



**GCCI**  
**GUJARAT CHAMBER OF**  
**COMMERCE & INDUSTRY**

(SINCE 1949)

(ગુજરાત વેપારી મહામંડળ)

7733

19<sup>th</sup> July, 2019

**Mr. Balesh Sharma,**  
Chief Executive Officer  
Vodafone Idea 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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