



Shrinivaasan Ka <ka.shrinivaasan@gmail.com>

FWD: FWD: 9791165980 - SAMSUNG HANDSET IMEI AND OTHER DETAILS - SHOWS SOME STRANGE NAME "B ALKISBEHAM" [BAL|QRC119091311093720496932]

3 messages

appellate.tn@in.airtel.com <appellate.tn@in.airtel.com>

Tue, Sep 24, 2013 at 7:22 PM

To: ka.shrinivaasan@gmail.com

Namaste!

This is in reference to your e-mail dated 19 September 2013, regarding the name mismatch for your airtel mobile number [9791165980](#).

We would like to inform you that as per the feedback received from our concerned department that in order to recreate the above mentioned airtel mobile number kindly visit to your nearest airtel relationship centre (ARC).

airtel regrets the inconvenience you have experienced in this regard.

Please do write in for any further assistance.

Customers touch points:

Level 1: Customer care: 121/198 & 121@in.airtel.com , working Hours - 24/7

Level 2: Nodal Team: Nodalofficer.tn@in.airtel.com & (9952434865), working hours: 9:30 AM to 6:30 PM: Monday to Friday.

Level 3: Appellate Authority: appellate.tn@in.airtel.com & (9940644865), working hours: 9:30 AM to 6:30 PM: Monday to Friday.

Please visit our website www.airtel.in for a range of products and services.

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KaShrinivaasan <ka.shrinivaasan@gmail.com>

Wed, Sep 25, 2013 at 10:25 AM

To: KaShrinivaasan ----- <kashrinivaasan@live.com>, shrinivas <shrinivas@cmi.ac.in>, Shrinivas Kannan <shrinivas.kannan@gmail.com>

----- Forwarded message -----

From: appellate.tn@in.airtel.com

Date: 24 Sep 2013 19:22:25 +0530

Subject: FWD: FWD: 9791165980 - SAMSUNG HANDSET IMEI AND OTHER DETAILS

- SHOWS SOME STRANGE NAME "B ALKISBEHAM"

[|BAL|QRC119091311093720496932|]

To: ka.shrinivaasan@gmail.com

[Quoted text hidden]

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Srinivasan Kannan (alias) Ka.Shrinivaasan (alias) Shrinivas Kannan

Independent Open Source Developer, Researcher and Consultant

Ph: [9003082186](tel:9003082186), [9791165980](tel:9791165980)

Krishna iResearch Open Source Products Profile:

http://sourceforge.net/users/ka_shrinivaasan

Personal website(research): <https://sites.google.com/site/kuja27/>

emails: ka.shrinivaasan@gmail.com, shrinivas.kannan@gmail.com,

kashrinivaasan@live.com

Shrinivaasan Ka <kashrinivaasan@live.com>

Wed, Sep 25, 2013 at 12:12 PM

To: "nodalofficer.tn@in.airtel.com" <nodalofficer.tn@in.airtel.com>, "appellate.tn@in.airtel.com" <appellate.tn@in.airtel.com>, "121@in.airtel.com" <121@in.airtel.com>

Cc: "ka.shrinivaasan@gmail.com" <ka.shrinivaasan@gmail.com>, "shrinivas@cmi.ac.in" <shrinivas@cmi.ac.in>, "shrinivas.kannan@gmail.com" <shrinivas.kannan@gmail.com>

Hi,

Ref: Your Mail dt.24 September 2013 on recreation of the number [9791165980](#) and id proofs.

As I had already written to you on my mail dt.19 September 2013 in which I had attached my scanned copies of VoterID and Aadhar acknowledgement, there does not seem to be a proper airtel outlet in Kumbakonam which can reliably deliver the ID proofs to you. I feel there is a man-made problem here. I have re-attached voterid and ration card copy along with past emails.

I had already submitted the ID proofs in August 2008 and November 2011(for reactivation) to Airtel outlets in Chennai and Kumbakonam respectively. I had already given the addresses of those outlets(Poorvika Mobiles, Usman Road, Opp T Nagar Terminus, Chennai in 2008 and Alai Osai Mobiles, Kumbakonam in 2011).

You need to check with them on what happened to those ID proofs and how wrong name and address was given for this connection which could have created confusion. Even finding the outlet is quite time consuming. I had asked your customer care few days ago for proper address of outlet in Kumbakonam which they said they would email me but I haven't received it yet. Moreover I am busy with my work due to which I cannot go searching for airtel outlet.

Sumptuous More Photo ID proofs including Ration card copy (http://sourceforge.net/projects/acadpdrafts/files/ration_card.pdf/download) are in my websites:

<https://sites.google.com/site/kuja27/> and <https://sourceforge.net/projects/acadpdrafts/>.

