

Complaints Details

Complaint Number: 439026

Complaint Reg Date: 2017-09-22 20:43:06

Complaint Type : Complaint

Complaint Details : My jio number is 9458423292. On 24th August 2017 I booked two Jio Phones using My Jio App, and had a successful transaction(Rs.1000). But did not received any confirmation regarding this, so I contacted Jio Customer care via CHATS, Phone calls and E-mails, they were unable to resolve my issue and gave me same instructions again and again to call on 18008908900 or to check into my JIO app. According to bank amount has been received by merchant.

Status : Not Process Yet

Comapny Remark : Investigation is in progress. We will revert with an update shortly.
Reamrk Date 2017-09-23 10:31:47

Status :

In Process

Comapny Remark : This is with reference to the concern raised by the customer related to delivery of JioPhone. Our team has outcalled the customer and informed that we have started the delivery of JioPhones in phased manner to avoid inconvenience to our customers. Please be assured that all customers who have done the pre-booking of JioPhone will receive it by Diwali. We will send an SMS informing about the store address and pickup date as soon as it is ready for delivery. The delivery status of JioPhone order will soon be available on 18008908900.

Status :

Closed

Reamrk Date 2017-09-27 19:46:33

Agent Remark : Company has responded to your complaint as per their terms and conditions , if you are not satisfied with the company response you may forward your complaint to Department of Telecommunications Govt of India, following the procedure prescribed by them.

Status :

Disposed

Remark Date 2017-09-29 10:06:47

Uploaded Files: NA | | NA | NA

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