						pianits Reuressar R									
					Complaint Ce	entre(s)						Appellate Au	ıthority		
			•	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter		• •	ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
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		Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]		beyond the time	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
I	Billing Related Complaints	144	0	144	89	0	89	55	0	0	0	0	0	0	0
DESH	Customer Service Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0
PRAD	Faults and Network Related Complaints	2877	0	2877	2577	300	2877	0	0	0	0	0	0	0	0
Æ	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ā	VAS Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0
₹	Total	3055	2	3057	2702	300	3002	55	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

27521

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					Customer Comp	olaints Redressal Re	eport for the Qua	rter Ending - Dec'16	,						
					Complaint Ce	ntre(s)						Appellate A	uthority		
				eived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	uarter			ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
LSA	Category of Complants	Total no. of complaints received during the Quarter	Total no. of No. of complaints pending complaints to be received complaints redressed during redressed during the of previous the Quarter spec		Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	beyond the time	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	21	0	21	9	0	9	12	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
AR.	Faults and Network Related Complaints	657	0	657	589	68	657	0	0	0	0	0	0	0	0
BIHAR	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Total	686	0	686	606	68	674	12	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					customer comp	Jiailius Keuressai Ke	eport for the Qua	rter Ending - Dec 16)						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			-	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	aarter			ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
LSA	Category of Complants	Total no. of complaints received during the Quarter	Fotal no. of complaints to be redressed during the Quarter Quarter Squares 4 5			Total no. of complaints redressed beyond the time limit during the Quarter	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter		Total no. of appeals to be decided during the Quarter [12] = [10]+		beyond the time	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	88	0	88	46	0	46	42	4	0	4	4	0	4	0
	Customer Service Related Complaints	52	1	53	51	2	53	0	4	0	4	4	0	4	0
ૂ	Faults and Network Related Complaints	3250	0	3250	2944	306	3250	0	10	1	11	11	0	11	0
DELHI	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	52	1	53	51	2	53	0	0	0	0	0	0	0	0
	Total	3442	2	3444	3092	310	3402	42	18	1	19	19	0	19	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					Customer Comp	olaints Redressal Re	eport for the Qua	rter Ending - Dec'16	j .						
					Complaint Ce	entre(s)						Appellate Au	uthority		
			-	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	uarter			red during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
LSA	Category of Complants	Total no. of complaints received during the Quarter	complaints pending complaints to be redressed during the of previous Quarter Quarter \$ 4 \$ 5 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$			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	28	0	28	16	0	16	12	0	0	0	0	0	0	0
	Customer Service Related Complaints	30	1	31	31	0	31	0	0	0	0	0	0	0	0
₹	Faults and Network Related Complaints	2074	0	2074	1834	240	2074	0	1	0	1	1	0	1	0
l ii	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ľ	VAS Related Complaints	30			31	0	31	0	0	0	0	0	0	0	0
	Total	2162	2	2164	1912	240	2152	12	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					Customer Comp	plaints Redressal Re	eport for the Qua	rter Ending - Dec'16	•						
					Complaint Ce	entre(s)						Appellate Au	uthority		
			-	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter			red during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
LSA	Category of Complants	Total no. of complaints received during the Quarter	complaints pending complaints to be received complaints redessed during the of previous the Quarter spec			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	2	0	2	1	0	1	1	0	0	0	0	0	0	0
_	Customer Service Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0
ΑŽ	Faults and Network Related Complaints	101	0	101	88	13	101	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
ıπ	VAS Related Complaints	0 0 0 1 1 2		2	0	2	0	0	0	0	0	0	0	0	
	Total	105	2	107	93	13	106	1	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					customer com	piairits Reuressai Ri	eport for the Qua	rter Ending - Dec 16)						
					Complaint Ce	entre(s)						Appellate A	uthority		
			•	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter			ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
LSA	Category of Complants	Total no. of complaints received during the Quarter	Total no. of complaints of pending received during the Quarter Quarter Total no. of complaints to be redressed during redressed during the Quarter [5]=[3]+[4] during the Quarter [5]=[3]+[4]			Total no. of complaints redressed beyond the time limit 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		Total no. of appeals to be decided during the Quarter [12] = [10]+		beyond the time	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	291	0	291	212	0	212	79	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	92	5	97	95	2	97	0	0	0	0	0	0	0	0
ΙŽ	Faults and Network Related Complaints	2304	0	2304	2084	220	2304	0	0	0	0	0	0	0	0
Z X	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	VAS Related Complaints	92	5	97	95	2	97	0	0	0	0	0	0	0	0
	Total	2779	10	2789	2486	224	2710	79	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					customer comp	Jiainis Reuressai Re	port for the Quu	ter Ending Dec 10							
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter			ved during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
LSA	Category of Complants	complaints received during the Quarter 2 3 4		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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	-	Total no. of appeals to be decided during the Quarter [12] = [10]+	appeals decided	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	17	0	17	11	0	11	6	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
ş	Faults and Network Related Complaints	689	0	689	553	136	689	0	0	0	0	0	0	0	0
ÉR.	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Total	720	0	720	578	136	714	6	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					Customer Com	plaints Redressal Ri	eport for the Qua	rter Ending - Dec'16)						
					Complaint Ce	entre(s)						Appellate A	uthority		
			-	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter			ved during the eals of previous	Deta	ils of appeals dispo	sed during the Q	uarter
LSA	Category of Complants	complaints pending received during the Quarter Quarter complaints to be redressed during the Quarter Special Quarter complaints to be redressed during the Quarter [5]=[3]+[4] during the Quarter special Quarter complaints to be redressed during the Quarter special Quarter complaints to be redressed during the Quarter complaints complaints to be redressed during the Quarter complaints to be redressed to be redressed to the Quarter complaints to be redressed to be redressed to be		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]		Pending	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	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	43	0	43	24	0	24	19	0	0	0	0	0	0	0
_	Customer Service Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0
,τοχ	Faults and Network Related Complaints	2587	0	2587	2221	366	2587	0	0	5	5	5	0	5	0
P.K	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
~	VAS Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0
	Total	2664	2	2666	2281	366	2647	19	0	5	5	5	0	5	0
	Total Subscriber Base (Prepaid)	-					•		8			•		•	

