

Name of Service Provider - Bharti Airtel															
(Cellular Mobile Telephone Service)															
Customer Complaints Redressal Report for the Quarter Ending -----September 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 [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	4,110	-	4,110	4,110	-	4,110	-	0	2	2	2	0	2	0
	Customer Service Related Complaints	13,251	1,306	14,557	11,873	1,018	12,891	1,666	3	2	5	5	0	5	0
	Faults and Network Related Complaints	470,683	179,188	649,871	15,652	312,424	328,076	321,795	20	5	25	21	1	22	3
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	14,710	247	14,957	12,744	469	13,213	1,744	1	0	1	1	0	1	0
	Internet / Data Related Complaints	51	28	79	-	41	41	38	0	0	0	0	0	0	0
	VAS Related Complaints	454	136	590	451	122	573	17	0	0	0	0	0	0	0
	Total	503,259	180,905	684,164	44,830	314,074	358,904	325,260	24	9	33	29	1	30	3
ASM	Billing Related Complaints	300	-	300	300	-	300	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,347	213	1,560	1,257	58	1,315	245	1	0	1	1	0	1	0
	Faults and Network Related Complaints	190,601	112,931	303,532	3,869	199,826	203,695	99,837	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	506	25	531	435	52	487	44	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	11	16	1	4	5	11	0	0	0	0	0	0	0
	VAS Related Complaints	76	49	125	76	20	96	29	0	0	0	0	0	0	0
	Total	192,835	113,229	306,064	5,938	199,960	205,898	100,166	2	0	2	2	0	2	0
BR	Billing Related Complaints	1,275	-	1,275	1,275	-	1,275	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,517	1,106	6,623	4,992	392	5,384	1,239	2	0	2	2	0	2	0
	Faults and Network Related Complaints	826,475	424,212	1,250,687	61,856	604,291	666,147	584,540	5	4	9	8	0	8	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,557	94	1,651	1,475	80	1,555	96	0	0	0	0	0	0	0
	Internet / Data Related Complaints	60	49	109	16	36	52	57	0	0	0	0	0	0	0
	VAS Related Complaints	304	131	435	303	114	417	18	0	0	0	0	0	0	0

	Total	835,188	425,592	1,260,780	69,917	604,913	674,830	585,950	7	4	11	10	0	10	1
DL	Billing Related Complaints	8,215	-	8,215	8,215	-	8,215	-	2	0	2	2	0	2	0
	Customer Service Related Complaints	20,842	1,365	22,207	18,331	1,019	19,350	2,857	10	2	12	11	0	11	1
	Faults and Network Related Complaints	897,137	168,349	1,065,486	18,216	889,228	907,444	158,042	35	7	42	36	3	39	3
	MNP Related Complaints	2	3	5	-	3	3	2	0	0	0	0	0	0	0
	UCC Related Complaints	31,399	399	31,798	25,479	1,591	27,070	4,728	0	0	0	0	0	0	0
	Internet / Data Related Complaints	66	48	114	5	29	34	80	0	0	0	0	0	0	0
	VAS Related Complaints	671	84	755	654	64	718	37	0	0	0	0	0	0	0
	Total	958,332	170,248	1,128,580	70,900	891,934	962,834	165,746	47	9	56	49	3	52	4
GUJ	Billing Related Complaints	1,731	-	1,731	1,731	-	1,731	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,566	345	5,911	4,979	223	5,202	709	0	0	0	0	0	0	0
	Faults and Network Related Complaints	272,870	54,325	327,195	1,479	183,102	184,581	142,614	5	1	6	6	0	6	0
	MNP Related Complaints	1	-	1	-	-	-	1	0	0	0	0	0	0	0
	UCC Related Complaints	4,452	267	4,719	3,878	285	4,163	556	0	0	0	0	0	0	0
	Internet / Data Related Complaints	31	36	67	2	14	16	51	0	0	0	0	0	0	0
	VAS Related Complaints	179	21	200	175	19	194	6	0	0	0	0	0	0	0
	Total	284,830	54,994	339,824	12,244	183,643	195,887	143,937	5	1	6	6	0	6	0
HP	Billing Related Complaints	183	-	183	183	-	183	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	696	81	777	647	28	675	102	0	0	0	0	0	0	0
	Faults and Network Related Complaints	59,002	36,374	95,376	4,120	63,091	67,211	28,165	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	203	12	215	182	10	192	23	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	2	5	-	2	2	3	0	0	0	0	0	0	0
	VAS Related Complaints	25	4	29	25	3	28	1	0	0	0	0	0	0	0
	Total	60,112	36,473	96,585	5,157	63,134	68,291	28,294	1	0	1	1	0	1	0
HR	Billing Related Complaints	710	-	710	710	-	710	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,329	368	2,697	2,045	99	2,144	553	0	1	1	0	1	1	0
	Faults and Network Related Complaints	315,416	73,496	388,912	20,807	247,970	268,777	120,135	3	0	3	2	0	2	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	893	46	939	812	40	852	87	0	0	0	0	0	0	0
	Internet / Data Related Complaints	15	5	20	2	4	6	14	0	0	0	0	0	0	0
	VAS Related Complaints	108	49	157	108	42	150	7	0	0	0	0	0	0	0
	Total	319,471	73,964	393,435	24,484	248,155	272,639	120,796	3	1	4	2	1	3	1
	Billing Related Complaints	791	-	791	791	-	791	-	1	0	1	0	0	0	1
	Customer Service Related Complaints	3,533	157	3,690	2,963	77	3,040	650	0	0	0	0	0	0	0

