

Name of Service Provider - Bharti Airtel															
(Cellular Mobile Telephone Service)															
Customer Complaints Redressal Report for the Quarter Ending -----June 2021															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter and pending appeals of previous Quarter			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 Related Complaints	4,103	-	4,103	4,103	-	4,103	-	2	0	2	0	0	0	2
	Customer Service Related Complaints	11,350	934	12,284	10,284	694	10,978	1,306	5	0	5	3	0	3	2
	Faults and Network Related Complaints	439,049	163,272	602,321	29,692	393,441	423,133	179,188	20	4	24	10	9	19	5
	MNP Related Complaints	2	-	2	-	2	2	-	0	0	0	0	0	0	0
	UCC Related Complaints	9,497	474	9,971	8,602	1,122	9,724	247	0	0	0	0	0	0	0
	Internet / Data Related Complaints	16	12	28	-	-	-	28	0	0	0	0	0	0	0
	VAS Related Complaints	1,938	122	2,060	1,923	1	1,924	136	0	0	0	0	0	0	0
Total	465,955	164,814	630,769	54,604	395,260	449,864	180,905	27	4	31	13	9	22	9	
Total Subscriber base (Prepaid)-----							29032087								
Total Subscriber base (Postpaid)-----							2322843								

ASM	Billing Related Complaints	285	-	285	285	-	285	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,085	57	1,142	901	28	929	213	0	0	0	0	0	0	0
	Faults and Network Related Complaints	178,310	41,676	219,986	10,927	96,128	107,055	112,931	0	0	0	0	0	0	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	203	19	222	180	17	197	25	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	3	12	1	-	1	11	0	0	0	0	0	0	0
	VAS Related Complaints	502	20	522	473	-	473	49	0	0	0	0	0	0	0
Total	180,394	41,775	222,169	12,767	96,173	108,940	113,229	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----							9238062								
Total Subscriber base (Postpaid)-----							158603								

BR	Billing Related Complaints	883	-	883	883	-	883	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,742	332	5,074	3,876	92	3,968	1,106	0	0	0	0	0	0	0
	Faults and Network Related Complaints	776,098	304,471	1,080,569	31,067	625,290	656,357	424,212	10	1	11	7	0	7	4
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,013	30	1,043	909	40	949	94	0	0	0	0	0	0	0
Internet / Data Related Complaints	34	32	66	17	-	17	49	0	0	0	0	0	0	0	

	VAS Related Complaints	1,486	115	1,601	1,468	2	1,470	131	0	0	0	0	0	0	0
	Total	784,256	304,980	1,089,236	38,220	625,424	663,644	425,592	10	1	11	7	0	7	4
Total Subscriber base (Prepaid)-----		35805897													
Total Subscriber base (Postpaid)-----		343092													

DL	Billing Related Complaints	8,549	-	8,549	8,549	-	8,549	-	2	2	4	4	0	4	0
	Customer Service Related Complaints	15,948	1,010	16,958	14,633	960	15,593	1,365	5	3	8	6	0	6	2
	Faults and Network Related Complaints	683,970	252,215	936,185	25,903	741,933	767,836	168,349	39	13	52	44	1	45	7
	MNP Related Complaints	3	2	5	-	2	2	3	0	0	0	0	0	0	0
	UCC Related Complaints	19,282	1,449	20,731	17,723	2,609	20,332	399	0	0	0	0	0	0	0
	Internet / Data Related Complaints	53	12	65	9	8	17	48	0	0	0	0	0	0	0
	VAS Related Complaints	1,226	61	1,287	1,201	2	1,203	84	0	0	0	0	0	0	0
	Total	729,031	254,749	983,780	68,018	745,514	813,532	170,248	46	18	64	54	1	55	9
Total Subscriber base (Prepaid)-----		11080506													
Total Subscriber base (Postpaid)-----		5135794													

