

REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (3RD QUARTER - FY 2021/2022)

This report is a summary of consumer complaints and enquiries received and handled between 1st January and 31st March 2022.

In the quarter under review, 170 complaints were received and processed as shown in the table and pie-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	3		3
Quality of Service (Voice & Data)	27	7	20
Fraudulent Calls/SMS	8	3	5
Billing	12	4	8
Unfair Trading Practices			
Confidentiality/Privacy Breaches	6	1	5
Service Provisioning Delays/Failures/Termination	2	2	
Frequency Interference	16	9	7
Misleading Advertisements			
Unauthorized Charges/Subscriptions	7	2	5
Electromagnetic Radiation/Environmental Health	2		2
Inappropriate Media Content/ Tariffs	3	3	
Nuisance	6	1	5
Criminal use of services/facilities/cyber crime	6	3	3
Delivery Delays			
Warranty Violations			
Service Interruptions	7	3	4
Identity Theft			
Mobile Number Portability			
Digital Transition	6	3	3
Counterfeit Phones			
Postal/courier	4	1	3

Customer information-Inaccurate info	2		2
Poor Customer service			
Authority's Services/ Business opportunity	4	1	3
Others	49	46	3
Total	170	89	81

Pie-chart 1- Proportionate representation of complaints

