



GCCI
GUJARAT CHAMBER OF
COMMERCE & INDUSTRY
(SINCE 1949)

(ગુજરાત વેપારી મહામંડળ)

7734

19th July, 2019

Mr. Gopal Vittal
Chief Executive Officer
Bharti Airtel Ltd.

Sub: Complaint regarding call dropping, improper connectivity and insufficient data network.

We would like to bring to your notice that we have been receiving numerous complaints regarding dissatisfactory services like call dropping, improper connectivity and insufficient data network from the users of your mobile phone services.

Such dissatisfactory services not only lead to interruption in business and social communication but also potentially create damages and financial loss.

Please be informed that such complaints have been taken very seriously by us and accordingly we need you to take remedial measures with immediate effect so as not to compel us to take appropriate action.

We expect your immediate action on the matter. Kindly revert with the action taken and implementation of remedial measures immediately.

With regards,

Durgesh Buch
President

c.c.

Shri Ravi Shankar Prasad
Hon. Minister of Communications
Department of Telecommunications
Govt. of India, Sanchar Bhawan, 20 Ashoka Road
New Delhi- 110001

Dr. R.S. Sharma
Chairman
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan [next to Zakir Hussain College
Jawaharlal Nehru Marg [Old Minto Road]
New Delhi-110 002



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