



Mahesh Pratap Singh <yogimpsingh@gmail.com>

Breach of Verbal Assurance for Refund

1 message

Mahesh Pratap Singh <yogimpsingh@gmail.com>
To: airtel.dotcomplaints@airtel.com, nodal.up@airtel.com

24 March 2026 at 20:11

Subject: Formal Dispute: Reopening DOTEL/E/2026/0016010 – Breach of Verbal Assurance for Refund**Dear Mr Nitin Grover / Neha Tigga,**

I am writing to express my strong dissatisfaction with the handling of my grievance (DOTEL/E/2026/0016010). Your closure remarks stating you were "unable to establish contact" are **factually incorrect and misleading**.

1. Evidence of Contact: As per the attached call log screenshot, I had a detailed conversation with your representative (Number: 073031 99300) on **18th March 2026 at 15:38**, lasting **5 minutes and 34 seconds**.

2. Verbal Assurance Given: During this call, your representative clearly stated that Airtel does not have a technical mechanism to "park" or "queue" a subsequent recharge. Consequently, she **explicitly assured me of a full refund** of ₹2,249 to my original payment source.

3. Demand for Immediate Refund: Instead of processing the promised refund, you closed the case on 19th March, claiming no contact was made. This is a clear attempt to evade a valid refund request.

I am attaching:

- **Call Log Screenshot** proving the 5-minute conversation.
- **Payment Proof** of ₹2,249 dated 07/03/2026.

I request you to process the refund of **₹2,249** to my UPI/Bank account immediately. If this is not initiated within 48 hours, I will escalate this matter as a "False Reporting" case to the **Telecom Department (DoT)** and the **Consumer Forum** for unfair trade practices.

Regards, **Yogi M. P. Singh 7379105911**

 **Gmail - Regarding your Airtel mobile number 7379105911.pdf**
324K



Mahesh Pratap Singh <yogimpsingh@gmail.com>

Regarding your Airtel mobile number 7379105911

1 message

airtel dotcomplaints <airtel.dotcomplaints@airtel.com>
To: "yogimpsingh@gmail.com" <yogimpsingh@gmail.com>

19 March 2026 at 17:36

Dear Mr. Yogi M. P. Singh,

This is in reference to your complaint to DOT vide reference number DOTEL/E/2026/0016010, wherein you have complained regarding wrong recharge related concern for your Airtel mobile number 7379105911.

We really apologize for inconvenience caused to you.

We tried to reach you on 7379105911 dated 19th March 2026, however, we were unable to establish any contact.

Further, we requested her to kindly write us back with valid payment proof in which recharged number is mentioned and relevant details in order to validate further.

If you have any further queries/concerns, please feel free to contact us. We will make every effort to revert with a resolution as soon as possible.

Regards,

Neha Tigga

Customer Experience

Bharti Airtel Limited

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Airtel



073031 99300

India · Airtel



BLOCK & REPORT



SUGGEST A BETTER NAME



Delhi, India

Call History



19 Mar · 12:51

31s

Missed · 073031 99300



18 Mar · 15:44

1m 36s

Incoming · 073031 99300



18 Mar · 15:38

5m 34s

Incoming · 073031 99300

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