

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed during the Quarter				
		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]	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	
ANDHRA PRADESH	Billing Related Complaints	33	41	74	47	0	47	27	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	20	0	20	19	1	20	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3408	0	3408	3029	379	3408	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	20	0	20	19	1	20	0	0	0	0	0	0	0	0	0
	Total	3482	41	3523	3115	381	3496	27	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 8496																

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed during the Quarter			
		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]	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
BIHAR	Billing Related Complaints	0	3	3	3	0	3	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	443	0	443	394	49	443	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	443	3	446	397	49	446	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 845															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
DELHI	Billing Related Complaints	36	26	62	39	0	39	23	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	41	0	41	38	3	41	0	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	3028	0	3028	2902	126	3028	0	5	0	5	5	0	5	0	
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	41	0	41	38	3	41	0	0	0	0	0	0	0	0	0
Total		3146	26	3172	3017	132	3149	23	6	0	6	6	0	6	0	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 8188																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complaints	Complaint Centre(s)														
		Details of complaints received during the			Details of complaints redressed during the Quarter					Details of appeals received during the			Appellate Authority			
		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]	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	
GUJRAT	Billing Related Complaints	14	12	26	16	0	16	10	0	1	1	1	0	1	0	
	Customer Service Related Complaints	28	0	30	28	1	29	1	0	1	1	1	0	1	0	
	Faults and Network Related Complaints	2120	0	2120	1964	156	2120	0	0	1	1	1	0	1	0	
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	VAS Related Complaints	25	0	25	24	1	25	0	0	0	0	0	0	0	0	
Total	2187	12	2201	2032	158	2190	11	0	3	3	3	0	3	0		
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 3996																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
HARYANA	Billing Related Compliants	2	0	2	0	0	0	2	1	0	1	1	0	1	0	
	Customer Service Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
	Faults and Network Related Compliants	113	0	113	110	3	113	0	0	0	0	0	0	0	0	
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	VAS Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
Total		121	0	121	116	3	119	2	1	0	1	1	0	1	0	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 454																

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
HIMACHAL PRADESH	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	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	0
	VAS Related Complaints	0	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	0
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) -																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
KARNATAKA	Billing Related Complaints	45	73	118	84	0	84	34	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	81	0	81	77	4	81	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3065	0	3065	2865	200	3065	0	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	0
	VAS Related Complaints	81	0	81	77	4	81	0	0	0	0	0	0	0	0	0
Total	3272	73	3345	3103	208	3311	34	0	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 8957																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
KERALA	Billing Related Complaints	14	6	20	7	0	7	13	0	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	0
	Faults and Network Related Complaints	1195	0	1195	709	486	1195	0	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	0
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0
Total		1217	6	1223	724	486	1210	13	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) -1596																

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		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]	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
KOLKOTA	Billing Related Complaints	23	12	35	16	0	16	19	0	0	0	0	0	0	0
	Customer Service Related Complaints	41	0	41	37	4	41	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2276	0	2276	2007	269	2276	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
	VAS Related Complaints	39	0	39	35	4	39	0	0	0	0	0	0	0	0
Total		2379	12	2391	2095	277	2372	19	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 6949															

Name of Service Provider : Tata Teleservices Limited (Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Jun'17															
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		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]	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
MADHYA PRADESH	Billing Related Complaints	2	1	3	1	0	1	2	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	167	0	167	166	1	167	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	169	1	170	167	1	168	2	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) -615															

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(Broadband Service)															
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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	204	98	293	153	0	153	140	1	0	1	1	0	1	0
	Customer Service Related Complaints	154	0	156	143	5	148	8	1	0	1	1	0	1	0
	Faults and Network Related Complaints	11559	0	11559	7491	4068	11559	0	16	0	16	16	0	16	0
	Internet/ Data Related Complaints	269	0	269	213	56	269	0	0	0	0	0	0	0	0
	VAS Related Complaints	118	0	118	113	5	118	0	1	0	1	1	0	1	0
Total		12304	98	12395	8113	4134	12247	148	19	0	19	19	0	19	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 28830															

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(Broadband Service)

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		Details of complaints received during the		Details of complaints redressed during the Quarter					Details of appeals received during the			Details of appeals disposed during the Quarter				
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	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	0
	VAS Related Complaints	0	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	0
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 18																

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
PUNJAB	Billing Related Complaints	2	6	8	6	0	6	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	272	0	272	257	15	272	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
Total		281	6	287	269	15	284	3	1	0	1	0	0	0	1	
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 1225																

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - Jun'17															
LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		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]	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
RAJASTHAN	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	96	0	96	93	3	96	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
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total		100	0	100	97	3	100	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 352															

Name of Service Provider : Tata Teleservices(Maharashtra) Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		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]	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
MAHARASHTRA	Billing Related Complaints	298	142	440	207	0	207	233	10	5	15	11	0	11	4
	Customer Service Related Complaints	366	0	366	347	16	363	3	5	6	11	11	0	11	0
	Faults and Network Related Complaints	18563	0	18563	10973	7590	18563	0	20	2	22	16	0	16	6
	Internet/ Data Related Complaints	135	0	135	133	2	135	0	0	0	0	0	0	0	0
	VAS Related Complaints	353	0	353	337	16	353	0	0	0	0	0	0	0	0
	Total	19715	142	19857	11997	7624	19621	236	35	13	48	38	0	38	10
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 29556															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - Jun'17															
LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter			
		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]	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
TAMILNADU	Billing Related Complaints	22	21	43	30	0	30	13	0	0	0	0	0	0	0
	Customer Service Related Complaints	20	0	20	17	1	18	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1113	0	1113	995	118	1113	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
	VAS Related Complaints	17	0	17	16	1	17	0	0	0	0	0	0	0	0
Total		1172	21	1193	1058	120	1178	15	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 5520															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
UP	Billing Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	0	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	0
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 32																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Jun'17

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			Details of appeals disposed during the Quarter				
		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]	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	
UPW	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	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	0
	VAS Related Complaints	0	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	0	0
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 81																