J&K	Faults and Network Related Complaints	57,265	19,839	77,104	1,710	44,213	45,923	31,181	3	2	5	3	2	5	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	184	3	187	157	-	157	30	0	0	0	0	0	0	0
	Internet / Data Related Complaints	36	4	40	23	2	25	15	0	0	0	0	0	0	0
	VAS Related Complaints	239	173	412	124	177	301	111	0	0	0	0	0	0	0
	Total	62,048	20,176	82,224	5,768	44,469	50,237	31,987	4	2	6	3	2	5	1

KTK	Billing Related Complaints	6,723	-	6,723	6,723	-	6,723	-	1	1	2	1	0	1	1
	Customer Service Related Complaints	17,243	1,200	18,443	14,513	1,466	15,979	2,464	5	1	6	6	0	6	0
	Faults and Network Related Complaints	424,143	261,198	685,341	6,440	563,621	570,061	115,280	33	9	42	35	0	35	7
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	32,994	477	33,471	27,594	919	28,513	4,958	0	0	0	0	0	0	0
	Internet / Data Related Complaints	79	50	129	4	48	52	77	0	0	0	0	0	0	0
	VAS Related Complaints	369	40	409	365	24	389	20	0	0	0	0	0	0	0
	Total	481,551	262,965	744,516	55,639	566,078	621,717	122,799	39	11	50	42	0	42	8

KL	Billing Related Complaints	712	-	712	712	-	712	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,418	317	3,735	2,924	140	3,064	671	2	0	2	1	0	1	1
	Faults and Network Related Complaints	235,402	97,276	332,678	5,692	218,014	223,706	108,972	10	2	12	12	0	12	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,383	39	1,422	1,248	69	1,317	105	0	0	0	0	0	0	0
	Internet / Data Related Complaints	30	22	52	-	18	18	34	0	0	0	0	0	0	0
	VAS Related Complaints	135	17	152	135	14	149	3	0	0	0	0	0	0	0
	Total	241,080	97,671	338,751	10,711	218,255	228,966	109,785	12	2	14	13	0	13	1

KOL	Billing Related Complaints	1,255	-	1,255	1,255	-	1,255	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,631	204	3,835	3,185	145	3,330	505	0	0	0	0	0	0	0
	Faults and Network Related Complaints	114,518	45,768	160,286	3,046	74,386	77,432	82,854	0	2	2	2	0	2	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	3,011	125	3,136	2,696	110	2,806	330	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	8	16	2	6	8	8	0	0	0	0	0	0	0
	VAS Related Complaints	96	13	109	95	10	105	4	0	0	0	0	0	0	0
	Total	122,519	46,118	168,637	10,279	74,657	84,936	83,701	0	2	2	2	0	2	0

