

Name of Service Provider - Bharti Airtel Ltd.															
(Broadband Service)															
Customer Complaints Redressal Report															
LSA	Category of complaints	Complaint Centre(s)						Appellate Authority							
		Details of complaints received during			Details of complaints redressed during the Quarter			Details of appeals received				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	335	-	335	335	-	335	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2108	85	2,193	1,900	93	1,993	200	0	0	0	0	0	0	0
	Faults and Network Related Complaints	49375	442	49,817	44,563	3,894	48,457	1,360	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	30	2	32	19	5	24	8	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		51,848	529	52,377	46,817	3,992	50,809	1,568	-	-	-	-	-	-	-
DL	Billing	1457	-	1,457	1,457	-	1,457	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	9045	239	9,284	8,617	274	8,891	393	0	0	0	0	0	0	0
	Faults and Network Related Complaints	120652	948	121,600	116,782	3,470	120,252	1,348	2	0	2	1	0	1	1
	Internet/ Data Related Complaints	28	2	30	20	3	23	7	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		131,182	1,189	132,371	126,876	3,747	130,623	1,748	2	-	2	1	-	1	1
GJ	Billing	148	-	148	148	-	148	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	783	123	906	696	105	801	105	0	0	0	0	0	0	0
	Faults and Network Related Complaints	10288	230	10,518	9,693	587	10,280	238	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	26	5	31	24	1	25	6	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		11,245	358	11,603	10,561	693	11,254	349	-	-	-	-	-	-	-
NORTH HR	Billing	93	-	93	93	-	93	-	1	0	1	0	0	0	1
	Customer Service Related Complaints	534	22	556	481	29	510	46	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11491	100	11,591	10,313	962	11,275	316	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		12,120	122	12,242	10,889	991	11,880	362	1	-	1	-	-	-	1
KTK	Billing	679	-	679	679	-	679	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	3653	101	3,754	3,312	144	3,456	298	0	0	0	0	0	0	0
	Faults and Network Related Complaints	76496	726	77,222	69,685	5,469	75,154	2,068	1	0	1	1	0	1	0
	Internet/ Data Related Complaints	34	2	36	24	4	28	8	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		80,862	829	81,691	73,700	5,617	79,317	2,374	2	-	2	2	-	2	-
KL	Billing	38	-	38	38	-	38	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	250	12	262	219	8	227	35	0	0	0	0	0	0	0
	Faults and Network Related Complaints	7554	57	7,611	6,705	590	7,295	316	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	7	1	8	7	-	7	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total		7,849	70	7,919	6,969	598	7,567	352	-	-	-	-	-	-	-
DL	Billing	151	-	151	151	-	151	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	841	29	870	768	26	794	76	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18953	195	19,148	16,999	1,453	18,452	696	1	0	1	1	0	1	0

KC	Internet/ Data Related Complaints	26	3	29	19	3	22	7	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	19,971	227	20,198	17,937	1,482	19,419	779	1	-	1	1	-	1	-

MH	Billing	373	-	373	373	-	373	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	2027	119	2,146	1,842	103	1,945	201	0	0	0	0	0	0	0
	Faults and Network Related Complaints	28282	357	28,639	24,312	3,313	27,625	1,014	1	0	1	0	0	0	1
	Internet/ Data Related Complaints	17	2	19	10	1	11	8	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	30,699	478	31,177	26,537	3,417	29,954	1,223	2	-	2	1	-	1	1	

MPCG	Billing	818	-	818	818	-	818	-	1	0	1	0	0	0	1
	Customer Service Related Complaints	2961	84	3,045	2,670	121	2,791	254	1	0	1	1	0	1	0
	Faults and Network Related Complaints	44686	464	45,150	41,712	2,216	43,928	1,222	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	98	1	99	50	27	77	22	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	48,563	549	49,112	45,250	2,364	47,614	1,498	2	-	2	1	-	1	1	

MUJM	Billing	171	-	171	171	-	171	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1456	94	1,550	1,297	84	1,381	169	0	0	0	0	0	0	0
	Faults and Network Related Complaints	20969	240	21,209	19,326	1,314	20,640	569	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	9	3	12	5	2	7	5	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	22,605	337	22,942	20,799	1,400	22,199	743	-	-	-	-	-	-	-	

PB	Billing	223	-	223	223	-	223	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1317	59	1,376	1,172	61	1,233	143	0	0	0	0	0	0	0
	Faults and Network Related Complaints	22547	404	22,951	20,868	1,241	22,109	842	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	14	1	15	8	4	12	3	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	24,101	464	24,565	22,271	1,306	23,577	988	-	-	-	-	-	-	-	

RJ	Billing	198	-	198	198	-	198	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1080	71	1,151	969	43	1,012	139	1	0	1	0	0	0	1
	Faults and Network Related Complaints	16839	271	17,110	15,420	1,210	16,630	480	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	5	-	5	3	1	4	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	18,122	342	18,464	16,590	1,254	17,844	620	1	-	1	-	-	-	1	