GUJ	Billing Related Complaints	1,705	-	1,705	1,705	-	1,705	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,641	234	4,875	4,327	203	4,530	345	0	1	1	1	0	1	0
	Faults and Network Related Complaints	280,033	78,812	358,845	3,845	300,675	304,520	54,325	9	0	9	8	0	8	1
	MNP Related Complaints	1	-	1	-	1	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	3,454	258	3,712	3,142	303	3,445	267	0	0	0	0	0	0	0
	Internet / Data Related Complaints	30	16	46	2	8	10	36	0	0	0	0	0	0	0
	VAS Related Complaints	733	19	752	730	1	731	21	0	0	0	0	0	0	0
	Total	290,597	79,339	369,936	13,751	301,191	314,942	54,994	9	1	10	9	0	9	1
Total Subscriber base (Prepaid)-----		11124921													
Total Subscriber base (Postpaid)-----		984285													

HP	Billing Related Complaints	347	-	347	347	-	347	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	600	33	633	529	23	552	81	0	0	0	0	0	0	0
	Faults and Network Related Complaints	50,757	28,618	79,375	1,961	41,040	43,001	36,374	1	1	2	2	0	2	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	146	3	149	126	11	137	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	1	2	-	-	-	2	0	0	0	0	0	0	0
	VAS Related Complaints	50	3	53	49	-	49	4	0	0	0	0	0	0	0
	Total	51,901	28,658	80,559	3,012	41,074	44,086	36,473	2	1	3	3	0	3	0
Total Subscriber base (Prepaid)-----		3194945													
Total Subscriber base (Postpaid)-----		94086													

	Billing Related Complaints	989	-	989	989	-	989	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,189	114	2,303	1,857	78	1,935	368	1	0	1	0	0	0	1
	Faults and Network Related Complaints	245,217	43,618	288,835	29,687	185,652	215,339	73,496	2	1	3	2	1	3	0

HR	MNP Related Complaints	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	581	22	603	507	50	557	46	0	0	0	0	0	0
	Internet / Data Related Complaints	8	7	15	3	7	10	5	0	0	0	0	0	0
	VAS Related Complaints	343	43	386	336	1	337	49	0	0	0	0	0	0
	Total	249,327	43,804	293,131	33,379	185,788	219,167	73,964	3	1	4	2	1	3
Total Subscriber base (Prepaid)-----								5324840						
Total Subscriber base (Postpaid)-----								238709						

J&K	Billing Related Complaints	881	-	881	881	-	881	-	0	0	0	0	0	0
	Customer Service Related Complaints	2,677	205	2,882	2,551	174	2,725	157	0	0	0	0	0	0
	Faults and Network Related Complaints	37,543	22,372	59,915	4,273	35,803	40,076	19,839	3	0	3	1	0	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0
	UCC Related Complaints	149	10	159	138	18	156	3	0	0	0	0	0	0
	Internet / Data Related Complaints	37	7	44	34	6	40	4	0	0	0	0	0	0
	VAS Related Complaints	228	140	368	195	-	195	173	0	0	0	0	0	0
	Total	41,515	22,734	64,249	8,072	36,001	44,073	20,176	3	0	3	1	0	1
Total Subscriber base (Prepaid)-----								3208336						
Total Subscriber base (Postpaid)-----								2295356						

KTK	Billing Related Complaints	7,523	-	7,523	7,523	-	7,523	-	3	1	4	3	0	3
	Customer Service Related Complaints	12,811	1,073	13,884	11,864	820	12,684	1,200	2	1	3	2	0	2
	Faults and Network Related Complaints	443,231	249,097	692,328	14,527	416,603	431,130	261,198	36	13	49	40	0	40
	MNP Related Complaints	1	1	2	1	1	2	-	0	0	0	0	0	0
	UCC Related Complaints	18,390	1,178	19,568	16,619	2,472	19,091	477	0	0	0	0	0	0
	Internet / Data Related Complaints	33	21	54	4	-	4	50	0	0	0	0	0	0
	VAS Related Complaints	658	23	681	641	-	641	40	0	0	0	0	0	0
	Total	482,647	251,393	734,040	51,179	419,896	471,075	262,965	41	15	56	45	0	45
Total Subscriber base (Prepaid)-----								27428331						
Total Subscriber base (Postpaid)-----								2755830						