	Billing Related Complaints	3,809	-	3,809	3,809	-	3,809	-	0	0	0	0	0	0	0
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MAH	Customer Service Related Complaints	10,317	858	11,175	9,160	625	9,785	1,390	2	0	2	2	0	2	0
	Faults and Network Related Complaints	509,491	146,709	656,200	9,295	375,805	385,100	271,100	15	1	16	15	0	15	1
	MNP Related Complaints	1	-	1	-	-	-	1	0	0	0	0	0	0	0
	UCC Related Complaints	12,293	395	12,688	10,539	495	11,034	1,654	0	0	0	0	0	0	0
	Internet / Data Related Complaints	77	54	131	2	35	37	94	0	0	0	0	0	0	0
	VAS Related Complaints	361	46	407	359	33	392	15	0	0	0	0	0	0	0
	Total	536,349	148,062	684,411	33,164	376,993	410,157	274,254	17	1	18	17	0	17	1

MPCG	Billing Related Complaints	855	-	855	855	-	855	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,823	403	4,226	3,346	169	3,515	711	0	1	1	1	0	1	0
	Faults and Network Related Complaints	306,456	72,925	379,381	7,811	207,014	214,825	164,556	11	2	13	12	1	13	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,383	86	1,469	1,177	90	1,267	202	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	15	25	-	8	8	17	0	0	0	0	0	0	0
	VAS Related Complaints	248	47	295	245	39	284	11	0	0	0	0	0	0	0
	Total	312,775	73,476	386,251	13,434	207,320	220,754	165,497	11	3	14	13	1	14	0

MUM	Billing Related Complaints	3,430	-	3,430	3,430	-	3,430	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	9,752	501	10,253	8,450	571	9,021	1,232	0	1	1	1	0	1	0
	Faults and Network Related Complaints	233,695	107,712	341,407	16,481	207,943	224,424	116,983	19	6	25	23	1	24	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	15,612	389	16,001	12,899	617	13,516	2,485	0	0	0	0	0	0	0
	Internet / Data Related Complaints	28	37	65	1	19	20	45	0	0	0	0	0	0	0
	VAS Related Complaints	236	27	263	233	25	258	5	0	0	0	0	0	0	0
Total	262,753	108,666	371,419	41,494	209,175	250,669	120,750	20	7	27	25	1	26	1	

Billing Related Complaints	81	-	81	81	-	81	-	0	0	0	0	0	0	0	0
Customer Service Related Complaints	460	86	546	423	23	446	100	0	0	0	0	0	0	0	0
Faults and Network Related Complaints	49,683	33,691	83,374	1,077	51,732	52,809	30,565	1	1	2	2	0	2	0	

NE	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	79	8	87	73	6	79	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	1	5	1	2	3	2	0	0	0	0	0	0	0
	VAS Related Complaints	19	4	23	19	1	20	3	0	0	0	0	0	0	0
	Total	50,326	33,790	84,116	1,674	51,764	53,438	30,678	1	1	2	2	0	2	0

OR	Billing Related Complaints	541	-	541	541	-	541	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,535	443	2,978	2,163	251	2,414	564	0	0	0	0	0	0	0
	Faults and Network Related Complaints	140,647	76,486	217,133	1,162	100,190	101,352	115,781	6	0	6	5	0	5	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	417	18	435	368	18	386	49	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	14	25	4	10	14	11	0	0	0	0	0	0	0
	VAS Related Complaints	55	62	117	55	58	113	4	0	0	0	0	0	0	0
	Total	144,206	77,023	221,229	4,293	100,527	104,820	116,409	6	0	6	5	0	5	1