TN	Billing	530	-	530	530	-	530	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3680	80	3,760	3,438	144	3,582	178	1	0	1	1	0	1	0
	Faults and Network Related Complaints	98366	1,124	99,490	89,432	8,434	97,866	1,624	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	33	8	41	19	10	29	12	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	102,609	1,212	103,821	93,419	8,588	102,007	1,814	1	-	1	1	-	1	-	

UP-E	Billing	331	-	331	331	-	331	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	1884	62	1,946	1,729	67	1,796	150	1	0	1	1	0	0	1
	Faults and Network Related Complaints	34985	719	35,704	29,161	5,266	34,427	1,277	0	1	1	1	0	1	0
	Internet/ Data Related Complaints	17	1	18	9	4	13	5	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	37,217	782	37,999	31,230	5,337	36,567	1,432	2	1	3	2	-	2	1	

NORTH UP-W	Billing	287	-	287	287	-	287	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1670	96	1,766	1,539	96	1,635	131	1	0	1	0	0	0	1
	Faults and Network Related Complaints	27957	624	28,581	25,045	2,462	27,507	1,074	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	5	2	7	3	2	5	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	29,919	722	30,641	26,874	2,560	29,434	1,207	1	-	1	-	-	-	1	

J&K	Billing	76	-	76	76	-	76	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	438	38	476	389	33	422	54	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6398	158	6,556	4,764	1,394	6,158	398	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	6,913	196	7,109	5,229	1,428	6,657	452	-	-	-	-	-	-	-
BR	Billing	117	-	117	117	-	117	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	914	114	1,028	836	41	877	151	0	0	0	0	0	0	0
	Faults and Network Related Complaints	10548	253	10,801	9,433	860	10,293	508	0	1	1	1	0	1	0
	Internet/ Data Related Complaints	6	2	8	4	1	5	3	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	11,585	369	11,954	10,390	902	11,292	662	-	1	1	1	-	1	-
HP	Billing	7	-	7	7	-	7	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	52	5	57	50	3	53	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1021	36	1,057	865	162	1,027	30	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	1,080	41	1,121	922	165	1,087	34	-	-	-	-	-	-	-
AS	Billing	4	-	4	4	-	4	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	54	8	62	49	5	54	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	666	27	693	548	94	642	51	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	724	35	759	601	99	700	59	-	-	-	-	-	-	-
WB	Billing	15	-	15	15	-	15	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	51	6	57	41	6	47	10	0	0	0	0	0	0	0
	Faults and Network Related Complaints	643	9	652	384	212	596	56	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	709	15	724	440	218	658	66	-	-	-	-	-	-	-
North East	Billing	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	59	-	59	45	6	51	8	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	61	-	61	47	6	53	8	-	-	-	-	-	-	-
Orissa	Billing	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	8	2	10	5	-	5	5	0	0	0	0	0	0	0
	Faults and Network Related Complaints	102	-	102	58	12	70	32	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	112	2	114	65	12	77	37	-	-	-	-	-	-	-
Overall	Billing	6,053	-	6,053	6,053	-	6,053	-	5	-	5	3	-	3	2
	Customer Service Related Complaints	34,808	1,449	36,257	32,021	1,486	33,507	2,750	5	-	5	2	-	2	3
	Faults and Network Related Complaints	608,877	7,384	616,261	556,113	44,621	600,734	15,527	5	2	7	5	-	5	2
	Internet/ Data Related Complaints	358	35	393	226	69	295	98	-	-	-	-	-	-	-
	VAS Related Complaints	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Total	650,096	8,868	658,964	594,413	46,176	640,589	18,375	15	2	17	10	-	10	7

	Total	2965	52	3017	2765	148	2913	104	0	0	0	0	0	0
NORTH UP- W	Billing	29	-	29	29	-	29	-	0	0	0	0	0	0
	Customer Service Related Complaints	338	27	365	316	22	338	27	0	0	0	0	0	0
	Faults and Network Related Complaints	1820	40	1,860	1645	137	1,782	78	1	0	1	0	0	1
	UCC Related Complaints	0	0	-	0	0	-	-	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0
	Total	2187	67	2254	1990	159	2149	105	1	0	1	0	0	1
J&K	Billing	8	-	8	8	-	8	-	0	0	0	0	0	0
	Customer Service Related Complaints	48	15	63	43	8	51	12	0	0	0	0	0	0
	Faults and Network Related Complaints	404	15	419	285	100	385	34	0	0	0	0	0	0
	UCC Related Complaints	0	0	-	0	0	-	-	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0
	Total	460	30	490	336	108	444	46	0	0	0	0	0	0
Overall	Billing	1,338	-	1,338	1,338	-	1,338	-	-	-	-	-	-	-
	Customer Service Related Complaints	10,092	684	10,776	9,109	759	9,868	908	-	-	-	-	-	-
	Faults and Network Related Complaints	135,489	1,210	136,699	123,884	9,075	132,959	3,740	4	1	5	4	-	4
	UCC Related Complaints	132	-	132	92	17	109	23	-	-	-	-	-	-
	VAS Related Complaints	-	5	5	-	-	-	5	-	-	-	-	-	-
	Total	147,051	1,899	148,950	134,423	9,851	144,274	4,676	4	1	5	4	-	4