KL	Billing Related Complaints	836	-	836	836	-	836	-	0	0	0	0	0	0
	Customer Service Related Complaints	3,230	190	3,420	2,938	165	3,103	317	0	0	0	0	0	0
	Faults and Network Related Complaints	234,194	52,954	287,148	4,007	185,865	189,872	97,276	5	3	8	5	1	6
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0
	UCC Related Complaints	762	47	809	652	118	770	39	0	0	0	0	0	0
	Internet / Data Related Complaints	19	8	27	-	5	5	22	0	0	0	0	0	0
	VAS Related Complaints	243	14	257	240	-	240	17	0	0	0	0	0	0
	Total	239,284	53,213	292,497	8,673	186,153	194,826	97,671	5	3	8	5	1	6

Total Subscriber base (Prepaid)-----		6522543													
Total Subscriber base (Postpaid)-----		316149													

KOL	Billing Related Complaints	1,350	-	1,350	1,350	-	1,350	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,612	147	2,759	2,446	109	2,555	204	0	0	0	0	0	0	0
	Faults and Network Related Complaints	122,371	22,298	144,669	11,561	87,340	98,901	45,768	9	0	9	7	0	7	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,494	98	1,592	1,299	168	1,467	125	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	5	13	3	2	5	8	0	0	0	0	0	0	0
	VAS Related Complaints	168	10	178	165	-	165	13	0	0	0	0	0	0	0
	Total	128,003	22,558	150,561	16,824	87,619	104,443	46,118	9	0	9	7	0	7	2
Total Subscriber base (Prepaid)-----		5186262													
Total Subscriber base (Postpaid)-----		588291													

MAH	Billing Related Complaints	2,862	-	2,862	2,862	-	2,862	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	8,260	399	8,659	7,388	413	7,801	858	1	0	1	1	0	1	0
	Faults and Network Related Complaints	418,835	80,673	499,508	17,871	334,928	352,799	146,709	11	5	16	15	0	15	1
	MNP Related Complaints	2	-	2	-	2	2	-	0	0	0	0	0	0	0
	UCC Related Complaints	7,910	484	8,394	7,035	964	7,999	395	0	0	0	0	0	0	0
	Internet / Data Related Complaints	38	19	57	3	-	3	54	0	0	0	0	0	0	0
	VAS Related Complaints	749	33	782	736	-	736	46	0	0	0	0	0	0	0
	Total	438,656	81,608	520,264	35,895	336,307	372,202	148,062	12	5	17	16	0	16	1
Total Subscriber base (Prepaid)-----		17974533													
Total Subscriber base (Postpaid)-----		1398815													

MPCG	Billing Related Complaints	882	-	882	882	-	882	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,009	166	3,175	2,662	110	2,772	403	1	0	1	0	0	0	1
	Faults and Network Related Complaints	214,948	63,614	278,562	8,528	197,109	205,637	72,925	3	1	4	2	0	2	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,082	68	1,150	936	128	1,064	86	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	8	22	-	7	7	15	0	0	0	0	0	0	0

	VAS Related Complaints	553		591	544	-	544	47	0	0	0	0	0	0	0
			38												
	Total	220,488	63,894	284,382	13,552	197,354	210,906	73,476	4	1	5	2	0	2	3
Total Subscriber base (Prepaid)-----		14909681													
Total Subscriber base (Postpaid)-----		498010													

MUM	Billing Related Complaints	3,420	-	3,420	3,420	-	3,420	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	7,939		8,271	7,551	219	7,770	501	2	1	3	2	0	2	1
			332												
	Faults and Network Related Complaints	209,073		296,513	20,570	168,231	188,801	107,712	13	3	16	10	0	10	6
			87,440												
	MNP Related Complaints	1		3	1	2	3	-	0	0	0	0	0	0	0
			2												
	UCC Related Complaints	10,017		10,905	9,001	1,515	10,516	389	0	0	0	0	0	0	0
		888													
Internet / Data Related Complaints	27		42	1	4	5	37	1	0	1	1	0	1	0	
		15													
VAS Related Complaints	403		428	401	-	401	27	0	0	0	0	0	0	0	
		25													
	Total	230,880	88,702	319,582	40,945	169,971	210,916	108,666	16	4	20	13	0	13	7
Total Subscriber base (Prepaid)-----		6327820													
Total Subscriber base (Postpaid)-----		3281681													

