

Name of Service Provider - Bharti Airtel

(Cellular Mobile Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending ----- September 2020

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	7,980	-	7,980	7,980	-	7,980	-	2	0	2	2	0	2	0
	Customer Service Related	10,788	1,680	12,468	8,731	1,935	10,666	1,802	2	0	2	1	0	1	1
	Faults and Network Related	290,567	86,621	377,188	2,566	153,390	155,956	221,232	5	1	6	5	0	5	1
	MNP Related Complaints	3	1	4	2	2	4	-	0	0	0	0	0	0	0
	UCC Related Complaints	10,155	285	10,440	7,843	1,298	9,141	1,299	1	0	1	1	0	1	0
	Internet / Data Related Complaints	193	28	221	182	29	211	10	0	0	0	0	0	0	0
	VAS Related Complaints	903	246	1,149	892	257	1,149	-	0	0	0	0	0	0	0
	Total	320,589	88,861	409,450	28,196	156,911	185,107	224,343	10	1	11	9	0	9	2
Total Subscriber base (Prepaid)-----		27305822													
Total Subscriber base (Postpaid)-----		2061268													

ASM	Billing Related Complaints	398	-	398	398	-	398	-	0	0	0	0	0	0	0
	Customer Service Related	768	150	918	690	167	857	61	1	1	2	1	1	2	0
	Faults and Network Related	123,336	36,636	159,972	707	74,535	75,242	84,730	0	3	3	1	2	3	0
	MNP Related Complaints	-	1	1	-	1	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	275	5	280	219	49	268	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	1	28	27	1	28	-	0	0	0	0	0	0	0
	VAS Related Complaints	203	4	207	202	5	207	-	0	0	0	0	0	0	0
	Total	125,007	36,797	161,804	2,243	74,758	77,001	84,803	1	4	5	2	3	5	0
Total Subscriber base (Prepaid)-----		8337188													
Total Subscriber base (Postpaid)-----		148704													

	Billing Related Complaints	1,186	-	1,186	1,186	-	1,186	-	0	0	0	0	0	0	0
	Customer Service Related	3,626	3	3,629	3,232	41	3,273	356	0	2	2	0	0	0	2

BR	Faults and Network Related	464,708	61,736	526,444	1,252	389,181	390,433	136,011	0	3	3	0	0	0	3
	MNP Related Complaints	3	6	9	2	6	8	1	0	0	0	0	0	0	0
	UCC Related Complaints	1,042	11	1,053	940	72	1,012	41	0	0	0	0	0	0	0
	Internet / Data Related Complaints	206	3	209	199	3	202	7	0	0	0	0	0	0	0
	VAS Related Complaints	1,188	8	1,196	1,178	18	1,196	-	0	0	0	0	0	0	0
	Total	471,959	61,767	533,726	7,989	389,321	397,310	136,416	0	5	5	0	0	0	0
Total Subscriber base (Prepaid)-----		34297431													
Total Subscriber base (Postpaid)-----		263183													

DL	Billing Related Complaints	14,908	-	14,908	14,908	-	14,908	-	7	2	9	9	0	9	0
	Customer Service Related	16,740	1,838	18,578	14,495	2,264	16,759	1,819	9	4	13	11	1	12	1
	Faults and Network Related	536,725	181,751	718,476	3,662	410,053	413,715	304,761	11	11	22	20	1	21	1
	MNP Related Complaints	6	3	9	4	4	8	1	0	0	0	0	0	0	0
	UCC Related Complaints	23,079	711	23,790	16,430	3,450	19,880	3,910	0	0	0	0	0	0	0
	Internet / Data Related Complaints	856	19	875	837	21	858	17	0	0	0	0	0	0	0
	VAS Related Complaints	1,204	14	1,218	1,188	30	1,218	-	0	1	1	0	0	0	1
	Total	593,518	184,336	777,854	51,524	415,822	467,346	310,508	27	18	45	40	2	42	3
Total Subscriber base (Prepaid)-----		11443480													
Total Subscriber base (Postpaid)-----		4034274													