Hence I think you can take a print out of id proof copies. If these are not sufficient, you can remove this connection by replying to this mail or by SMS. Similar to this I sent scanned copies of id proofs to my Tata Photon and Airtel DTH connection for address change from Chennai to Kumbakonam in January 2013 and they had changed the address.

Ka.Shrinivaasan

> Date: Wed, 25 Sep 2013 10:25:56 +0530

> Subject: Fwd: FWD: [9791165980](#) - SAMSUNG HANDSET IMEI AND OTHER DETAILS - SHOWS SOME STRANGE NAME "B ALKISBEHAM" [[BAL] QRC119091311093720496932]]

> From: ka.shrinivaasan@gmail.com

> To: kashrinivaasan@live.com; shrinivas@cmi.ac.in; shrinivas.kannan@gmail.com

[Quoted text hidden]

From: KaShrinivaasan <ka.shrinivaasan@gmail.com>

Date: Thu, 19 Sep 2013 18:45:34 +0530

Subject: Re: FWD: 9791165980 [[BAL]Qrc119091313091820503345]]

To: nodalofficer.tn@in.airtel.com, appellate.tn@in.airtel.com, 121@in.airtel.com

Cc: KaShrinivaasan ----- <kashrinivaasan@live.com>, Shrinivas Kannan <shrinivas.kannan@gmail.com>, shrinivas@cmi.ac.in

Hi,

As talked over phone and mails sent already today, proof ids have been already submitted in the past twice in 2008 and 2011. So submitting them again sounds meaningless to me. Anyway please find attached my voter id and recent aadhar id acknowledgement with photo and address since as told over phone there is no proper Airtel outlet in Kumbakonam which is reliable. My doubt is are the id proofs deliberately missed. This is not usual case of address change.

But the actual issue is something else which I feel is sensitive and a privacy breach also:

Number as such is not that important. But as per your records this number is registered with wrong address since 2008 in spite of providing correct address proofs from our side and your reactivation in 2011. My genuine concern is why was this allowed to happen and what are the larger consequences of this (like sim card cloning etc.,). I use this number for quite a few online transactions which could have been compromised. Also the call data records for this number for the past 5 years needs to be analyzed on if it was misused by a third party(I had mentioned an incident in my mails which made me feel it could have been).

Hence I don't think if the issue stops with just address update. If this is not sufficient, I will be cancelling this connection.

Ka.Shrinivaasan

Srinivasan Kannan (alias) Ka.Shrinivaasan (alias) Shrinivas Kannan
Independent Open Source Developer, Researcher and Consultant
Ph: [9003082186](tel:9003082186), [9791165980](tel:9791165980)
Krishna iResearch Open Source Products Profile:
http://sourceforge.net/users/ka_shrinivaasan

Personal website(research): <https://sites.google.com/site/kuja27/>
emails: ka.shrinivaasan@gmail.com, shrinivas.kannan@gmail.com,
kashrinivaasan@live.com

On Thu, Sep 19, 2013 at 6:13 PM, <nodalofficer.tn@in.airtel.com> wrote:

> Namaste!
>
> You wrote in on 19/09/2013, expressing concern regarding wrong name
> updation for your airtel mobile number [9791165980](tel:9791165980).
>
> As per telephonic conversation we had on 19/09/2013, to update the correct
> name and address please submit any one of the documents listed below,
> together with address proof, in person, at the nearest airtel relationship
> centre.
>
> · Driving License
>
> · Voters ID card
>
> · Ration Card with photograph and address
>
> Customer touch points:
>
> Level 1: Customer care: 121/198 & 121@in.airtel.com , working Hours -
> 24/7
>
> Level 2: Nodal Team: nodalofficer.tn@in.airtel.com & 9952434865 working
> hours: 9:30 AM to 6:30 PM: Monday to Friday.
>
> Level 3: Appellate Authority: appellate.tn@in.airtel.com & 9940644865 working hours: 9:30 AM to 6:30 PM: Monday to Friday.
>
>
> Yours Sincerely,
> SHEENA R S
> Nodal office

