

# REPORT OF CONSUMER COMPLAINTS - FY 2023/2024

This report is a summary of consumer complaints received and handled between 1st July 2023 and 30th June 2024.

In the year under review, 711 complaints were received and processed as shown in the table below. These were complaints escalated to the Authority for failure of resolution by the respective service providers.

# Number of Complaints Handled

|  |  |
| --- | --- |
| **Category** |  |
|   | **Total**  | **Resolved** | **Pending** |
| Quality of Service (Voice & Data) | 85 | 47 | 38 |
| Fraudulent Calls/SMS | 114 | 100 | 14 |
| Billing  | 61 | 42 | 19 |
| Unfair Trading Practices | 66 | 53 | 13 |
| Confidentiality/Privacy Breaches | 127 | 127 | 0 |
| Service Provisioning Delays/Failures/Termination | 55 | 39 | 16 |
| Frequency Interference | 14 | 5 | 9 |
| Unauthorized Charges/Subscriptions | 24 | 17 | 7 |
| Electromagnetic Radiation/Environmental Health | 1 | 1 | 0 |
| Inappropriate Media Content/ | 50 | 42 | 8 |
| Nuisance | 1 | 0 | 1 |
| Criminal use of services/facilities/cyber crime | 43 | 34 | 9 |
| Delivery Delays/Postal/e-commerce | 21 | 13 | 8 |
| Warranty | 2 | 2 | 0 |
| Mobile Number Portability | 2 | 2 | 0 |
| Poor Customer Service | 1 | 0 | 1 |
| Service Interruptions | 19 | 8 | 11 |
| Others | 25 | 25 | 0 |
| **Total** | **711** | **588** | **154** |

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