GU	Billing Related Complaints	3,091	-	3,091	3,091	-	3,091	-	1	0	1	1	0	1	0
	Customer Service Related	3,690	459	4,149	3,048	536	3,584	565	4	2	6	5	0	5	1
	Faults and Network Related	211,371	43,221	254,592	1,970	192,474	194,444	60,148	2	2	4	4	0	4	0
	MNP Related Complaints	3	6	9	-	7	7	2	0	0	0	0	0	0	0
	UCC Related Complaints	3,919	92	4,011	2,925	397	3,322	689	0	0	0	0	0	0	0
	Internet / Data Related Complaints	77	10	87	67	15	82	5	0	0	0	0	0	0	0
	VAS Related Complaints	221	1	222	219	3	222	-	0	0	0	0	0	0	0
	Total	222,372	43,789	266,161	11,320	193,432	204,752	61,409	7	4	11	10	0	10	1
Total Subscriber base (Prepaid)-----		9599032													
Total Subscriber base (Postpaid)-----		773215													

HP	Billing Related Complaints	257	-	257	257	-	257	-	0	0	0	0	0	0	0
	Customer Service Related	474	66	540	430	73	503	37	0	0	0	0	0	0	0
	Faults and Network Related	49,700	16,479	66,179	315	46,780	47,095	19,084	0	1	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	106	3	109	84	12	96	13	0	0	0	0	0	0	0
	Internet / Data Related Complaints	19	1	20	18	2	20	-	0	0	0	0	0	0	0
	VAS Related Complaints	42	1	43	42	1	43	-	0	0	0	0	0	0	0

	Total	50,598	16,550	67,148	1,146	46,868	48,014	19,134	0	1	1	1	0	1	0	
Total Subscriber base (Prepaid)-----		3194304														
Total Subscriber base (Postpaid)-----		86441														

HR	Billing Related Complaints	787	-	787	787	-	787	-	0	1	1	0	1	1	0
	Customer Service Related	1,569	221	1,790	1,338	245	1,583	207	0	1	1	0	1	1	0
	Faults and Network Related	137,025	54,790	191,815	1,572	106,251	107,823	83,992	1	0	1	0	1	1	0
	MNP Related Complaints	3	1	4	1	1	2	2	0	0	0	0	0	0	0
	UCC Related Complaints	438	24	462	322	86	408	54	0	0	0	0	0	0	0
	Internet / Data Related Complaints	69	6	75	65	6	71	4	0	0	0	0	0	0	0
	VAS Related Complaints	280	3	283	271	12	283	-	0	0	0	0	0	0	0
	Total	140,171	55,045	195,216	4,356	106,601	110,957	84,259	1	2	3	0	3	3	0
Total Subscriber base (Prepaid)-----		4562082													
Total Subscriber base (Postpaid)-----		205676													

J&K	Billing Related Complaints	1,037	-	1,037	1,037	-	1,037	-	2	0	2	2	0	2	0
	Customer Service Related	1,798	142	1,940	1,325	165	1,490	450	1	1	2	2	0	2	0
	Faults and Network Related	27,312	6,499	33,811	749	14,553	15,302	18,509	1	0	1	0	0	0	1
	MNP Related Complaints	-	1	1	-	1	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	131	1	132	84	9	93	39	0	0	0	0	0	0	0
	Internet / Data Related Complaints	23	-	23	21	1	22	1	0	0	0	0	0	0	0
	VAS Related Complaints	179	3	182	165	8	173	9	0	0	0	0	0	0	0
	Total	30,480	6,646	37,126	3,381	14,737	18,118	19,008	4	1	5	4	0	4	1
Total Subscriber base (Prepaid)-----		3556374													
Total Subscriber base (Postpaid)-----		2002444													

KTK	Billing Related Complaints	12,685	-	12,685	12,685	-	12,685	-	3	1	4	4	0	4	0
	Customer Service Related	13,966	2,646	16,612	11,729	2,836	14,565	2,047	4	0	4	4	0	4	0
	Faults and Network Related	359,877	130,557	490,434	3,499	278,010	281,509	208,925	15	2	17	15	0	15	2
	MNP Related Complaints	4	8	12	3	9	12	-	0	0	0	0	0	0	0
	UCC Related Complaints	19,824	852	20,676	14,919	2,508	17,427	3,249	0	0	0	0	0	0	0
	Internet / Data Related Complaints	263	36	299	252	38	290	9	0	0	0	0	0	0	0
	VAS Related Complaints	623	140	763	615	147	762	1	0	0	0	0	0	0	0
	Total	407,242	134,239	541,481	43,702	283,548	327,250	214,231	22	3	25	23	0	23	2
Total Subscriber base (Prepaid)-----		26250889													
Total Subscriber base (Postpaid)-----		2499199													

