

Name of Service Provider - Bharti Airtel Ltd.															
(Cellular Mobile Telephone Service)															
Customer Complaints Redressal Report															
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	4,850	-	4,850	4,850	-	4,850	-	1	0	1	1	0	1	0
	Customer Service Related Complaints	13,438	1,666	15,104	13,211	795	14,006	1,098	5	0	5	4	0	4	1
	Faults and Network Related Complaints	473,563	321,795	795,358	35,687	452,389	488,076	307,282	37	3	40	36	1	37	3
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	11,580	1,744	13,324	11,720	524	12,244	1,080	1	0	1	1	0	1	0
	Internet / Data Related Complaints	8	38	46	2	43	45	1	0	0	0	0	0	0	0
	VAS Related Complaints	478	17	495	481	14	495	-	0	0	0	0	0	0	0
<b>Total</b>	<b>503,917</b>	<b>325,260</b>	<b>829,177</b>	<b>65,951</b>	<b>453,765</b>	<b>519,716</b>	<b>309,461</b>	<b>44</b>	<b>3</b>	<b>47</b>	<b>42</b>	<b>1</b>	<b>43</b>	<b>4</b>	
ASM	Billing Related Complaints	348	-	348	348	-	348	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1,227	245	1,472	1,152	179	1,331	141	0	0	0	0	0	0	0
	Faults and Network Related Complaints	147,048	99,837	246,885	6,304	197,058	203,362	43,523	1	0	1	1	0	1	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	189	44	233	193	23	216	17	0	0	0	0	0	0	
	Internet / Data Related Complaints	1	11	12	1	11	12	-	0	0	0	0	0	0	
	VAS Related Complaints	71	29	100	71	29	100	-	0	0	0	0	0	0	
<b>Total</b>	<b>148,884</b>	<b>100,166</b>	<b>249,050</b>	<b>8,069</b>	<b>197,300</b>	<b>205,369</b>	<b>43,681</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
BR	Billing Related Complaints	1,129	-	1,129	1,129	-	1,129	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,250	1,239	6,489	4,562	867	5,429	1,060	0	0	0	0	0	0	
	Faults and Network Related Complaints	558,358	584,540	1,142,898	43,826	613,102	656,928	485,970	4	1	5	4	0	4	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,098	96	1,194	1,087	93	1,180	14	0	0	0	0	0	0	
	Internet / Data Related Complaints	20	57	77	12	65	77	-	0	0	0	0	0	0	
	VAS Related Complaints	214	18	232	215	17	232	-	0	0	0	0	0	0	
<b>Total</b>	<b>566,069</b>	<b>585,950</b>	<b>1,152,019</b>	<b>50,831</b>	<b>614,144</b>	<b>664,975</b>	<b>487,044</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>	
DL	Billing Related Complaints	9,077	-	9,077	9,077	-	9,077	-	3	0	3	2	0	2	1
	Customer Service Related Complaints	17,937	2,857	20,794	17,625	1,396	19,021	1,773	4	1	5	4	0	4	1
	Faults and Network Related Complaints	684,751	158,042	842,793	25,722	586,923	612,645	230,148	37	3	40	34	0	34	6
	MNP Related Complaints	-	2	2	-	1	1	1	0	0	0	0	0	0	0
	UCC Related Complaints	21,768	4,728	26,496	22,342	1,324	23,666	2,830	0	0	0	0	0	0	
	Internet / Data Related Complaints	10	80	90	3	86	89	1	0	0	0	0	0	0	
	VAS Related Complaints	596	37	633	608	24	632	1	0	0	0	0	0	0	
<b>Total</b>	<b>734,139</b>	<b>165,746</b>	<b>899,885</b>	<b>75,377</b>	<b>589,754</b>	<b>665,131</b>	<b>234,754</b>	<b>44</b>	<b>4</b>	<b>48</b>	<b>40</b>	<b>0</b>	<b>40</b>	<b>8</b>	
GUU	Billing Related Complaints	2,192	-	2,192	2,192	-	2,192	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	5,244	709	5,953	5,160	300	5,460	493	0	0	0	0	0	0	
	Faults and Network Related Complaints	243,341	142,614	385,955	2,397	207,183	209,580	176,375	15	0	15	11	0	11	4
	MNP Related Complaints	-	1	1	-	1	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	3,076	556	3,632	3,134	229	3,363	269	0	0	0	0	0	0	
	Internet / Data Related Complaints	9	51	60	2	54	56	4	0	0	0	0	0	0	