PB	Billing Related Complaints	1,586	-	1,586	1,586	-	1,586	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,767	376	5,143	4,340	216	4,556	587	1	0	1	1	0	1	0
	Faults and Network Related Complaints	257,401	84,016	341,417	19,866	275,878	295,744	45,673	5	2	7	6	1	7	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,829	55	1,884	1,621	76	1,697	187	0	0	0	0	0	0	0
	Internet / Data Related Complaints	13	16	29	1	19	20	9	0	0	0	0	0	0	0
	VAS Related Complaints	112	31	143	110	26	136	7	0	0	0	0	0	0	0
	Total	265,708	84,494	350,202	27,524	276,215	303,739	46,463	6	2	8	7	1	8	0

RJ	Billing Related Complaints	1,652	-	1,652	1,652	-	1,652	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,952	776	6,728	5,108	366	5,474	1,254	0	0	0	0	0	0	0
	Faults and Network Related Complaints	453,416	178,971	632,387	31,177	477,766	508,943	123,444	10	4	14	12	0	12	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,631	42	1,673	1,413	75	1,488	185	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	19	43	3	11	14	29	0	0	0	0	0	0	0
	VAS Related Complaints	197	51	248	196	40	236	12	0	0	0	0	0	0	0
	Total	462,872	179,859	642,731	39,549	478,258	517,807	124,924	10	4	14	12	0	12	2

TN	Billing Related Complaints	4,630	-	4,630	4,630	-	4,630	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	18,433	1,296	19,729	15,984	942	16,926	2,803	4	2	6	6	0	6	0
	Faults and Network Related Complaints	481,997	141,573	623,570	6,389	303,526	309,915	313,655	107	25	132	117	1	118	14
	MNP Related Complaints	5	-	5	5	-	5	-	0	0	0	0	0	0	0
	UCC Related Complaints	14,980	445	15,425	13,218	704	13,922	1,503	0	0	0	0	0	0	0
	Internet / Data Related Complaints	97	57	154	3	56	59	95	0	0	0	0	0	0	0
	VAS Related Complaints	188	88	276	184	83	267	9	0	0	0	0	0	0	0
	Total	520,330	143,459	663,789	40,413	305,311	345,724	318,065	111	27	138	123	1	124	14

UP-E	Billing Related Complaints	1,356	-	1,356	1,356	-	1,356	-	1	0	1	0	1	1	0
	Customer Service Related Complaints	5,630	839	6,469	5,114	332	5,446	1,023	1	0	1	1	0	1	0
	Faults and Network Related Complaints	817,579	108,137	925,716	116,057	702,016	818,073	107,643	8	2	10	7	1	8	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	2,081	56	2,137	1,865	125	1,990	147	0	0	0	0	0	0	0
	Internet / Data Related Complaints	41	41	82	21	25	46	36	0	0	0	0	0	0	0
	VAS Related Complaints	521	153	674	516	102	618	56	0	0	0	0	0	0	0
	Total	827,208	109,226	936,434	124,929	702,600	827,529	108,905	10	2	12	8	2	10	2

UP-W	Billing Related Complaints	1,167	-	1,167	1,167	-	1,167	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,928	686	5,614	4,405	244	4,649	965	0	0	0	0	0	0	0
	Faults and Network Related Complaints	495,290	25,750	521,040	18,512	304,802	323,314	197,726	8	0	8	4	2	6	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,298	72	1,370	1,133	101	1,234	136	0	0	0	0	0	0	0
	Internet / Data Related Complaints	40	44	84	16	26	42	42	0	0	0	0	0	0	0
	VAS Related Complaints	249	68	317	249	47	296	21	0	0	0	0	0	0	0
	Total	502,972	26,620	529,592	25,482	305,220	330,702	198,890	8	0	8	4	2	6	2

WB	Billing Related Complaints	551	-	551	551	-	551	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,144	357	2,501	1,922	138	2,060	441	0	0	0	0	0	0	0
	Faults and Network Related Complaints	374,173	228,966	603,139	31,366	258,903	290,269	312,870	1	2	3	3	0	3	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,951	82	2,033	1,905	38	1,943	90	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	16	40	13	14	27	13	0	0	0	0	0	0	0
	VAS Related Complaints	165	68	233	165	62	227	6	0	0	0	0	0	0	0
	Total	379,008	229,489	608,497	35,922	259,155	295,077	313,420	1	2	3	3	0	3	0