	Billing Related Complaints	941	-	941	941	-	941	-	0	0	0	0	0	0	0
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KL	Customer Service Related	2,368	1,025	3,393	1,918	1,040	2,958	435	1	0	1	1	0	1	0
	Faults and Network Related	161,290	49,796	211,086	399	69,712	70,111	140,975	0	1	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,184	21	1,205	840	212	1,052	153	0	0	0	0	0	0	0
	Internet / Data Related Complaints	63	7	70	57	10	67	3	0	0	0	0	0	0	0
	VAS Related Complaints	102	19	121	100	21	121	-	0	0	0	0	0	0	0
	Total	165,948	50,868	216,816	4,255	70,995	75,250	141,566	1	1	2	2	0	2	0
Total Subscriber base (Prepaid)-----		5754888													
Total Subscriber base (Postpaid)-----		260001													

KOL	Billing Related Complaints	2,197	-	2,197	2,197	-	2,197	-	2	0	2	2	0	2	0
	Customer Service Related	2,959	301	3,260	2,424	319	2,743	517	2	0	2	2	0	2	0
	Faults and Network Related	91,366	43,475	134,841	4,271	71,953	76,224	58,617	5	1	6	6	0	6	0
	MNP Related Complaints	2	1	3	1	2	3	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,351	43	1,394	996	165	1,161	233	0	0	0	0	0	0	0
	Internet / Data Related Complaints	203	3	206	198	3	201	5	0	0	0	0	0	0	0
	VAS Related Complaints	136	5	141	135	6	141	-	1	0	1	1	0	1	0
Total	98,214	43,828	142,042	10,222	72,448	82,670	59,372	10	1	11	11	0	11	0	
Total Subscriber base (Prepaid)-----		5403345													
Total Subscriber base (Postpaid)-----		541998													

MAH	Billing Related Complaints	5,390	-	5,390	5,390	-	5,390	-	1	0	1	0	0	0	1
	Customer Service Related	6,334	1,022	7,356	5,207	1,194	6,401	955	1	3	4	3	0	3	1
	Faults and Network Related	384,411	86,875	471,286	1,550	361,756	363,306	107,980	5	0	5	4	0	4	1
	MNP Related Complaints	4	1	5	3	2	5	-	0	0	0	0	0	0	0
	UCC Related Complaints	7,186	140	7,326	5,789	722	6,511	815	0	0	0	0	0	0	0
	Internet / Data Related Complaints	242	7	249	174	66	240	9	0	0	0	0	0	0	0
	VAS Related Complaints	386	8	394	386	8	394	-	0	0	0	0	0	0	0
Total	403,953	88,053	492,006	18,499	363,748	382,247	109,759	7	3	10	7	0	7	3	
Total Subscriber base (Prepaid)-----		15238973													
Total Subscriber base (Postpaid)-----		1151377													

MPCG	Billing Related Complaints	1,641	-	1,641	1,641	-	1,641	-	0	0	0	0	0	0	0
	Customer Service Related	3,407	418	3,825	3,059	475	3,534	291	5	1	6	5	0	5	1
	Faults and Network Related	231,737	49,146	280,883	58,290	207,450	265,740	15,143	0	0	0	0	0	0	0
	MNP Related Complaints	1	3	4	-	3	3	1	0	0	0	0	0	0	0
	UCC Related Complaints	1,014	29	1,043	849	109	958	85	0	0	0	0	0	0	0
	Internet / Data Related Complaints	429	7	436	427	7	434	2	0	0	0	0	0	0	0

	VAS Related Complaints	261	2	263	257	6	263	-	0	0	0	0	0	0	0
	Total	238,490	49,605	288,095	64,523	208,050	272,573	15,522	5	1	6	5	0	5	1
Total Subscriber base (Prepaid)-----		13607170													
Total Subscriber base (Postpaid)-----		444200													

