					Name of Serv	vice Provider	: Tata Tele	services Limite	ed						
						(Broadband	Service) :								
				Custome	r Complaints I	Redressal Rep	oort for the	Quarter endin	g - June'2	1					
				Со	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durii	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	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] + [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] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
H	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
DES	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
PRADESH	Faults and Network Related Complaints	816	0	816	759	57	816	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDHRA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ā	Total	819	0	819	762	57	819	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 5098														

				Na	me of Servic	e Provider : Ta	ata Teleser	vices Limited							
						(Broadband S	ervice) :								
				Customer C	omplaints Re	dressal Repor	t for the Qu	arter ending	June'21						
				Cor	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints 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	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] + [7]	pending for	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	126	0	126	119	7	126	0	1	0	1	1	0	1	0
BIH	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	126	0	126	119	7	126	0	1	0	1	1	0	1	0
Total Su	ubscriber base (Prepaid)														
Total Su	ubscriber base (Postpaid) 227 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'21						
				Со	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redro	essed durii	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	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	complaints 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]	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
	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
토	Faults and Network Related Complaints	359	0	359	348	11	359	0	0	0	0	0	0	0	0
DELHI	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	361	0	361	350	11	361	0	0	0	0	0	0	0	0
-	ubscriber base (Prepaid) ubscriber base (Postpaid) 3033 nos														

					Name of Serv	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints I	Redressal Rep	ort for the	Quarter ending	g - June'2′						
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redro	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	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	appeals decided	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
F	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
RA.	Faults and Network Related Complaints	309	0	309	269	40	309	0	2	2	4	3	0	3	1
GUJRAT	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	311	0	311	271	40	311	0	2	2	4	3	0	3	1
	ıbscriber base (Prepaid) ıbscriber base (Postpaid) 1961 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
		-		Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'21						
				Coi	mplaint Centre	e(s)					A	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints 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	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	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	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
NBA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MUMBAI	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)														
Total Su	ıbscriber base (Postpaid) 34 nos														

					Name of Serv	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Custome	er Complaints I	Redressal Rep	oort for the	Quarter ending	g - June'2	1					
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua		Details of co	mplaints redro	essed duri	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	redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +		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	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
AR	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ŧ	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
	bscriber base (Prepaid) ubscriber base (Postpaid) 31 nos														

					Name of Ser	vice Provider	: Tata Tele	services Limit	ed						
						(Broadban	d Service)	-							
	-	-		Custom	er Complaints	Redressal Re	port for the	e Quarter endir	ng - June'2	21					
				Coi	nplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redro	essed durii	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] + [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] - [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
KA	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ATA	Faults and Network Related Complaints	534	0	534	494	40	534	0	1	1	2	2	0	2	0
KARNATAKA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KAF	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-	Total	534	0	534	494	40	534	0	1	1	2	2	0	2	0
	Subscriber base (Prepaid)														
Total	Subscriber base (Postpaid) 2944 nos														

					Name of Serv	/ice Provider :	Tata Teles	services Limite	ed						
						(Broadband	Service) :								
				Custome	r Complaints I	Redressal Rep	ort for the	Quarter endin	g - June'2′	l					
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redro	essed duri	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] + [7]	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13	0	13	9	4	13	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	13	0	13	9	4	13	0	0	0	0	0	0	0	0
	ıbscriber base (Prepaid) ıbscriber base (Postpaid) 268 nos														

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	d						
						(Broadband	Service) :								
				Customer	r Complaints F	Redressal Rep	ort for the	Quarter ending	J - June'21						
				Сог	mplaint Centre	e(s)					A	ppellate Auth	ority		
		the Quarter a			Details of co	mplaints redro	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	ppeals dispo	sed during t	he 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	complaints redressed beyond the time limit during the	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	on the last
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
KOLKOTA	Faults and Network Related Complaints	352	0	352	333	19	352	0	2	1	3	1	0	1	2
5	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ž	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	352	0	352	333	19	352	0	2	1	3	1	0	1	2
	ubscriber base (Prepaid) ubscriber base (Postpaid) 1231 no														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'21						
				Coi	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redro	essed duri	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	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] + [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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H ES B	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
MADHYA PRADESH	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≥ 5	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid)174 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'21						
				Coi	mplaint Centre	e(s)					A	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints 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	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	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	11	2	13	11	0	11	2	0	0	0	0	0	0	0
-	Customer Service Related Complaints	8	0	8	7	1	8	0	0	1	0	0	0	0	0
MUMBAI	Faults and Network Related Complaints	4818	0	4818	3409	1409	4818	0	19	2	21	11	0	11	10
I N	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	4837	2	4839	3427	1410	4837	2	19	3	21	11	0	11	10
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 16073 nos														