NE	Billing Related Complaints	122	-	122	122	-	122	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	437		460	354	20	374	86	0	0	0	0	0	0	0
	Faults and Network Related Complaints	50,218		64,872	2,306	28,875	31,181	33,691	1	0	1	0	0	0	1
			14,654												
	MNP Related Complaints	-		-	-	-	-	-	0	0	0	0	0	0	0
			-												
	UCC Related Complaints	78		82	68	6	74	8	0	0	0	0	0	0	0
			4												
Internet / Data Related Complaints	-		1	-	-	-	1	0	0	0	0	0	0	0	
		1													
VAS Related Complaints	72		73	69	-	69	4	0	0	0	0	0	0	0	
		1													
	Total	50,927	14,683	65,610	2,919	28,901	31,820	33,790	1	0	1	0	0	0	1
Total Subscriber base (Prepaid)-----		5368571													
Total Subscriber base (Postpaid)-----		47212													

OR	Billing Related Complaints	716	-	716	716	-	716	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,888		2,079	1,572	64	1,636	443	0	0	0	0	0	0	0
	Faults and Network Related Complaints	167,580		212,992	4,157	132,349	136,506	76,486	5	3	8	3	5	8	0
			45,412												
	MNP Related Complaints	-		-	-	-	-	-	0	0	0	0	0	0	0
			-												
	UCC Related Complaints	315		328	281	29	310	18	0	0	0	0	0	0	0
			13												
Internet / Data Related Complaints	16		24	9	1	10	14	0	0	0	0	0	0	0	
		8													
VAS Related Complaints	385		443	381	-	381	62	0	0	0	0	0	0	0	
		58													
	Total	170,900	45,682	216,582	7,116	132,443	139,559	77,023	5	3	8	3	5	8	0
Total Subscriber base (Prepaid)-----		10897168													
Total Subscriber base (Postpaid)-----		263812													

PB	Billing Related Complaints	1,866	-	1,866	1,866	-	1,866	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,312	269	4,581	4,013	192	4,205	376	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	238,355	102,013	340,368	14,998	241,354	256,352	84,016	11	0	11	9	0	9	2	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	UCC Related Complaints	1,280	61	1,341	1,109	177	1,286	55	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	11	18	-	2	2	16	0	0	0	0	0	0	0	0
	VAS Related Complaints	288	26	314	283	-	283	31	0	0	0	0	0	0	0	0
	Total	246,108	102,380	348,488	22,269	241,725	263,994	84,494	11	0	11	9	0	9	2	0
Total Subscriber base (Prepaid)-----		10771410														
Total Subscriber base (Postpaid)-----		747075														

RJ	Billing Related Complaints	1,467	-	1,467	1,467	-	1,467	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,137	287	5,424	4,432	216	4,648	776	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	392,898	154,734	547,632	10,519	358,142	368,661	178,971	12	1	13	8	1	9	4	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0	0
	UCC Related Complaints	1,022	37	1,059	917	100	1,017	42	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	15	36	4	13	17	19	0	0	0	0	0	0	0	0
	VAS Related Complaints	451	40	491	440	-	440	51	0	0	0	0	0	0	0	0
	Total	400,996	155,113	556,109	17,779	358,471	376,250	179,859	12	1	13	8	1	9	4	0
Total Subscriber base (Prepaid)-----		20935222														
Total Subscriber base (Postpaid)-----		805005														

