

Name of Service Provider - Bharti Airtel Ltd

(Cellular Mobile Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending ----- Dec 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	4,888	-	4,888	4,888	-	4,888	-	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	11,740	1,802	13,542	10,785	2,092	12,877	665	2	1	3	3	0	3	0	
	Faults and Network Related Complaints	375,124	221,232	596,356	13,329	494,143	507,472	88,884	3	1	4	3	0	3	1	
	MNP Related Complaints	3	-	3	1	-	1	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	11,955	1,299	13,254	10,244	2,556	12,800	454	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	127	10	137	114	15	129	8	0	0	0	0	0	0	0	0
	VAS Related Complaints	1,145	-	1,145	1,023	-	1,023	122	0	0	0	0	0	0	0	0
	Total	404,982	224,343	629,325	40,384	498,806	539,190	90,135	5	2	7	6	0	6	1	
Total Subscriber base (Prepaid)-----		28229239														
Total Subscriber base (Postpaid)-----		2204379														

ASM	Billing Related Complaints	245	-	245	245	-	245	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	857	61	918	806	78	884	34	0	0	0	0	0	0	0
	Faults and Network Related Complaints	151,333	84,730	236,063	6,248	189,501	195,749	40,314	0	0	0	0	0	0	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	498	12	510	426	67	493	17	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	-	10	7	-	7	3	0	0	0	0	0	0	0
	VAS Related Complaints	153	-	153	133	-	133	20	0	0	0	0	0	0	0
	Total	153,096	84,803	237,899	7,865	189,646	197,511	40,388	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		8727753													
Total Subscriber base (Postpaid)-----		154242													

BR	Billing Related Complaints	1,471	-	1,471	1,471	-	1,471	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,378	356	4,734	4,064	413	4,477	257	0	2	2	0	0	0	2
	Faults and Network Related Complaints	574,350	136,011	710,361	101,356	384,792	486,148	224,213	0	3	3	0	0	0	3
	MNP Related Complaints	-	1	1	-	1	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,551	41	1,592	1,445	118	1,563	29	0	0	0	0	0	0	0
	Internet / Data Related Complaints	163	7	170	136	5	141	29	0	0	0	0	0	0	0