21429

					Customer Comp	olaints Redressal Re	port for the Qua	rter Ending - Dec'16	5						
					Complaint Ce	ntre(s)						Appellate Au	uthority		
			-	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	arter			ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
LSA	Category of Complants	complaints pending complaints of previous during the Quarter Quarter 2 3 4 5			Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the 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	beyond the time	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
HS	Billing Related Complaints	19	0	19	12	0	12	7	0	0	0	0	0	0	0
ADES	Customer Service Related Complaints	2	2	4	4	0	4	0	1	0	1	1	0	1	0
PRA	Faults and Network Related Complaints	233	0	233	225	8	233	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
APH	VAS Related Complaints	2	2	4	4	0	4	0	0	0	0	0	0	0	0
Σ	Total	256	4	260	245	8	253	7	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid)	-							8	8	8			•	

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					Customer Comp	plaints Redressal Re	eport for the Qua	rter Ending - Dec'16	5						
					Complaint Ce	entre(s)						Appellate A	uthority		
			-	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter			ved during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
LSA	Category of Complants	complaints pending received complaints of previous during the Quarter Quarter G5=[3]+[4] during the Quarter Quarter 5 5		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]		Pending	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	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	391	0	391	237	0	237	154	0	0	0	0	0	0	0
l _	Customer Service Related Complaints	72	2	74	67	7	74	0	0	0	0	0	0	0	0
1BA	Faults and Network Related Complaints	13190	0	13190	8685	4505	13190	0	12	0	12	12	0	12	0
Į	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	VAS Related Complaints	72	2	74	67	7	74	0	0	0	0	0	0	0	0
	Total	13725	4	13729	9056	4519	13575	154	12	0	12	12	0	12	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

