Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - March'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of of Total no. Total no. of Total no. of LSA complaints Total no. of appeals Category of complants complain appeals complaints complaints complaints Total no. of No. of of Pending appeals appeals redressed appeals to decided pending for ts decided complaints pendina to be redressed pending for disposed appeals appeals be decided decision on within redresse within received complaints redressed beyond the redressal on received beyond the during the specified during the the last day d during specified the last day during the of previous during the time limit previous time limit quarter during Quarter [12] time limit the time limit of Quarter Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] during the during the [16] = [12] -Quarter = [10]+ [11] [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] quarter [8] = [6] +quarter [15] [7] 1 3 5 7 9 10 11 12 13 14 15 16 6 8 **Billing Related Complaints** 1 0 1 0 1 0 0 0 0 0 0 ANDHRA PRADESH **Customer Service Related Complaints** 2 0 2 2 0 0 0 0 1 1 0 0 0 0 0 1102 1027 1102 1102 75 0 0 0 Faults and Network Related Complaints 0 0 0 0 0 Internet/ Data Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 1105 0 1105 1029 76 1105 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)--

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 5415 nos

				Na	ame of Servic	e Provider : Ta	ta Teleser	vices Limited							
						(Broadband S	ervice) :								
					•	•	for the Qu	arter ending -	March'21						
				Соі	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	emplaints rec and pending of evious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th		s received and pending us Quarter	Details of a	appeals dispo	sed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	redressed beyond the time limit during the	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on the last day of Quarter	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	0	3	1	2	3	0	1	0	1	1	0	1	0
BIHAR	Faults and Network Related Complaints	321	0	321	309	12	321	0	0	0	0	0	0	0	0
ᇤ	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	324	0	324	310	14	324	0	1	0	1	1	0	1	0
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 265 nos			·	·	<u>-</u>		<u>-</u>			·	· · · · · · · · · · · · · · · · · · ·	·		-

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	ı - March'2	1					
				Соі	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redro		ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	5	0	5	4	1	5	0	0	0	0	0	0	0	0
DELHI	Faults and Network Related Complaints	457	0	457	446	11	457	0	0	0	0	0	0	0	0
DE	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	462	0	462	450	12	462	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 3127 nos														

					Name of Serv	ice Provider :	Tata Teles	services Limite	ed						
						(Broadband	Service) :								
				Customer	Complaints R	edressal Rep	ort for the	Quarter ending	- March'2	1					
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
—	Customer Service Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0
3UJRAT	Faults and Network Related Complaints	439	0	439	405	34	439	0	2	1	3	1	0	1	2
Ü	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ا ا	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	441	0	441	405	36	441	0	2	1	3	1	0	1	2
Total Su	ubscriber base (Prepaid)		•	•	•			•			•				•

Total Subscriber base (Postpaid)----- 1986 nos

					Name of Ser	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	ı					
				Coi	mplaint Centre	(s)					,	Appellate Aut	hority		
		the Quarter a	•		Details of co	mplaints redre	essed durir	g the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	of Overtor
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
⋖	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HARYANA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ΑŖ	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ì	VAS Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0														
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)									· ·					
Total Su	ıbscriber base (Postpaid)30 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- March'21						
				Со	mplaint Centre	e(s)					A	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	emplaints redre	essed durir	ng the Quarter	during th	of appeals le Quarter a s of previou	and pending	Details of a	appeals dispo	sed during t	he Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	day of		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- -	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Himachal Pradesh	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
lim,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
= "	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)						·	·		·					

Total Subscriber base (Postpaid)----- 34 nos

					Name of Sei	rvice Provider	: Tata Tele	services Limite	ed						
						(Broadban	d Service)	:							
				Custome	er Complaints	Redressal Re _l	ort for the	Quarter ending	g - March'2	21					
				Coi	mplaint Centre	(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
ΑŽ	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
KARNATAKA	Faults and Network Related Complaints	658	0	658	605	53	658	0	1	1	2	1	0	1	1
RN/	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
¥	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	660	0	660	607	53	660	0	1	1	2	1	0	1	1
Total	Subscriber base (Prepaid)														
Total	Subscriber base (Postpaid) 3045 nos		- 			- 		- 					- 	·	

					Name of Serv	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	1					
				Cor	nplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	emplaints reco and pending of revious Quart	omplaints of	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AL.	Faults and Network Related Complaints	16	0	16	14	2	16	0	0	0	0	0	0	0	0
KERAL	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
×	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	16	0	16	14	2	16	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	•	•			•		•			•		•	•	

Total Subscriber base (Postpaid)----- 310 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	i						
						(Broadband	Service) :								
				Customer	Complaints R	edressal Repo	ort for the C	uarter ending	- March'21						
				Coi	mplaint Centre	e(s)					Α	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redr	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	sed during t	he Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	on the last		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
⋖	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
КОСКОТА	Faults and Network Related Complaints	NA	NA	NA	NA	NA	NA	0	4	0	4	3	0	3	1
Ę.	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ᇫ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2	0	2	2	0	2	0	4	0	4	2	0	3	1

Total Subscriber base (Postpaid)----- 1298 no

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	ı - March'2	1					
				Соі	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
A B B	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≥ ₩	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4	0	4	4	0	4	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)	<u> </u>		<u> </u>	<u> </u>	<u> </u>		<u> </u>							
Total Su	ıbscriber base (Postpaid)190 nos														

					Name of Serv	/ice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- March'21						
				Со	mplaint Centre	e(s)					Α	Appellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	emplaints redro		ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	sed during t	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	redressed beyond the time limit during the	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	pending for decision on the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	26	1	27	25	0	25	2	0	0	0	0	0	0	0
=	Customer Service Related Complaints	23	0	23	9	14	23	0	2	0	2	1	0	1	1
MUMBAI	Faults and Network Related Complaints	6755	0	6755	5192	1563	6755	0	12	6	18	16	0	16	2
1	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6804	1	6805	5226	1577	6803	2	14	6	20	17	0	17	3
Total Su	ubscriber base (Prepaid)	•		•							•		•		