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(Cellular Mobile Telephone Service)															
Customer Complaints Redressal Report for the Quarter Ending ----- Dec 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
	VAS Related Complaints	1,245	-	1,245	1,131	-	1,131	114	0	0	0	0	0	0	0
	Total	583,158	136,416	719,574	109,603	385,329	494,932	224,642	0	5	5	0	0	0	5
Total Subscriber base (Prepaid)-----		34831344													
Total Subscriber base (Postpaid)-----		286496													
DL	Billing Related Complaints	8,496	-	8,496	8,496	-	8,496	-	6	0	6	5	0	5	1
	Customer Service Related Complaints	14,216	1,819	16,035	13,616	2,021	15,637	398	7	1	8	7	0	7	1
	Faults and Network Related Complaints	591,002	304,761	895,763	8,799	770,199	778,998	116,765	12	1	13	9	2	11	2
	MNP Related Complaints	8	1	9	-	7	7	2	0	0	0	0	0	0	0
	UCC Related Complaints	27,855	3,910	31,765	22,887	7,551	30,438	1,327	0	0	0	0	0	0	0
	Internet / Data Related Complaints	629	17	646	608	6	614	32	0	0	0	0	0	0	0
	VAS Related Complaints	1,147	-	1,147	1,086	-	1,086	61	0	1	1	0	1	1	0
	Total	643,353	310,508	953,861	55,492	779,784	835,276	118,585	25	3	28	21	3	24	4
Total Subscriber base (Prepaid)-----		11331392													
Total Subscriber base (Postpaid)-----		4516310													
GUJ	Billing Related Complaints	1,845	-	1,845	1,845	-	1,845	-	1	0	1	0	0	0	1
	Customer Service Related Complaints	3,867	565	4,432	3,664	634	4,298	134	1	1	2	2	0	2	0
	Faults and Network Related Complaints	233,923	60,148	294,071	15,609	212,840	228,449	65,622	4	0	4	3	0	3	1
	MNP Related Complaints	2	2	4	-	4	4	-	0	0	0	0	0	0	0
	UCC Related Complaints	6,216	689	6,905	5,499	1,159	6,658	247	0	0	0	0	0	0	0
	Internet / Data Related Complaints	36	5	41	20	9	29	12	0	0	0	0	0	0	0
	VAS Related Complaints	373	-	373	354	-	354	19	0	0	0	0	0	0	0
	Total	246,262	61,409	307,671	26,991	214,646	241,637	66,034	6	1	7	5	0	5	2
Total Subscriber base (Prepaid)-----		10587898													
Total Subscriber base (Postpaid)-----		856594													
	Billing Related Complaints	145	-	145	145	-	145	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	495	37	532	475	41	516	16	0	0	0	0	0	0	0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HP	Faults and Network Related Complaints	49,238	19,084	68,322	729	60,525	61,254	7,068	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	118	13	131	103	26	129	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	-	7	6	-	6	1	0	0	0	0	0	0	0
	VAS Related Complaints	44	-	44	41	-	41	3	0	0	0	0	0	0	0
	Total	50,047	19,134	69,181	1,499	60,592	62,091	7,090	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		3238475													
Total Subscriber base (Postpaid)-----		88818													
HR	Billing Related Complaints	543	-	543	543	-	543	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,796	207	2,003	1,686	243	1,929	74	1	0	1	0	0	0	1
	Faults and Network Related Complaints	193,000	83,992	276,992	2,075	247,001	249,076	27,916	2	0	2	1	0	1	1
	MNP Related Complaints	-	2	2	-	2	2	-	0	0	0	0	0	0	0
	UCC Related Complaints	783	54	837	697	121	818	19	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	4	25	18	-	18	7	0	0	0	0	0	0	0
	VAS Related Complaints	283	-	283	240	1	241	42	0	0	0	0	0	0	0
	Total	196,426	84,259	280,685	5,259	247,368	252,627	28,058	3	0	3	1	0	1	2
Total Subscriber base (Prepaid)-----		4859512													
Total Subscriber base (Postpaid)-----		219926													
J&K	Billing Related Complaints	720	-	720	720	-	720	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,764	450	2,214	1,581	483	2,064	150	0	0	0	0	0	0	0
	Faults and Network Related Complaints	32,728	18,509	51,237	2,563	33,630	36,193	15,044	0	1	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	141	39	180	115	63	178	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	34	1	35	29	1	30	5	0	0	0	0	0	0	0
	VAS Related Complaints	201	9	210	156	20	176	34	0	0	0	0	0	0	0
	Total	35,588	19,008	54,596	5,164	34,197	39,361	15,235	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----		3464131													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Total Subscriber base (Postpaid)-----		2084285													
KTK	Billing Related Complaints	7,905	-	7,905	7,905	-	7,905	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	13,467	2,047	15,514	12,634	2,257	14,891	623	4	0	4	3	1	4	0
	Faults and Network Related Complaints	420,411	208,925	629,336	5,080	510,879	515,959	113,377	5	2	7	6	0	6	1
	MNP Related Complaints	2	-	2	1	1	2	-	0	0	0	0	0	0	0
	UCC Related Complaints	21,482	3,249	24,731	18,327	5,440	23,767	964	0	0	0	0	0	0	0
	Internet / Data Related Complaints	49	9	58	39	9	48	10	0	0	0	0	0	0	0
	VAS Related Complaints	586	1	587	563	1	564	23	0	0	0	0	0	0	0
	Total	463,902	214,231	678,133	44,549	518,587	563,136	114,997	10	2	12	10	1	11	1
Total Subscriber base (Prepaid)-----		26901092													
Total Subscriber base (Postpaid)-----		2590107													
KL	Billing Related Complaints	650	-	650	650	-	650	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,679	435	3,114	2,516	453	2,969	145	1	0	1	1	0	1	0
	Faults and Network Related Complaints	168,389	140,975	309,364	5,123	239,501	244,624	64,740	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,289	153	1,442	1,065	346	1,411	31	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	3	30	22	2	24	6	0	0	0	0	0	0	0
	VAS Related Complaints	150	-	150	136	-	136	14	0	0	0	0	0	0	0
	Total	173,184	141,566	314,750	9,512	240,302	249,814	64,936	2	0	2	2	0	2	0
Total Subscriber base (Prepaid)-----		6204522													
Total Subscriber base (Postpaid)-----		282717													
	Billing Related Complaints	1,262	-	1,262	1,262	-	1,262	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2,630	517	3,147	2,499	539	3,038	109	0	0	0	0	0	0	0
	Faults and Network Related Complaints	107,816	58,617	166,433	8,350	122,137	130,487	35,946	1	0	1	1	0	1	0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOL	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,870	233	2,103	1,592	410	2,002	101	0	0	0	0	0	0	0
	Internet / Data Related Complaints	68	5	73	65	2	67	6	0	0	0	0	0	0	0
	VAS Related Complaints	221	-	221	211	-	211	10	0	0	0	0	0	0	0
	Total	113,867	59,372	173,239	13,979	123,088	137,067	36,172	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		5348736													
Total Subscriber base (Postpaid)-----		555473													
MAH	Billing Related Complaints	3,245	-	3,245	3,245	-	3,245	-	1	1	2	2	0	2	0
	Customer Service Related Complaints	6,694	955	7,649	6,220	1,172	7,392	257	6	1	7	7	0	7	0
	Faults and Network Related Complaints	363,262	107,980	471,242	4,407	354,650	359,057	112,185	4	1	5	5	0	5	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	11,325	815	12,140	9,818	1,893	11,711	429	0	0	0	0	0	0	0
	Internet / Data Related Complaints	99	9	108	68	27	95	13	0	0	0	0	0	0	0
	VAS Related Complaints	465	-	465	431	1	432	33	0	0	0	0	0	0	0
	Total	385,090	109,759	494,849	24,189	357,743	381,932	112,917	11	3	14	14	0	14	0
Total Subscriber base (Prepaid)-----		16641679													
Total Subscriber base (Postpaid)-----		1263122													
MPCG	Billing Related Complaints	949	-	949	949	-	949	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,983	291	6,274	5,817	339	6,156	118	0	1	1	1	0	1	0
	Faults and Network Related Complaints	195,456	15,143	210,599	13,326	166,578	179,904	30,695	2	0	2	0	0	0	2
	MNP Related Complaints	-	1	1	-	1	1	-	0	0	0	0	0	0	0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	UCC Related Complaints	1,249	85	1,334	1,103	178	1,281	53	0	0	0	0	0	0	0
	Internet / Data Related Complaints	278	2	280	276	1	277	3	0	0	0	0	0	0	0
	VAS Related Complaints	291	-	291	253	-	253	38	0	0	0	0	0	0	0
	Total	204,206	15,522	219,728	21,724	167,097	188,821	30,907	2	1	3	1	0	1	2
Total Subscriber base (Prepaid)-----		14237145													
Total Subscriber base (Postpaid)-----		474729													
MUM	Billing Related Complaints	4,059	-	4,059	4,059	-	4,059	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	6,673	1,152	7,825	6,330	1,244	7,574	251	5	1	6	5	0	5	1
	Faults and Network Related Complaints	185,016	95,148	280,164	19,052	183,658	202,710	77,454	5	0	5	4	0	4	1
	MNP Related Complaints	1	-	1	-	-	-	1	0	0	0	0	0	0	0
	UCC Related Complaints	12,452	1,584	14,036	9,986	3,378	13,364	672	0	0	0	0	0	0	0
	Internet / Data Related Complaints	162	5	167	154	-	154	13	0	0	0	0	0	0	0
	VAS Related Complaints	315	-	315	290	-	290	25	0	0	0	0	0	0	0
	Total	208,678	97,889	306,567	39,871	188,280	228,151	78,416	11	1	12	10	0	10	2
Total Subscriber base (Prepaid)-----		6572708													
Total Subscriber base (Postpaid)-----		3283815													
NE	Billing Related Complaints	65	-	65	65	-	65	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	300	20	320	283	24	307	13	0	1	1	0	1	1	0
	Faults and Network Related Complaints	42,892	20,738	63,630	1,560	52,905	54,465	9,165	2	0	2	2	0	2	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	204	7	211	170	36	206	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0