					Complaint Ce			reci Ending Dee 10				Appellate Au	uthority		
			-	ceived during the plaints of previous		ls of complaints redr	essed during the Q	uarter			ved during the eals of previous		ils of appeals dispos	ed during the Q	uarter
LSA	Category of Complants	complaints pending received complaints during the Quarter 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	-	Total no. of appeals to be decided during the Quarter [12] = [10]+		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
SSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OR:	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 Subscriber Base (Prepaid)	-							•						

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

	Customer Complaints Regressal Report for the Quarter Enging - Dec 16														
					Complaint Ce	entre(s)						Appellate A	uthority		
	Category of Complants 2 Billing Related Complaints	Details of complaints received during the Quarter and pending complaints of previous Quarter		Details of complaints redressed during the Quarter				Details of appeals received during the Quarter and pending appeals of previous Quarter			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 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	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appears decided	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	19	0	19	13	0	13	6	2	0	2	2	0	2	0
	Customer Service Related Complaints	7	0	7	6	1	7	0	2	0	2	1	0	1	1
JAB	Faults and Network Related Complaints	401	0	401	358	43	401	0	0	0	0	0	0	0	0
Ν	Internet/Data related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
l -	VAS Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0
	Total	434	0	434	383	45	428	6	5	0	5	4	0	4	1
	Total Subscriber Base (Prepaid)				•		•					•			

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

-	customer complaints neurossar neport for the quarter finding over 2														
					Complaint Ce	ntre(s)						Appellate A	uthority		Total no. of appeals edisposed for decision on the last day of
		Details of	complaints re	ceived during the					Details of appeals received during the						
		Quarter and		plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter	Quarter and		eals of previous	Details of appeals disposed during the Quarter			
LSA			Quarte			•				Quarter					
	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 pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	-	Total no. of appeals to be decided during the Quarter [12] = [10]+	appeals decided	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed during the quarter [15] =	appeals pending for decision on the last day of Quarter [16] =
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	4	0	4	2	0	2	2	0	0	0	0	0	0	0
Z	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
I₹	Faults and Network Related Complaints	75	0	75	73	2	75	0	1	0	1	1	0	1	0
IAS	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≨	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	81	0	81	77	2	79	2	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid) -														

1336

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

	Customer Complaints Neuressal Report for the Quarter Entling - Dec 16														
					Complaint Ce	ntre(s)						Appellate A	uthority	of dided time the the control of appeals pending for decision on the last day of quarter [15] = [13] + [14]	
		Details of	complaints red	ceived during the						• •	ved during the				
		Quarter and		plaints of previous	Details of complaints redressed during the Quarter			Quarter and pending appeals of previous			Details of appeals disposed during the Quarter			uarter	
			Quarter	· I						Quarter	1			1	
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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+	appeals decided	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed during the quarter [15] =	appeals pending for decision on the last day of Quarter [16] =
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	567	0	567	359	0	359	208	29	1	30	20	0	20	10
TRA	Customer Service Related Complaints	133	7	140	134	6	140	0	1	0	1	1	0	1	0
ASH	Faults and Network Related Complaints	15280	0	15280	9318	5962	15280	0	30	1	31	23	0	23	8
ΑŘ	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MA	VAS Related Complaints	133	7	140	134	6	140	0	0	0	0	0	0	0	0
	Total	16113	14	16127	9945	5974	15919	208	60	2	62	44	0	44	18
	Total Subscriber Base (Prepaid)								·						