TN	Billing Related Complaints	4,475	-	4,475	4,475	-	4,475	-	1	0	1	1	0	1	0	
	Customer Service Related Complaints	13,176	1,040	14,216	11,947	973	12,920	1,296	2	1	3	1	0	1	2	
	Faults and Network Related Complaints	470,704	134,498	605,202	12,426	451,203	463,629	141,573	107	12	119	87	7	94	25	
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0	
	UCC Related Complaints	8,386	571	8,957	7,610	902	8,512	445	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	30	29	59	2	-	2	57	0	0	0	0	0	0	0	
	VAS Related Complaints	497	82	579	491	-	491	88	0	0	0	0	0	0	0	
	Total	497,268	136,220	633,488	36,951	453,078	490,029	143,459	110	13	123	89	7	96	27	
Total Subscriber base (Prepaid)-----		24891330														
Total Subscriber base (Postpaid)-----		2326607														

UP-E	Billing Related Complaints	1,133	-	1,133	1,133	-	1,133	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,557	281	4,838	3,895	104	3,999	839	2	0	2	2	0	2	0
	Faults and Network Related Complaints	742,698	157,744	900,442	74,595	717,710	792,305	108,137	10	1	11	9	0	9	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,010	31	1,041	866	119	985	56	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	15	42	1	-	1	41	0	0	0	0	0	0	0
	Total	748,523	158,171	906,694	76,535	718,945	794,440	109,714	10	1	11	9	0	9	2

	VAS Related Complaints	1,433	97	1,530	1,375	2	1,377	153	0	0	0	0	0	0	0	
	Total	750,858	158,168	909,026	81,865	717,935	799,800	109,226	12	1	13	11	0	11	2	
Total Subscriber base (Prepaid)-----									35303747							
Total Subscriber base (Postpaid)-----									467780							

UP-W	Billing Related Complaints	1,039	-	1,039	1,039	-	1,039	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	4,218	208	4,426	3,659	81	3,740	686	0	0	0	0	0	0	0
	Faults and Network Related Complaints	468,843	67,983	536,826	24,973	486,103	511,076	25,750	8	0	8	8	0	8	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,127	16	1,143	986	85	1,071	72	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	17	44	-	-	-	44	0	0	0	0	0	0	0
	VAS Related Complaints	932	46	978	910	-	910	68	0	0	0	0	0	0	0
	Total	476,186	68,270	544,456	31,567	486,269	517,836	26,620	9	0	9	9	0	9	0
Total Subscriber base (Prepaid)-----									16958890						
Total Subscriber base (Postpaid)-----									360279						

WB	Billing Related Complaints	754	-	754	754	-	754	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,511	109	1,620	1,245	18	1,263	357	0	0	0	0	0	0	0
	Faults and Network Related Complaints	445,504	127,014	572,518	78,506	265,046	343,552	228,966	5	1	6	3	1	4	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	637	22	659	535	42	577	82	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	8	35	19	-	19	16	0	0	0	0	0	0	0
	VAS Related Complaints	537	62	599	531	-	531	68	0	0	0	0	0	0	0
	Total	448,970	127,215	576,185	81,590	265,106	346,696	229,489	5	1	6	3	1	4	2
Total Subscriber base (Prepaid)-----									15271645						
Total Subscriber base (Postpaid)-----									71077						

Billing Related Complaints	46,187	-	46,187	46,187	-	46,187	-	10	3	13	10	-	10	3
Customer Service Related Complaints	116,329	7,634	123,963	104,924	5,756	110,680	13,283	21	7	28	18	-	18	10
Faults and Network Related Complaints	7,310,429	2,295,182	9,605,611	436,899	6,490,820	6,927,719	2,677,892	320	63	383	280	26	306	77
MNP Related Complaints	10	5	15	2	10	12	3	-	-	-	-	-	-	-
UCC Related Complaints	87,835	5,783	93,618	79,241	10,995	90,236	3,382	-	-	-	-	-	-	-
Internet / Data Related Complaints	482	270	752	112	63	175	577	1	-	1	1	-	1	-
VAS Related Complaints	13,875	1,078	14,953	13,582	9	13,591	1,362	-	-	-	-	-	-	-
Total	7,575,147	2,309,952	9,885,099	680,947	6,507,653	7,188,600	2,696,499	352	73	425	309	26	335	90