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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
	VAS Related Complaints	30	-	30	29	-	29	1	0	0	0	0	0	0	0
	Total	43,491	20,765	64,256	2,107	52,965	55,072	9,184	2	1	3	2	1	3	0
Total Subscriber base (Prepaid)-----		5272942													
Total Subscriber base (Postpaid)-----		39920													
OR	Billing Related Complaints	455	-	455	455	-	455	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,532	236	1,768	1,386	255	1,641	127	0	0	0	0	0	0	0
	Faults and Network Related Complaints	109,156	49,459	158,615	2,383	133,360	135,743	22,872	1	0	1	0	0	0	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	339	14	353	298	48	346	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	4	33	21	6	27	6	0	0	0	0	0	0	0
	VAS Related Complaints	287	-	287	229	-	229	58	0	0	0	0	0	0	0
	Total	111,798	49,713	161,511	4,772	133,669	138,441	23,070	1	0	1	0	0	0	1
Total Subscriber base (Prepaid)-----		10611086													
Total Subscriber base (Postpaid)-----		247051													
PB	Billing Related Complaints	1,914	-	1,914	1,914	-	1,914	-	0	1	1	0	1	1	0
	Customer Service Related Complaints	4,368	875	5,243	4,152	920	5,072	171	4	3	7	4	2	6	1
	Faults and Network Related Complaints	262,412	119,890	382,302	2,414	324,390	326,804	55,498	4	0	4	1	3	4	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,329	191	1,520	1,110	337	1,447	73	0	0	0	0	0	0	0
	Internet / Data Related Complaints	99	-	99	91	-	91	8	0	0	0	0	0	0	0
	VAS Related Complaints	306	-	306	279	-	279	27	0	0	0	0	0	0	0
	Total	270,428	120,956	391,384	9,960	325,647	335,607	55,777	8	4	12	5	6	11	1
Total Subscriber base (Prepaid)-----		9972205													
Total Subscriber base (Postpaid)-----		694614													
U	Billing Related Complaints	1,232	-	1,232	1,232	-	1,232	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,097	515	4,612	3,882	591	4,473	139	2	0	2	2	0	2	0
	Faults and Network Related Complaints	360,238	75,866	436,104	18,467	324,102	342,569	93,535	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0