	VAS Related Complaints	185	6	191	187	2	189	2	0	0	0	0	0	0	
<b>Total</b>	<b>254,047</b>	<b>143,937</b>	<b>397,984</b>	<b>13,072</b>	<b>207,769</b>	<b>220,841</b>	<b>177,143</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>4</b>	
HP	Billing Related Complaints	179	-	179	179	-	179	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	617	102	719	592	66	658	61	0	0	0	0	0	0	
	Faults and Network Related Complaints	47,465	28,165	75,630	5,168	55,950	61,118	14,512	2	0	2	2	0	2	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	
	UCC Related Complaints	120	23	143	117	15	132	11	0	0	0	0	0	0	
	Internet / Data Related Complaints	-	3	3	-	3	3	-	0	0	0	0	0	0	
	VAS Related Complaints	19	1	20	19	1	20	-	0	0	0	0	0	0	
<b>Total</b>	<b>48,400</b>	<b>28,294</b>	<b>76,694</b>	<b>6,075</b>	<b>56,035</b>	<b>62,110</b>	<b>14,584</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
	Billing Related Complaints	597	-	597	597	-	597	-	0	0	0	0	0	0	0

HR	Customer Service Related Complaints	2,133	553	2,686	2,002	320	2,322	364	0	0	0	0	0	0	0
	Faults and Network Related Complaints	241,616	120,135	361,751	21,248	184,383	205,631	156,120	5	1	6	5	0	5	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	491	87	578	478	67	545	33	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	14	16	2	14	16	-	0	0	0	0	0	0	0
	VAS Related Complaints	86	7	93	86	7	93	-	0	0	0	0	0	0	0
	<b>Total</b>	<b>244,925</b>	<b>120,796</b>	<b>365,721</b>	<b>24,413</b>	<b>184,791</b>	<b>209,204</b>	<b>156,517</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>1</b>
J&K	Billing Related Complaints	813	-	813	813	-	813	-	0	1	1	1	0	1	0
	Customer Service Related Complaints	18,126	650	18,776	3,178	125	3,303	15,473	0	0	0	0	0	0	0
	Faults and Network Related Complaints	63,166	31,181	94,347	5,264	42,016	47,280	47,067	3	0	3	3	0	3	0
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	277	30	307	276	6	282	25	0	0	0	0	0	0	0
	Internet / Data Related Complaints	28	15	43	32	4	36	7	0	0	0	0	0	0	0
	<b>Total</b>	<b>82,565</b>	<b>31,987</b>	<b>114,552</b>	<b>9,714</b>	<b>42,251</b>	<b>51,965</b>	<b>62,587</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>
KTK	Billing Related Complaints	7,308	-	7,308	7,308	-	7,308	-	2	1	3	3	0	3	0
	Customer Service Related Complaints	16,405	2,464	18,869	16,054	1,325	17,379	1,490	5	0	5	5	0	5	0
	Faults and Network Related Complaints	435,608	115,280	550,888	12,097	469,759	481,856	69,032	62	7	69	57	0	57	12
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	25,712	4,958	30,670	25,552	2,116	27,668	3,002	0	0	0	0	0	0	0
	Internet / Data Related Complaints	12	77	89	5	84	89	-	0	0	0	0	0	0	0
	<b>Total</b>	<b>485,378</b>	<b>122,799</b>	<b>608,177</b>	<b>61,352</b>	<b>473,301</b>	<b>534,653</b>	<b>73,524</b>	<b>69</b>	<b>8</b>	<b>77</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>12</b>
KL	Billing Related Complaints	697	-	697	697	-	697	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,457	671	4,128	3,432	26	3,458	670	3	1	4	4	0	4	0
	Faults and Network Related Complaints	212,627	108,972	321,599	13,697	191,903	205,600	115,999	9	0	9	8	0	8	1
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,561	105	1,666	1,520	83	1,603	63	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	34	36	1	35	36	-	0	0	0	0	0	0	0
	<b>Total</b>	<b>218,416</b>	<b>109,785</b>	<b>328,201</b>	<b>19,420</b>	<b>192,049</b>	<b>211,469</b>	<b>116,732</b>	<b>12</b>	<b>1</b>	<b>13</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>1</b>