					Name of Serv	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service) :								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'21						
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua		Details of co	mplaints redre	essed duri	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	redressed	Iotal 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	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
ORISSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
R	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	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
	bscriber base (Prepaid) bscriber base (Postpaid) 93 nos	• 	•					•	•	•	•		•	•	

					Name of Serv	vice Provider :	Tata Tele	services Limite	ed							
						(Broadband	Service) :									
				Custome	er Complaints	Redressal Rep	ort for the	Quarter endin	g - June'2 ⁻	1						
				Co	mplaint Centre	e(s)						Appellate Aut	hority			
	Category of complants	the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redre	essed duri	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending					
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] + [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 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	
в	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
JAL	Faults and Network Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	
PUNJA	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	14	0	14	14	0	14	0	0	0	0	0	0	0	0	
	ubscriber base (Prepaid) Jbscriber base (Postpaid) 246 nos															

					Name of Serv	vice Provider :	Tata Tele	services Limite	ed						
						(Broadband									
	1	•			•		ort for the	Quarter endin	g - June'2	1					
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
	Category of complants	the Quarter	omplaints rec [·] and pending previous Qua	complaints	Details of co	mplaints redro	essed duri	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	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] + [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 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
AN	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STHAN	Faults and Network Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAJ	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	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 262 nos	1	1		1	1	1	1			1	1	L	1	L

				Name	of Service P	rovider · Tata	Tolosorvi	ces(Maharasht	tra) Limited	1					
				Nume			nd Service								
				Custom	er Complaint	s Redressal R	eport for th	ne Quarter end	ling - June	'21					
				Con	nplaint Centre	e(s)						Appellate A	uthority		
	Category of complants	the Quarter	mplaints rec and pending previous Qua	complaints	Details of	f complaints Quar		during the	during th	of appeals e Quarter a s of previou	nd pending	Details o	g 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] + [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] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
A	Billing Related Complaints	4	1	5	5	0	5	0	0	0	0	0	0	0	0
SHTR	Customer Service Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0
ASF	Faults and Network Related Complaints	2825	0	2825	1780	1045	2825	0	21	7	28	20	0	20	8
ARA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
МАНА	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Σ	Total	2836	1	2837	1791	1046	2837	0	21	7	28	20	0	20	8
	bscriber base (Prepaid) bscriber base (Postpaid) 11072 nos	•	•				•		·	•	•	•	•	•	•

					Name of S	ervice Provid	er : Tata Te	leservices Lim	nited						
						(Broadba	and Service	e):							
				Custo	mer Complain	ts Redressal F	Report for t	he Quarter end	ding - June	e'21					
				Cor	nplaint Centre	(s)						Appellate A	Authority		
I		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durir	ng the Quarter	Details of appeals received Details of appeals received Quarter during the Quarter and pending appeals of previous Quarter Details of appeals disposed						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	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] + [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
Ы	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NA	Faults and Network Related Complaints	81	0	81	67	14	81	0	3	1	4	2	0	2	2
TAMILNADU	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	81	0	81	67	14	81	0	3	1	4	2	0	2	2
	ıbscriber base (Prepaid) ıbscriber base (Postpaid) 2296 nos.										-				-

					Name of Ser	rvice Provider	: Tata Tele	eservices Limit	ed						
						(Broadbar	d Service)	:							
				Custom	er Complaints	Redressal Re	port for the	e Quarter endi	ng - June'2	21					
				Со	mplaint Centre	(s)						Appellate Au	uthority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durii	ng the Quarter	Details of appeals received during the Quarter and pending appeals of previous Quarter						j 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] + [7]	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	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
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
	ıbscriber base (Prepaid) ıbscriber base (Postpaid) 115 nos														

				• · ·		(Broadban	d Service) :	vices Limited							
		- 1					port for the Q	uarter ending	- June'21						
				C	omplaint Cent	re(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of o	complaints red	ressed during	the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	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 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]	within specified time limit	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 decision on
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
NPW	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 Su	ıbscriber base (Prepaid) ıbscriber base (Postpaid) 84 no		ļ	ļ	-				1 -		ļ	1 -	ļ	ļ	<u> </u>

	Name of Service Provider : Tata Teleservices Limited																
						(Bro	adband Servic	e) :									
					Customer Con	plaints Redres	sal Report for	the Quarter end	ing - June'21								
				Cor	nplaint Centre(s)						Appellate Auth	Appellate Authority				
		Details of cor Quarter and pe	nplaints receive nding complain Quarter			complaints rec	Iressed during	the Quarter	Details of appe Quarter and pend		•	Details	of appeals disp	e 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	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		
GAL	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
BEN	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
F	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
MES.	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		
	ubscriber base (Prepaid) ubscriber base (Postpaid) 58 no		•				•		•	•				•			