MUM	Billing Related Complaints	7,305	-	7,305	7,305	-	7,305	-	0	1	1	1	0	1	0
	Customer Service Related	7,142	805	7,947	5,892	903	6,795	1,152	3	2	5	3	1	4	1
	Faults and Network Related	170,498	43,934	214,432	11,138	108,146	119,284	95,148	0	0	0	0	0	0	0
	MNP Related Complaints	3	1	4	2	2	4	-	0	0	0	0	0	0	0
	UCC Related Complaints	9,016	370	9,386	6,596	1,206	7,802	1,584	0	0	0	0	0	0	0
	Internet / Data Related Complaints	268	8	276	263	8	271	5	0	0	0	0	0	0	0
	VAS Related Complaints	248	4	252	247	5	252	-	0	0	0	0	0	0	0
	Total	194,480	45,122	239,602	31,443	110,270	141,713	97,889	3	3	6	4	1	5	1
Total Subscriber base (Prepaid)-----		6358556													
Total Subscriber base (Postpaid)-----		3127672													

NE	Billing Related Complaints	81	-	81	81	-	81	-	0	0	0	0	0	0	0
	Customer Service Related	243	56	299	220	59	279	20	1	0	1	0	0	0	1
	Faults and Network Related	31,870	10,589	42,459	106	21,615	21,721	20,738	1	0	1	0	1	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	59	1	60	42	11	53	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	1	4	3	1	4	-	0	0	0	0	0	0	0
	VAS Related Complaints	21	-	21	21	-	21	-	0	0	0	0	0	0	0
	Total	32,277	10,647	42,924	473	21,686	22,159	20,765	2	0	2	0	1	1	1
Total Subscriber base (Prepaid)-----		5151180													
Total Subscriber base (Postpaid)-----		38242													

OR	Billing Related Complaints	695	-	695	695	-	695	-	0	0	0	0	0	0	0
	Customer Service Related	1,422	371	1,793	1,137	420	1,557	236	0	0	0	0	0	0	0
	Faults and Network Related	92,903	26,017	118,920	309	69,152	69,461	49,459	0	1	1	0	1	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	187	9	196	154	28	182	14	0	0	0	0	0	0	0
	Internet / Data Related Complaints	42	5	47	34	9	43	4	0	0	0	0	0	0	0
	VAS Related Complaints	81	1	82	81	1	82	-	0	0	0	0	0	0	0
	Total	95,330	26,403	121,733	2,410	69,610	72,020	49,713	0	1	1	0	1	1	0
Total Subscriber base (Prepaid)-----		10595137													
Total Subscriber base (Postpaid)-----		246975													

PB	Billing Related Complaints	3,111	-	3,111	3,111	-	3,111	-	1	0	1	0	0	0	1
	Customer Service Related	4,227	544	4,771	3,305	591	3,896	875	5	3	8	5	0	5	3
	Faults and Network Related	191,980	49,972	241,952	2,883	119,179	122,062	119,890	1	1	2	1	1	2	0
	MNP Related Complaints	1	2	3	1	2	3	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,304	65	1,369	980	198	1,178	191	0	0	0	0	0	0	0
	Internet / Data Related Complaints	94	2	96	94	2	96	-	0	0	0	0	0	0	0
	VAS Related Complaints	361	7	368	353	15	368	-	0	0	0	0	0	0	0
	Total	201,078	50,592	251,670	10,727	119,987	130,714	120,956	7	4	11	6	1	7	4
Total Subscriber base (Prepaid)-----		9588719													
Total Subscriber base (Postpaid)-----		710219													

RJ	Billing Related Complaints	2,167	-	2,167	2,167	-	2,167	-	0	0	0	0	0	0	0
	Customer Service Related	3,882	502	4,384	3,246	623	3,869	515	6	0	6	6	0	6	0
	Faults and Network Related	307,167	75,669	382,836	10,400	296,570	306,970	75,866	2	0	2	2	0	2	0
	MNP Related Complaints	-	2	2	-	2	2	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,165	19	1,184	939	112	1,051	133	0	0	0	0	0	0	0
	Internet / Data Related Complaints	106	6	112	96	13	109	3	0	0	0	0	0	0	0
	VAS Related Complaints	310	7	317	296	21	317	-	0	0	0	0	0	0	0
	Total	314,797	76,205	391,002	17,144	297,341	314,485	76,517	8	0	8	8	0	8	0
Total Subscriber base (Prepaid)-----		20513201													
Total Subscriber base (Postpaid)-----		747801													

