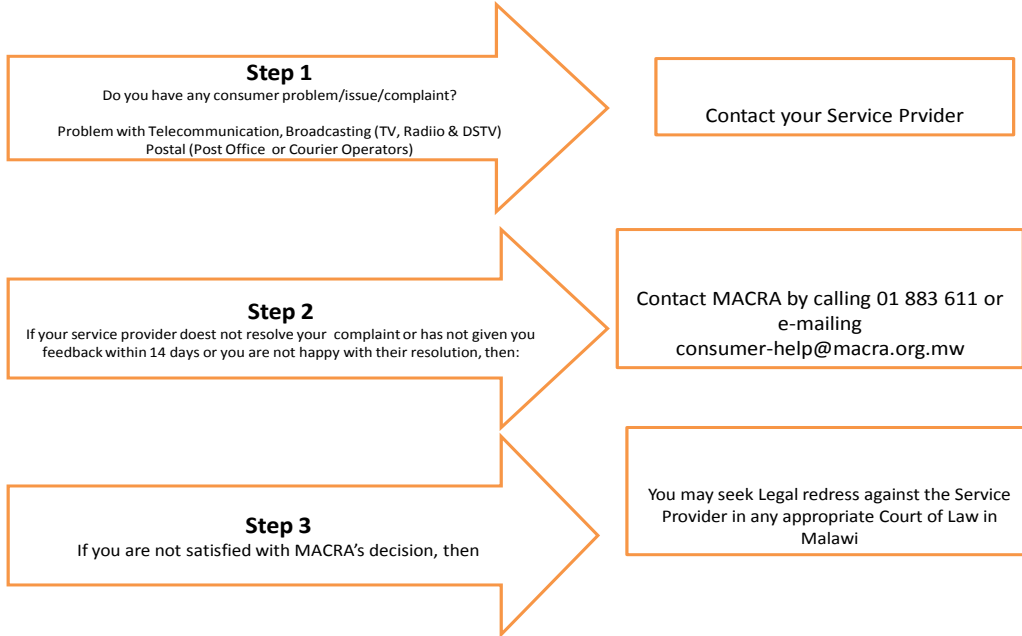
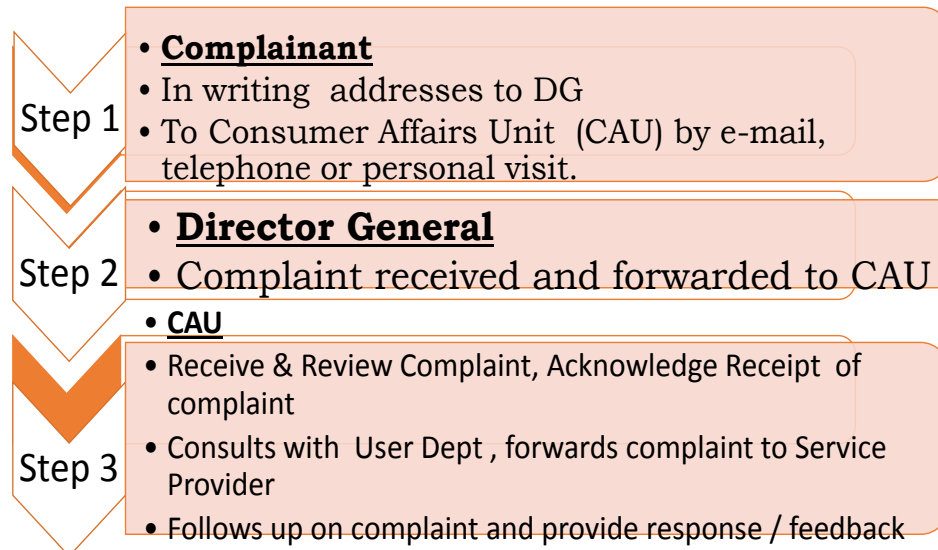


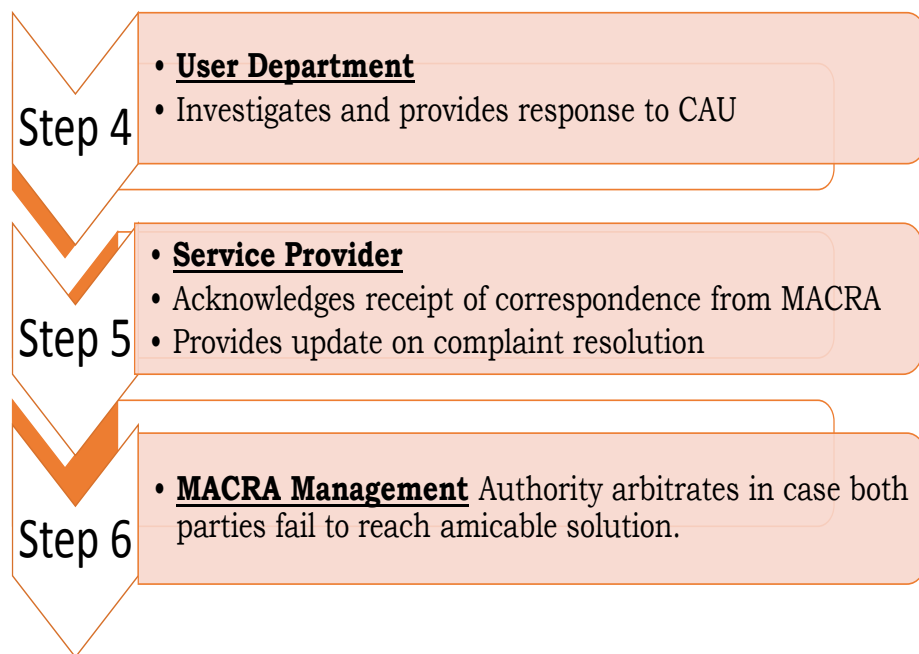
A GUIDE TO LODGING COMPLAINTS

COMPLAINT HANDLING PROCESS



COMPLAINT HANDLING FLOWS





TELEPHONE OPERATOR SHORT CODES

OPERATOR	ACCESS	AIRTEL	MTL	TNM
QUERY	111	111/177	191	105
COMPLAINT	111	111/177	191	105
DATA	111	111/177	195	105
VOICE	111	111/177	191	105

MACRA would like to remind and encourage the general public to channel any unresolved grievances with ICT operators to its **Consumer Affairs Unit** through:

E-mail: consumer-help@macra.org.mw/info@macra.org.mw/dg-macra@macra.org.mw

Phone: 01 883611

Fax: 01 883890

Post: Director General, MACRA, Private Bag 261, Blantyre.

Physical Address: MACRA House, Salmin Amour Road, Ginnery Corner, Blantyre.

Website: www.macra.org.mw