

REPORT OF CONSUMER COMPLAINTS – QUARTER 4 FY 2024/2025

This report is a summary of consumer complaints received and handled between 1st April 2025 and 30th June 2025.

In the Quarter under review, 169 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 | Number | Resolved | In Progress |
|---|------------|------------|-------------|
| Quality of Service (Voice & Data) | 16 | 13 | 3 |
| Billing | 23 | 17 | 6 |
| Confidentiality/Privacy Breaches | 14 | 14 | 0 |
| Service Provisioning Delays/Failures/Termination | 15 | 11 | 4 |
| E-commerce | 2 | 2 | 0 |
| Unfair Trading Practices | 4 | 4 | 0 |
| Sim Registration | 3 | 2 | 1 |
| Frequency Interference | 2 | 2 | 0 |
| Misleading Advertisement | 1 | 1 | 0 |
| Service Interruption | 4 | 4 | 0 |
| Unsolicited SMS | 8 | 8 | 0 |
| Criminal use of services/facilities/cyber crime | 7 | 6 | 1 |
| Fraud | 24 | 22 | 2 |
| Postal/courier | 5 | 3 | 2 |
| Poor Customer Service | 1 | 0 | 1 |
| Broadcasting | 10 | 8 | 2 |
| Others | 30 | 30 | 0 |
| Total | 169 | 147 | 22 |

