	2,772	8	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
Total	2924	8	2,932	2816	102	2,918	14	0	0	0	0	0	0	0	

KOL	Billing	14	-	14	14	-	14	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	268	4	272	261	8	269	3	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5317	22	5,339	5007	290	5,297	42	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	10	-	10	5	4	9	1	0	0	0	0	0	0	0
Total	5609	26	5,635	5287	302	5,589	46	0	0	0	0	0	0	0	

MH	Billing	33	-	33	33	-	33	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	750	63	813	662	116	778	35	2	0	2	2	0	2	0
	Faults and Network Related Complaints	2319	25	2,344	2106	188	2,294	50	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
Total	3102	88	3,190	2801	304	3,105	85	2	0	2	2	0	2	0	

MPCG	Billing	164	-	164	164	-	164	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1165	56	1,221	1068	83	1,151	70	0	0	0	0	0	0	0
	Faults and Network Related Complaints	14829	20	14,849	14205	543	14,748	101	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	40	-	40	24	16	40	-	0	0	0	0	0	0	0
Total	16198	76	16,274	15461	642	16,103	171	0	0	0	0	0	0	0	

MUM	Billing	42	-	42	42	-	42	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	689	52	741	600	103	703	38	0	0	0	0	0	0	0
	Faults and Network Related Complaints	7004	34	7,038	6739	244	6,983	55	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	7	-	7	7	-	7	-	0	0	0	0	0	0	0
Total	7742	86	7,828	7388	347	7,735	93	0	0	0	0	0	0	0	

PB	Billing	29	-	29	29	-	29	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	493	79	572	451	60	511	61	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5675	31	5,706	5375	267	5,642	64	2	0	2	2	0	2	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
VAS Related Complaints	10	-	10	10	-	10	-	0	0	0	0	0	0	0	

	Total	6207	110	6,317	5865	327	6,192	125	2	0	2	2	0	2	0
RJ	Billing	27	-	27	27	-	27	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	337	15	352	298	21	319	33	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2945	51	2,996	2787	168	2,955	41	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Total	3311	66	3,377	3114	189	3,303	74	0	0	0	0	0	0	0
TN	Billing	251	-	251	251	-	251	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1262	33	1,295	1198	38	1,236	59	0	0	0	0	0	0	0
	Faults and Network Related Complaints	22534	90	22,624	21379	1,021	22,400	224	3	0	3	3	0	3	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	23	-	23	19	1	20	3	0	0	0	0	0	0	0
	Total	24070	123	24,193	22847	1060	23,907	286	3	0	3	3	0	3	0
UP-E	Billing	18	-	18	18	-	18	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1038	18	1,056	910	120	1,030	26	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2612	19	2,631	2487	118	2,605	26	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	4	-	4	3	1	4	-	0	0	0	0	0	0	0
	Total	3672	37	3,709	3418	239	3,657	52	1	0	1	1	0	1	0
UP-W	Billing	31	-	31	31	-	31	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	611	43	654	557	70	627	27	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2125	11	2,136	1920	176	2,096	40	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	5	-	5	3	2	5	-	0	0	0	0	0	0	0
	Total	2772	54	2,826	2511	248	2,759	67	0	0	0	0	0	0	0
J&K	Billing	8	-	8	8	-	8	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	96	35	131	86	30	116	15	0	0	0	0	0	0	0
	Faults and Network Related Complaints	401	24	425	298	112	410	15	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Total	507	59	566	394	142	536	30	0	0	0	0	0	0	0
Overall	Billing	1202	-	1,202	1202	0	1202	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	11349	766	12,115	10404	1027	11431	684	4	0	4	4	0	4	0
	Faults and Network Related Complaints	142857	565	143,422	137133	5079	142212	1210	11	0	11	10	0	10	1
	Internet/ Data Related Complaints	0	-	-	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	160	-	160	127	28	155	5	0	0	0	0	0	0	0
	Total	155568	1,331	156,899	148866	6134	155000	1899	15	0	15	14	0	14	1