Total Subscriber base (Postpaid)----- 17208 nos

					Name of Serv	ice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Customer	Complaints R	edressal Rep	ort for the	Quarter ending	- March'2	1					
				Со	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•		mplaints redro	essed duri	ng the Quarter	during th	of appeals le Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	appeals pending for decision on the last day	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(Ž)	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORIS	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
~	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	·			·			·							

Total Subscriber base (Postpaid)----- 94 nos

					Name of Ser	vice Provider :	: Tata Tele	services Limite	d						
						(Broadband	d Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	1					
				Coı	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	be decided	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	pending for decision on the last day	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
m	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ιξ	Faults and Network Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
PUNJAB	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_ <u>_</u>	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	15	0	15	15	0	15	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 231 nos

	Name of Service Provider : Tata Teleservices Limited																
						(Broadband	Service) :										
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	1							
		Complaint Centre(s)								Appellate Authority							
	Category of complants	the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter					
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
AN	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Ĕ	Faults and Network Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0		
RAJASTH	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
RA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Total	1	0	1	0	1	1	0	0	0	0	0	0	0	0		
Total Su	bscriber base (Prepaid)					•		•				•		•			

Total Subscriber base (Postpaid)----- 253 nos

	Name of Service Provider: Tata Teleservices(Maharashtra) Limited														
	(Broadband Service):														
	Customer Complaints Redressal Report for the Quarter ending - March'21														
				Cor	mplaint Centre	e(s)		Appellate Authority							
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	and pending	Details of appeals disposed during the Quarter			
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
⋖	Billing Related Complaints	7	1	8	7	0	7	1	0	0	0	0	0	0	0
SHTRA	Customer Service Related Complaints	18	0	18	7	11	18	0	0	0	0	0	0	0	0
ASF	Faults and Network Related Complaints	3520	0	3520	2321	1199	3520	0	21	7	28	20	1	21	7
AR/	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AHAR	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
È	Total	3545	1	3546	2335	1210	3545	1	21	7	28	20	1	21	7
Total Su	tal Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 12626 nos

	Name of Service Provider : Tata Teleservices Limited														
						(Broadba	and Service):							
				Custor	ner Complaint	s Redressal R	eport for th	e Quarter endi	ing - Marcl	n'21					
				Соі	nplaint Centre		Appellate Authority								
	Category of complants	the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter			
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	redressed beyond the time limit during the	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals pending for decision on the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADU	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N.	Faults and Network Related Complaints	105	0	105	92	13	105	0	2	1	3	2	0	2	1
TAMILN	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ΙĀ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	105	0	105	92	13	105	0	2	1	3	2	0	2	1
Total Su	bscriber base (Prepaid)	-		· · · · · · · · · · · · · · · · · · ·					· -						
Total Su	ıbscriber base (Postpaid) 2335 nos.														

	Name of Service Provider : Tata Teleservices Limited															
						(Broadban	d Service)	:								
	Customer Complaints Redressal Report for the Quarter ending - March'21															
				Cor	nplaint Centre	(s)		Appellate Authority								
	Category of complants	the Quarter a			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals pending for	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
UPE	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
5	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total S	ubscriber base (Prepaid)	•							•		•	•			•	

Total Subscriber base (Postpaid)----- 120 nos

	Name of Service Provider : Tata Teleservices Limited																		
						(Broadbar	nd Service) :												
	Customer Complaints Redressal Report for the Quarter ending - March'21																		
		Complaint Centre(s)											Appellate Authority						
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of o	during th	of appeals e Quarter as of previou	and pending	Details of appeals disposed during the Quarter										
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the guarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] -				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	Customer Service Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0				
UPW	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
5	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	Total	0	0	0	0	0	0	0	1	0	1	1	0	1	0				
Total Su	bscriber base (Prepaid)							•		•									
Total Su	ıbscriber base (Postpai) 82 no																		

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - March'21 Complaint Centre(s) **Appellate Authority** Details of Complaints received | Details of Complaints redressed during Details of appeals disposed during the Details of appeals received during the Quarter and pending the Quarter during the Quarter and pending Quarter Total No. Total No. Total no. Total no. Total no. Total no. of Total no. Total no. Total no. of of of Total no. Total no. of of complaint of of of appeals Total No. complaint complaint of complaint s pending of No. of complaint appeals appeals appeals pending of Pending appeals complaint pending s to be for to be decided decided for LSA Category of complants redresse redresse appeals appeals disposed s complaint redresse redresse redressal decided within beyond decision d within d beyond received during of received s of d during d during on the during specified the time on the specified the time durina previous the during previous the the last day the time limit limit last day time limit limit the quarter quarter the Quarter Quarter Quarter of Quarter during during of during during [15] = [13]Quarter Quarter [5]=[3]+[4 [8] = [6] +Quarter [12] = the the Quarter the the + [14] [9]=[5] -[10]+[11]Quarter [16] = [12] quarter [7] quarter Quarter - [15] [8] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 0 Customer Service Related 0 0 0 0 0 0 0 1 0 1 0 1 0 1 West Bengal Complaints 488 488 453 488 Faults and Network Related 0 35 0 0 0 0 0 0 0 0 Complaints Internet/ Data Related Complaints O Ω 0 0 Ω 0 O 0 0 0 0 0 0 0 VAS Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 488 488 453 35 488 Total 0 0 1 0 1 1 0 1 0 Total Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 55 no