Consumer Complaints Redressal Report for the Quarter ending 30th Sept 2021

Reliance Mobile Telecom Services

Network Service Operator and Licensed Service Area - Assam

S.No.	Category of complaints	Complaints Outstanding							Appellate Authority						
		Details of complaints received during the Quarter and complaints outstanding of previous Quarter			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter and appeals outstanding of previous Quarter				Details of appeals disposed during the Quarter		
		Total no. of complaints outstanding at the end of the quarter	Total no. of complaints received during the Quarter	Total no. of complaints redressed during the Quarter (Within 30 days)	Total no. of complaints redressed during the quarter (Beyond 30 days)	Total no. of complaints redressed during the Quarter (Within 30 days)	Total no. of complaints redressed during the Quarter (Beyond 30 days)	Total no. of complaints outstanding for redressal during the Quarter (W+X)-(Y+Z)	Total no. of appeals outstanding for redressal at the end of the Quarter	Total no. of complaints for which appeals received during the Quarter	Total no. of appeals received during the Quarter (UNR) (Ob)	Total no. of appeals disposed during the Quarter (CNR) (Cnb)	Total no. of appeals disposed during the Quarter (UNR) (Ob)	Total no. of appeals pending for redressal at the end of the Quarter (CNR) (Cnb)	Total no. of appeals pending for redressal at the end of the Quarter (UNR) (Ob)
1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Mar	Billing or Bill related Complaints	1245	0	1245	1245	0	1245	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1217	0	1217	1217	0	1217	0	0	0	0	0	0	0	0
	VAS Related Complaints	27	0	27	27	0	27	0	0	0	0	0	0	0	0
	SIM Related Complaints	200	0	200	200	0	200	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	76	0	76	76	0	76	0	0	0	0	0	0	0	0
	Total	2765	0	2765	2765	0	2765	0	0	0	0	0	0	0	0
April	Billing or Bill related Complaints	1644	0	1644	1644	0	1644	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1604	0	1604	1604	0	1604	0	0	0	0	0	0	0	0
	VAS Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	SIM Related Complaints	220	0	220	220	0	220	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	100	0	100	100	0	100	0	0	0	0	0	0	0	0
	Total	2008	0	2008	2008	0	2008	0	0	0	0	0	0	0	0
May	Billing or Bill related Complaints	1024	0	1024	1024	0	1024	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1000	0	1000	1000	0	1000	0	0	0	0	0	0	0	0
	VAS Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
	SIM Related Complaints	220	0	220	220	0	220	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	100	0	100	100	0	100	0	0	0	0	0	0	0	0
	Total	1368	0	1368	1368	0	1368	0	0	0	0	0	0	0	0
June	Billing or Bill related Complaints	1040	0	1040	1040	0	1040	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1000	0	1000	1000	0	1000	0	0	0	0	0	0	0	0
	VAS Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	SIM Related Complaints	220	0	220	220	0	220	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	100	0	100	100	0	100	0	0	0	0	0	0	0	0
	Total	1400	0	1400	1400	0	1400	0	0	0	0	0	0	0	0
July	Billing or Bill related Complaints	1040	0	1040	1040	0	1040	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1000	0	1000	1000	0	1000	0	0	0	0	0	0	0	0
	VAS Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	SIM Related Complaints	220	0	220	220	0	220	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	100	0	100	100	0	100	0	0	0	0	0	0	0	0
	Total	1400	0	1400	1400	0	1400	0	0	0	0	0	0	0	0
Aug	Billing or Bill related Complaints	1040	0	1040	1040	0	1040	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1000	0	1000	1000	0	1000	0	0	0	0	0	0	0	0
	VAS Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	SIM Related Complaints	220	0	220	220	0	220	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	100	0	100	100	0	100	0	0	0	0	0	0	0	0
	Total	1400	0	1400	1400	0	1400	0	0	0	0	0	0	0	0
Sep	Billing or Bill related Complaints	1040	0	1040	1040	0	1040	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	1000	0	1000	1000	0	1000	0	0	0	0	0	0	0	0
	VAS Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	SIM Related Complaints	220	0	220	220	0	220	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	100	0	100	100	0	100	0	0	0	0	0	0	0	0
	Total	1400	0	1400	1400	0	1400	0	0	0	0	0	0	0	0
Oct	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nov	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dec	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jan	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Feb	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mar	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Apr	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
May	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jun	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jul	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aug	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sep	Billing or Bill related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Network or Local Access Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SIM Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Category-I Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0