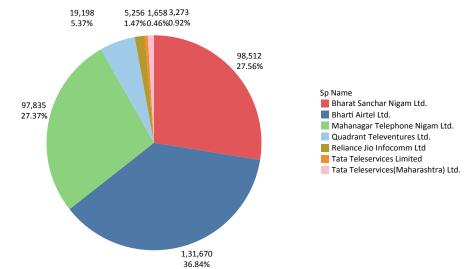
## Report

on

## Telecom Consumer's Complaints Redressal Regulations, 2012

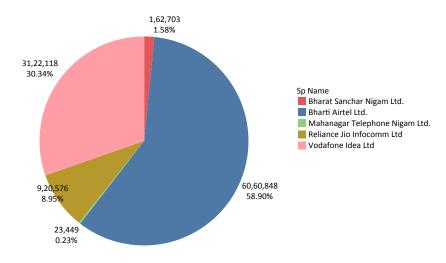
(For Quarter ending March 2024)

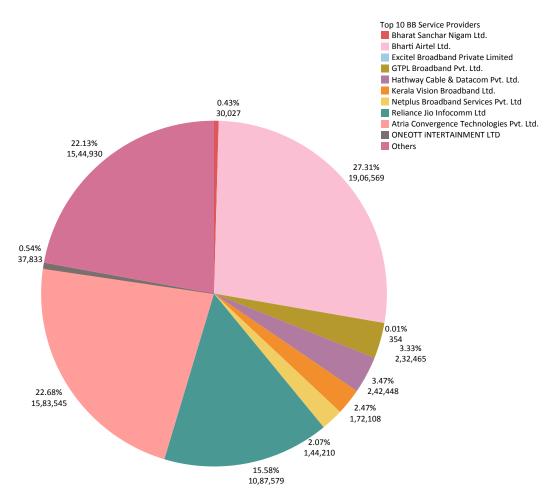
1/4



SP-wise share of total no. of complaints to be redressed during the Quarter: basic(March 2024)

SP-wise share of total no. of complaints to be redressed during the Quarter: cellular(March 2024)





SP-wise share of total no. of complaints to be redressed during the Quarter: Broadband(March 2024)

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## broadband basic 6,59,279<sup>47,189</sup>2,39,432 9.44% 0.68% 3.43% 21 0 0.01%0.00% 5,80,250 85,066 23.80% 8.31% 2,67,403 74.82% 54,55,918 78.14% Complants Category Billing Related Complaints Customer Service Related Complaints Faults and Network Related Complaints Internet/Data Related Complaints cellular MNP Related Complaints UCC Related Complaints 12,687 0.12% 96,302 VAS Related Complaints 5,10,941 4.97% 0.94% 3,03,353 2.95% 7,025 0.07% 17,07,813 16.60%

76,51,573 74.36%

## Category-wise complaints to be redressed during the Quarter:(March 2024)