

REPORT OF CONSUMER COMPLAINTS & ENQUIRIES (1ST QUARTER - FY 2023/2024)

This report is a summary of consumer complaints received and handled between 1st Jul and 30th Sept 2023.

In the quarter under review, 156 complaints were received and processed as shown in the table 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
Quality of Service (Voice & Data)	20	5	15
Fraudulent Calls/SMS	20	17	3
Billing	8	4	4
Unfair Trading Practices	6	4	2
Confidentiality/Privacy Breaches	46	46	
Service Provisioning Delays/Failures/Termination	12	10	2
Frequency Interference	1	1	
Unauthorized Charges/Subscriptions	9	6	3
Electromagnetic Radiation/Environmental Health	1	1	0
Inappropriate Media Content/ Nuisance	6	6	0
	1		1
Criminal use of services/facilities/cyber crime	8	6	2
Delivery Delays	3		3
Service Interruptions	5	4	1
E-commerce	1	1	0
Broadcasting	7	6	1
Others	2	2	
Total	156	119	37