TN	Billing Related Complaints	7,948	-	7,948	7,948	-	7,948	-	1	0	1	1	0	1	0
	Customer Service Related	11,217	1,604	12,821	9,050	1,796	10,846	1,975	4	1	5	4	0	4	1
	Faults and Network Related	322,620	102,776	425,396	1,554	218,835	220,389	205,007	0	0	0	0	0	0	0
	MNP Related Complaints	3	14	17	2	14	16	1	0	0	0	0	0	0	0
	UCC Related Complaints	8,800	236	9,036	6,849	1,179	8,028	1,008	0	0	0	0	0	0	0
	Internet / Data Related Complaints	336	25	361	315	32	347	14	0	0	0	0	0	0	0
	VAS Related Complaints	577	25	602	560	42	602	-	0	0	0	0	0	0	0
	Total	351,501	104,680	456,181	26,278	221,898	248,176	208,005	5	1	6	5	0	5	1
Total Subscriber base (Prepaid)-----		23105594													
Total Subscriber base (Postpaid)-----		2086076													

UP-E	Billing Related Complaints	1,742	-	1,742	1,742	-	1,742	-	1	1	2	2	0	2	0
	Customer Service Related	4,494	869	5,363	4,072	910	4,982	381	3	3	6	5	1	6	0
	Faults and Network Related	559,104	140,597	699,701	22,945	408,844	431,789	267,912	1	2	3	2	1	3	0
	MNP Related Complaints	1	12	13	1	12	13	-	0	0	0	0	0	0	0
	UCC Related Complaints	694	19	713	491	155	646	67	0	0	0	0	0	0	0

	Internet / Data Related Complaints	212	2	214	209	2	211	3	0	0	0	0	0	0	0
	VAS Related Complaints	2,144	7	2,151	2,108	43	2,151	-	0	0	0	0	0	0	0
	Total	568,391	141,506	709,897	31,568	409,966	441,534	268,363	5	6	11	9	2	11	0
Total Subscriber base (Prepaid)-----		31389962													
Total Subscriber base (Postpaid)-----		400744													

UP-W	Billing Related Complaints	1,487	-	1,487	1,487	-	1,487	-	1	0	1	1	0	1	0
	Customer Service Related	3,630	545	4,175	3,248	584	3,832	343	1	1	2	1	1	2	0
	Faults and Network Related	385,624	65,232	450,856	54,391	343,927	398,318	52,538	1	2	3	2	1	3	0
	MNP Related Complaints	-	3	3	-	3	3	-	0	0	0	0	0	0	0
	UCC Related Complaints	588	27	615	420	137	557	58	0	0	0	0	0	0	0
	Internet / Data Related Complaints	115	-	115	111	3	114	1	1	0	1	0	1	1	0
	VAS Related Complaints	537	5	542	519	23	542	-	0	0	0	0	0	0	0
	Total	391,981	65,812	457,793	60,176	344,677	404,853	52,940	4	3	7	4	3	7	0
Total Subscriber base (Prepaid)-----		14414363													
Total Subscriber base (Postpaid)-----		303654													

WB	Billing Related Complaints	738	-	738	738	-	738	-	0	0	0	0	0	0	0
	Customer Service Related	1,824	410	2,234	1,699	429	2,128	106	0	2	2	2	0	2	0
	Faults and Network Related	179,274	55,689	234,963	985	114,654	115,639	119,324	1	1	2	2	0	2	0
	MNP Related Complaints	-	3	3	-	3	3	-	0	0	0	0	0	0	0
	UCC Related Complaints	295	12	307	261	40	301	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	333	15	348	331	16	347	1	0	0	0	0	0	0	0
	VAS Related Complaints	803	3	806	793	13	806	-	0	0	0	0	0	0	0
	Total	183,267	56,132	239,399	4,807	115,155	119,962	119,437	1	3	4	4	0	4	0
Total Subscriber base (Prepaid)-----		14750608													
Total Subscriber base (Postpaid)-----		60047													