

REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (1ST QUARTER - FY 2022/2023)

This report is a summary of consumer complaints and enquiries received and handled between 1st July 2022 and 30th September 2022.

In the quarter under review, 419 complaints were received and processed as shown in the table and chart below. These were complaints escalated to the Authority for failure of resolution by the service providers.

Number of Complaints Handled

Category	Number	Resolved	In Progress
Defective Terminal Equipment			
Quality of Service (Voice & Data)	12	5	7
Fraudulent Calls/SMS	5	4	1
Billing	4	4	
Unfair Trading Practices	6	2	4
Confidentiality/Privacy Breaches			
Service Provisioning Delays/Failures/Termination	7	3	4
Frequency Interference	7	3	4
Misleading Advertisements	3	2	1
Unauthorized Charges/Subscriptions	4	3	1
Electromagnetic Radiation			
Inappropriate Media Content			
Tariffs			
Nuisance	1	0	1
Criminal use of services/facilities	3	1	2
Delivery Delays	5	4	1
Warranty Violations	1		1
Service Interruptions	4	2	2
Identity Theft			
Mobile Number Portability	1	1	
Digital Transition			
Counterfeit Phones	3	2	1
Others	353	352	1
Total	419	388	31