

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 32 | 55 | 173 | 30 | 3 | 65 | 162 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 14 | 0 | 27 | 12 | 2 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 2464 | 0 | 2464 | 2112 | 352 | 2464 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Internet/ Data Related Complaints | 3 | 0 | 3 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 13 | 0 | 42 | 11 | 2 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 2526 | 55 | 2709 | 2167 | 360 | 2601 | 162 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 7849 | | | | | | | | | | | | | | | |

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|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 0 | 0 | 0 | 0 | 0 | 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 |
| | Faults and Network Related Complaints | 207 | 0 | 207 | 170 | 37 | 207 | 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 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 209 | 0 | 209 | 172 | 37 | 209 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 1044 | | | | | | | | | | | | | | | |

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|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complants | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 18 | 46 | 64 | 18 | 0 | 18 | 46 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 31 | 0 | 31 | 30 | 1 | 31 | 0 | 3 | 0 | 3 | 3 | 0 | 3 | 0 |
| | Faults and Network Related Complaints | 1487 | 0 | 1487 | 1296 | 191 | 1487 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 31 | 0 | 82 | 30 | 1 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 1567 | 46 | 1664 | 1374 | 193 | 1618 | 46 | 5 | 0 | 5 | 5 | 0 | 5 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 7765 | | | | | | | | | | | | | | | |

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| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complants | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 34 | 20 | 107 | 33 | 1 | 67 | 60 | 3 | 0 | 3 | 3 | 0 | 3 | 0 |
| | Customer Service Related Complaints | 16 | 0 | 16 | 16 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 2201 | 0 | 2201 | 1631 | 570 | 2201 | 0 | 6 | 0 | 6 | 6 | 0 | 6 | 0 |
| | Internet/ Data Related Complaints | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 16 | 0 | 50 | 16 | 0 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 2268 | 20 | 2375 | 1697 | 571 | 2335 | 60 | 9 | 0 | 9 | 9 | 0 | 9 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 4065 | | | | | | | | | | | | | | | |

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| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 [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 Complaints | 4 | 4 | 8 | 3 | 1 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 58 | 0 | 58 | 57 | 1 | 58 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| | VAS Related Complaints | 3 | 0 | 6 | 3 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 68 | 4 | 75 | 66 | 2 | 71 | 4 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 471 | | | | | | | | | | | | | | | |

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| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 |
| | Customer Service Related Complaints | 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 |
| | 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 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 0 | | | | | | | | | | | | | | | |

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| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 48 | 68 | 116 | 45 | 3 | 48 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 43 | 0 | 43 | 41 | 2 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 1891 | 0 | 1891 | 1488 | 403 | 1891 | 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 | 43 | 0 | 162 | 41 | 2 | 162 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 2025 | 68 | 2212 | 1615 | 410 | 2144 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 8394 | | | | | | | | | | | | | | | |

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| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 16 | 26 | 42 | 15 | 1 | 16 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 5 | 0 | 5 | 5 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 438 | 0 | 438 | 219 | 219 | 438 | 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 | 5 | 0 | 8 | 5 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 464 | 26 | 493 | 244 | 220 | 467 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 1634 | | | | | | | | | | | | | | | |

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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| KOLKOTA | Billing Related Complaints | 29 | 38 | 67 | 28 | 1 | 29 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 21 | 0 | 21 | 21 | 0 | 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 2187 | 0 | 2187 | 1870 | 317 | 2187 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Internet/ Data Related Complaints | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 21 | 0 | 78 | 21 | 0 | 78 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 2259 | 38 | 2354 | 1940 | 319 | 2316 | 57 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 6801 | | | | | | | | | | | | | | | |

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|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
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| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| MADHYA PRADESH | Billing Related Complaints | 4 | 4 | 8 | 3 | 1 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 149 | 0 | 149 | 146 | 3 | 149 | 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 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 159 | 4 | 163 | 155 | 4 | 159 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 373 | | | | | | | | | | | | | | | |

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|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
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| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 |
| MUMBAI | Billing Related Complaints | 185 | 280 | 926 | 171 | 14 | 366 | 840 | 8 | 0 | 8 | 8 | 0 | 8 | 0 |
| | Customer Service Related Complaints | 116 | 3 | 225 | 105 | 12 | 223 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 13448 | 0 | 13448 | 6833 | 6615 | 13448 | 0 | 105 | 0 | 105 | 105 | 0 | 105 | 0 |
| | Internet/ Data Related Complaints | 99 | 0 | 99 | 92 | 7 | 99 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 106 | 0 | 236 | 95 | 11 | 236 | 0 | 7 | 0 | 7 | 7 | 0 | 7 | 0 |
| | Total | 13954 | 283 | 14934 | 7296 | 6659 | 14372 | 842 | 120 | 0 | 120 | 120 | 0 | 120 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 9903 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 |
| ORISSA | 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 | 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 |
| | 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) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 18 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complants | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 4 | 6 | 2 | 0 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 6 | 1 | 13 | 7 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 179 | 0 | 179 | 168 | 11 | 179 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 |
| | VAS Related Complaints | 6 | 0 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 193 | 5 | 204 | 183 | 11 | 200 | 4 | 0 | 1 | 1 | 1 | 0 | 1 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 1050 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) : | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| | Faults and Network Related Complaints | 86 | 0 | 86 | 82 | 4 | 86 | 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 | 3 | 0 | 4 | 3 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 92 | 0 | 93 | 88 | 4 | 93 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 333 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices(Maharashtra) Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 332 | 466 | 798 | 311 | 21 | 332 | 466 | 10 | 4 | 14 | 13 | 0 | 13 | 1 |
| | Customer Service Related Complaints | 182 | 2 | 363 | 163 | 19 | 361 | 2 | 4 | 0 | 4 | 4 | 0 | 4 | 0 |
| | Faults and Network Related Complaints | 16838 | 0 | 16838 | 9138 | 7700 | 16838 | 0 | 37 | 6 | 43 | 27 | 0 | 27 | 16 |
| | Internet/ Data Related Complaints | 262 | 0 | 262 | 155 | 107 | 262 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 179 | 0 | 706 | 160 | 19 | 706 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 17793 | 468 | 18967 | 9927 | 7866 | 18499 | 468 | 51 | 10 | 61 | 44 | 0 | 44 | 17 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 15711 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) : | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 | 16 | 26 | 42 | 15 | 1 | 16 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 11 | 1 | 23 | 9 | 3 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Complaints | 790 | 0 | 790 | 686 | 104 | 790 | 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 |
| | VAS Related Complaints | 11 | 0 | 34 | 8 | 3 | 34 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 829 | 27 | 890 | 719 | 111 | 864 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber base (Prepaid) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 5264 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | Appellate Authority | | | | | | | |
| | | 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 | | | | |
| | | 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 |
| URB | 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 | 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 |
| | 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) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 32 | | | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Broadband Service) | | | | | | | | | | | | | | | |
| Customer Complaints Redressal Report for the Quarter ending - Sep'17 | | | | | | | | | | | | | | | |
| LSA | Category of complaints | Complaint Centre(s) | | | | | | | Appellate Authority | | | | | | |
| | | 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 | | | |
| | | 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 |
| | Customer Service Related Complaints | 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 |
| | 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) - 0 | | | | | | | | | | | | | | | |
| Total Subscriber base (Postpaid) - 81 | | | | | | | | | | | | | | | |