> bharti airtel limited
>
> Click here to provide feedback<<https://ispeed.airtel.in/iVoiceFeedback/Search/EFViewerDE.aspx?info=D4365BA4DD3F434949B3DF236FAEDF2063A6E71255F561A2E22D6B96FF%203%205%209%20F7A93FB1F7E85878285888C&refno=Qrc119091313091820503345>>
>
> Your response will help us to enhance your experience with Airtel. Please
> click on the link below & provide us your valuable feedback on this
> interaction
>
>
> <https://ispeed.airtel.in/iVoiceFeedback/Search/EFViewerDE.aspx?info=D4365BA4DD3F434949B3DF236FAEDF2063A6E71255F561A2E22D6B96FF359F7A93FB1F7E85878285888C&refno=Qrc119091313091820503345>
>
>
>
> -----Original Message-----
> From: ka.shrinivaasan@gmail.com
> To: nodalofficer.tn@in.airtel.com
> Cc:
> Sent: 19/09/2013 01:55:24 PM
> Subject: Fwd: 9791165980 [[BAL|Qrc12711111311386778321]]
>
> With reference to my complaint regarding wrong address for number
> 9791165980
> and teleconversation with your customercare , please find below, the mails
> sent
> to airtel 2 years ago in 2011 on resubmission of the id proof documents as
> required by airtel .
>
> Ka.Shrinivaasan
>
> -----
>
> -----
> Srinivasan Kannan (alias) Ka.Shrinivaasan (alias) Shrinivas Kannan
> Independent Open Source Developer, Researcher and Consultant
> Ph: 9003082186, 9791165980
> Open Source Products Profile: http://sourceforge.net/users/ka_shrinivaasan

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> emails: ka.shrinivaasan@gmail.com, shrinivas.kannan@gmail.com,
> kashrinivaasan@live.com
> -----
>
> -----
>
>
> ----- Forwarded message -----
> From: <121@in.airtel.com>
> Date: Sun, Nov 27, 2011 at 2:34 PM
> Subject: Re: 9791165980 [[BAL|Qrc12711111311386778321]]
> To: ka.shrinivaasan@gmail.com
>
>
> Dear Customer,
>
> Ref: Email dated 27/11/2011, expressing concern regarding the Outgoing
> services deactivation of your airtel mobile number 9791165980.
>
> Thank you for your mail to airtel and the opportunity to assist you.
>
> We would like to inform you that, the Outgoing services in your number has
> been
> reactivated with effect from 27/11/2011.
>
> We request you to follow the below mentioned process to resubmit your
> recent
> documents within 3 days at any of the nearest Airtel Relationship Centres
> in
> order to avoid disconnection:
>
> Step 1: Please fill the Customer Acquisition Form (CAF)
>
> Step 2: Paste your Passport size photograph on CAF with cross signature.
>
> Step 3: Submit Proof of Identity and Proof of Address.
>


> Proof of Identity - Passport, Driving License, Ration Card with Photo, PAN
> Card, Voters ID.
>
> Proof of Address - Passport, Driving License, Ration Card with Photo, PAN
> Card, Voters ID, Water Bill / Landline Telephone bill / Electricity Bill /
> Credit Card Statement (not older than 3 months).
>
> We hope that we have able to assist you suitably.
>
> Please do write in for any further assistance.
>
>
>
> Yours Sincerely,
> Hari PRASAD
> Customer Care
> Bharti Airtel Limited
>
>
> Your response will help us to enhance your experience with Airtel. Please
> click
> on the link below & provide us your valuable feedback on this interaction
> Click here to provide feedback
>
> [https://ispeed.airtel.in/iVoiceFeedback/Search/EFViewerDE.aspx?info=4B4D4BB4CDCE](https://ispeed.airtel.in/iVoiceFeedback/Search/EFViewerDE.aspx?info=4B4D4BB4CDCE3357BFC2C1C3CF315ABEC1C4C530B7184344474FB6D53F40404245444FB7DC256A90FB1E7E&refno=Qrc12711111311386778321)
> 3357BFC2C1C3CF315ABEC1C4C530B7184344474FB6D53F40404245444FB7DC256A90FB1E7E&refno
>
> =Qrc12711111311386778321
>
>
>
>
> -----Original Message-----
> From: ka.shrinivaasan@gmail.com
> To: 121@in.airtel.com
> Cc:
> Sent: 27/11/2011 01:23:42 PM
> Subject: Re: 9791165980 [[BAL|Qrc12011111611106676375]]
>

> The documents requested for the number 9791165980 have been submitted
> on 25 November 2011 to one of your airtel outlet and it was told by
> your outlet that this number will have outgoing calls activated within
> 48 hrs. Nearest showroom mentioned in your outlet list was closed down
> few months back .
>
> Airtel Outlet address where the documents were submitted:
> Alai Osai Mobiles,
> Sarangapani Sannithi Street,
> Kumbakonam-612001
>
>
>
> Ka.Shrinivaasan
>
>
> On 11/20/11, 121@in.airtel.com <121@in.airtel.com> wrote:
> > Dear Custo
[Quoted text hidden]

2 attachments



VoterID_Ka_Shrinivaasan.jpg
785K

 ration_card.pdf
303K