KOL	Billing Related Complaints	1,337	-	1,337	1,337	-	1,337	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,193	505	3,698	2,982	503	3,485	213	1	0	1	1	0	1	0
	Faults and Network Related Complaints	110,694	82,854	193,548	3,470	108,204	111,674	81,874	10	0	10	9	0	9	1
	MNP Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,680	330	2,010	1,494	376	1,870	140	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	8	10	1	9	10	-	0	0	0	0	0	0	0
	<b>Total</b>	<b>117,002</b>	<b>83,701</b>	<b>200,703</b>	<b>9,379</b>	<b>109,097</b>	<b>118,476</b>	<b>82,227</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>1</b>
MAH	Billing Related Complaints	3,669	-	3,669	3,669	-	3,669	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	10,037	1,390	11,427	9,794	624	10,418	1,009	1	0	1	1	0	1	0
	Faults and Network Related Complaints	465,822	271,100	736,922	37,355	397,680	435,035	301,887	22	1	23	20	0	20	3
	MNP Related Complaints	-	1	1	-	1	1	-	0	0	0	0	0	0	0
	UCC Related Complaints	9,251	1,654	10,905	9,543	525	10,068	837	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	94	104	6	97	103	1	0	0	0	0	0	0	0
	<b>Total</b>	<b>489,166</b>	<b>274,254</b>	<b>763,420</b>	<b>60,745</b>	<b>398,941</b>	<b>459,686</b>	<b>303,734</b>	<b>23</b>	<b>1</b>	<b>24</b>	<b>21</b>	<b>0</b>	<b>21</b>	<b>3</b>
MPCG	Billing Related Complaints	1,089	-	1,089	1,089	-	1,089	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3,484	711	4,195	3,383	361	3,744	451	1	0	1	1	0	1	0
	Faults and Network Related Complaints	234,548	164,556	399,104	9,710	118,809	128,519	270,585	8	0	8	5	0	5	3
	MNP Related Complaints	-	-	-	-	-	-	-	0	0	0	0	0	0	0
	UCC Related Complaints	1,149	202	1,351	1,169	119	1,288	63	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	17	20	2	18	20	-	0	0	0	0	0	0	0
	<b>Total</b>	<b>240,402</b>	<b>165,497</b>	<b>405,899</b>	<b>15,485</b>	<b>119,313</b>	<b>134,798</b>	<b>271,101</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>3</b>
MUM	Billing Related Complaints	3,908	-	3,908	3,908	-	3,908	-	4	0	4	2	0	2	2
	Customer Service Related Complaints	9,959	1,232	11,191	9,980	484	10,464	727	1	0	1	1	0	1	0
	Faults and Network Related Complaints	220,165	116,983	337,148	24,275	157,593	181,868	155,280	23	1	24	20	0	20	4
	MNP Related Complaints	1	-	1	-	-	-	-	1	0	0	0	0	0	0
	UCC Related Complaints	12,109	2,485	14,594	12,446	654	13,100	1,494	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	45	50	3	46	49	1	0	0	0	0	0	0	0
	<b>Total</b>	<b>246,355</b>	<b>120,750</b>	<b>367,105</b>	<b>50,823</b>	<b>158,779</b>	<b>209,602</b>	<b>157,503</b>	<b>28</b>	<b>1</b>	<b>29</b>	<b>23</b>	<b>0</b>	<b>23</b>	<b>6</b>



Overall	Billing Related Complaints	48,001	-	48,001	48,001	-	48,001	-	12	2	14	11	-	11	3
	Customer Service Related Complaints	149,607	22,731	172,338	131,288	11,012	142,300	30,038	26	2	28	25	-	25	3
	Faults and Network Related Complaints	6,714,469	3,593,411	10,307,880	381,728	6,055,766	6,437,494	3,870,386	404	38	442	377	1	378	64
	MNP Related Complaints	4	4	8	2	3	5	3	-	-	-	-	-	-	-
	UCC Related Complaints	107,041	19,347	126,388	108,036	7,322	115,358	11,030	1	-	1	1	-	1	-
	Internet / Data Related Complaints	150	781	931	93	819	912	19	-	-	-	-	-	-	-
	VAS Related Complaints	4,139	402	4,541	4,171	347	4,518	23	1	-	1	1	-	1	-
	<b>Total</b>	<b>7,023,411</b>	<b>3,636,676</b>	<b>10,660,087</b>	<b>673,319</b>	<b>6,075,269</b>	<b>6,748,588</b>	<b>3,911,499</b>	<b>444</b>	<b>42</b>	<b>486</b>	<b>415</b>	<b>1</b>	<b>416</b>	<b>70</b>