Name of Service Provider - Bharti Airtel Ltd															
(Cellular Mobile Telephone Service)															
Customer Complaints Redressal Report for the Quarter Ending ----- Dec 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
	UCC Related Complaints	1,274	133	1,407	1,060	298	1,358	49	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	3	23	1	11	12	11	0	0	0	0	0	0	0
	VAS Related Complaints	420	-	420	380	-	380	40	0	0	0	0	0	0	0
	Total	367,281	76,517	443,798	25,022	325,002	350,024	93,774	3	0	3	3	0	3	0
Total Subscriber base (Prepaid)-----		20761426													
Total Subscriber base (Postpaid)-----		801224													
TN	Billing Related Complaints	5,176	-	5,176	5,176	-	5,176	-	3	0	3	3	0	3	0
	Customer Service Related Complaints	12,883	1,975	14,858	11,949	2,119	14,068	790	2	1	3	2	1	3	0
	Faults and Network Related Complaints	420,148	205,007	625,155	4,206	531,220	535,426	89,729	6	0	6	5	0	5	1
	MNP Related Complaints	1	1	2	1	1	2	-	0	0	0	0	0	0	0
	UCC Related Complaints	11,399	1,008	12,407	9,639	2,171	11,810	597	0	0	0	0	0	0	0
	Internet / Data Related Complaints	169	14	183	148	7	155	28	0	0	0	0	0	0	0
	VAS Related Complaints	855	-	855	773	-	773	82	0	0	0	0	0	0	0
	Total	450,632	208,005	658,637	31,893	535,518	567,411	91,226	11	1	12	10	1	11	1
Total Subscriber base (Prepaid)-----		23852711													
Total Subscriber base (Postpaid)-----		2198540													
D.F.E	Billing Related Complaints	1,414	-	1,414	1,414	-	1,414	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	4,534	381	4,915	4,300	421	4,721	194	5	0	5	5	0	5	0
	Faults and Network Related Complaints	765,991	267,912	1,033,903	64,047	904,662	968,709	65,194	3	0	3	1	0	1	2
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,170	67	1,237	1,025	185	1,210	27	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	3	30	20	2	22	8	0	0	0	0	0	0	0
	VAS Related Complaints	1,482	-	1,482	1,385	-	1,385	97	0	0	0	0	0	0	0
	Total	774,618	268,363	1,042,981	72,191	905,270	977,461	65,520	8	0	8	6	0	6	2
Total Subscriber base (Prepaid)-----		33001930													
Total Subscriber base (Postpaid)-----		432415													

Name of Service Provider - Bharti Airtel Ltd															
(Cellular Mobile Telephone Service)															
Customer Complaints Redressal Report for the Quarter Ending ----- Dec 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
UP-W	Billing Related Complaints	896	-	896	896	-	896	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,721	343	4,064	3,554	382	3,936	128	1	0	1	1	0	1	0
	Faults and Network Related Complaints	446,344	52,538	498,882	36,159	346,628	382,787	116,095	1	0	1	1	0	1	0
	MNP Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,063	58	1,121	920	172	1,092	29	0	0	0	0	0	0	0
	Internet / Data Related Complaints	33	1	34	27	-	27	7	0	0	0	0	0	0	0
	VAS Related Complaints	504	-	504	458	-	458	46	0	0	0	0	0	0	0
	Total	452,562	52,940	505,502	42,015	347,182	389,197	116,305	2	0	2	2	0	2	0
Total Subscriber base (Prepaid)-----		15468475													
Total Subscriber base (Postpaid)-----		333242													
WB	Billing Related Complaints	788	-	788	788	-	788	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,469	106	1,575	1,351	112	1,463	112	0	0	0	0	0	0	0
	Faults and Network Related Complaints	298,950	119,324	418,274	12,949	265,114	278,063	140,211	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	812	6	818	747	59	806	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	74	1	75	69	-	69	6	0	0	0	0	0	0	0
	VAS Related Complaints	818	-	818	756	-	756	62	0	0	0	0	0	0	0
	Total	302,911	119,437	422,348	16,660	265,285	281,945	140,403	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----		14920395													
Total Subscriber base (Postpaid)-----		63352													