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

	Customer Complaints Redressal Report for the Quarter Ending - Dec 16														
	Category of Complaints Total no. of complaints to be redressed during the Quarter Quarter Total no. of complaints to be redressed during the Quarter Total no. of complaints to be redressed during the Quarter Total no. of complaints to be redressed during the Quarter Total no. of complaints to be redressed during the Quarter Total no. of complaints to be redressed during the Quarter Total no. of complaints redressed during the Quarter Total no. of appeals decided during the Quarter Total no. of appeals decided during the Quarter Total no. of complaints redressed during the Quarter Total no. of complaints redressed during the Quarter Total no. of appeals decided during the Quarter Total no. of appeals to be Redriced No. of appeals decided during the Quarter Total no. of appeal														
		Quarter and pending complaints of previous							Quarter and pending appeals of previous			Details of appeals disposed during the Quarter			
LSA	Category of Complants	complaints received during the	pending complaints of previous	complaints to be redressed during the Quarter	complaints redressed within specified time limit	complaints redressed beyond the time limit	complaints redressed during the Quarter [8] =	complaints pending for redressal on the last day of Quarter	appeals received during the	appeals of previous	appeals to be decided during the Quarter [12] = [10]+	appeals decided within specified time limit during	appeals decided beyond the time limit during the	appeals disposed during the quarter [15] =	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	96	0	96	31	0	31	65	0	0	0	0	0	0	0
2	Customer Service Related Complaints	23	2	25	23	2	25	0	0	0	0	0	0	0	0
NAD	Faults and Network Related Complaints	1607	0	1607	1516	91	1607	0	0	0	0	0	0	0	0
Ī	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ΤĀ	VAS Related Complaints	23	2	25	23	2	25	0	0	0	0	0	0	0	0
	Total	1749	4	1753	1593	95	1688	65	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid) -														

Total Subscriber Base (Postpaid)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

	Customer Complaints Neuressar Neport for the Quarter Enting - Dec 16															
Details of complaints received during the Quarter and pending complaints of previous Quarter Total no. of complaints received during the eving the quarter of pending to complaints to be received during the Quarter of pending appeals of previous the quarter of pending appeals of previous the quarter of pending the quarter of pending appeals of pending appeals of pending appeals of previous the quarter of pending appeals of p																
		Details of	complaints red	eived during the												
		Quarter and pending complaints of previous			Details of complaints redressed during the Quarter							Details of appeals disposed during the Quarter			uarter	
			Quarter							Quarter						
LSA	Category of Complants	complaints received during the	pending complaints of previous	complaints to be redressed during the Quarter	complaints redressed within specified time limit	complaints redressed beyond the time limit	complaints redressed during the Quarter [8] =	complaints pending for redressal on the last day of Quarter	appeals received during the	Pending appeals of previous	appeals to be decided during the Quarter [12] = [10]+	appeals decided within specified time limit during	appeals decided beyond the time limit during the	appeals disposed during the quarter [15] =	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	
J N	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 Subscriber Base (Prepaid) -															

(Broadband Service)

					Complaint Ce	ntre(s)						Appellate A	uthority		
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			Details of appeals received during the Quarter and pending appeals of previous Quarter			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 quarter	Total no. of complaints redressed beyond the time limit 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]	appeals decided	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
Μ	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	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 Subscriber Base (Prepaid)					•			•		•				

					Name					
					Customer Com					
					Complaint Ce					
			Details of complaints received during the Quarter and pending complaints of previous 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					
1	2	3	4	5	6					
	Billing Related Complaints	1730	0	1730	1062					
a	Customer Service Related Complaints	458	23	481	461					
PAN INDIA	Faults and Network Related Complaints	45325	0	45325	33065					
I N	Internet/Data related Complaints	0	0	0	0					
Δ	VAS Related Complaints	458	23	481	461					
	Total	47971	46	48017	35049					
	Total Subscriber Base (Prepaid)	0								
	Total Subscriber Base (Postpaid)	461024								

of Service Provider : Tata Teleservices Limited

(Broadband Service)

(Broadband Service)											
plaints Redressal R	eport for the Qua	rter Ending - Dec'10	6								
ntre(s)			Appellate Authority								
ls of complaints redre	essed during the Qu	uarter			ved during the eals of previous	Details of appeals dispose					
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				
7	8	9	10	11	12	13	14				
0	1062	668	35	1	36	26	0				
20	481	0	8	0	8	7	0				
12260	45325	0	54	7	61	53	0				
0	0	0	1	0	1	1	0				
20	481	0	0	0	0	0	0				
12300	47349	668	98	8	106	87	0				

ed during the Quart	ter
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_	
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]
15	16
26	10
7	1
53	8
1	0
0	0
87	19