| | | | | | Name | of Service Provide | r : Tata Teleservi | ces Limited | | | | | | | |
|-------|---|---|---|--|--|--|--|--|--|--|--|---|-----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | entre(s) | | | | | | Appellate A | uthority | | |
| | | | | eived during the plaints of previous | Detai | Is 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 | 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 | limit during the | 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 |
| т | Billing Related Complaints | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ADESH | Customer Service Related Complaints | 22 | 4 | 26 | 25 | 0 | 25 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRA | Faults and Network Related Complaints | 3679 | 0 | 3679 | 3679 | 0 | 3679 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HRA | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ANDH | VAS Related Complaints | 22 | 0 | 22 | 21 | 0 | 21 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ā | Total | 3726 | 4 | 3730 | 3728 | 0 | 3728 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) Total Subscriber Base (Postpaid) | 0 9800 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provider | er : Tata Teleservi | ces Limited | | | | | | | |
|-------|---------------------------------------|---|---|--|--|--------------------------|---------------------------------------|--|------------|-----------------------------------|--------------------------------------|---|------------------------|------------------|--|
| | | | | | - | (Broadba | and Service) | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Quz | arter Ending - Sep'16 | ŝ | | | | | | |
| | | | | · · · · · · | Complaint Cer | ntre(s) | | · · · · · | | | | Appellate Au | uthority | | |
| | | | | ceived during the aplaints of previous r | Detai | ails of complaints redre | essed during the Q | uarter | | | ived during the peals of previous | | ails of appeals dispos | sed during the O | įuarter |
| LSA | Category of Complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | - | Total no. of complaints redressed within specified time limit during the quarter | the time limit | redressed during the Quarter [8] = | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | e received | Pending appeals of previous | during the | Total no. of appeals decided within specified | beyond the time | disposed | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ſ | Customer Service Related Complaints | 4 | 2 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BIHAR | Faults and Network Related Complaints | 866 | 0 | 866 | 866 | 0 | 866 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| HB | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ſ | VAS Related Complaints | 4 | 0 | 4 | 4 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| [| Total | 877 | 2 | 879 | 879 | 0 | 879 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | · · · · · | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 1564 | 1 | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | es Limited | | | | | | | |
|-------|---------------------------------------|---|---|--|--|--|--|--|--|--|--|---|-----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | entre(s) | | | | | | Appellate A | uthority | | |
| | | | | eived during the plaints of previous | Detai | Is 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 | 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 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 | 18 | 0 | 18 | 18 | 0 | 18 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| | Customer Service Related Complaints | 68 | 9 | 77 | 70 | 6 | 76 | 1 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| DELHI | Faults and Network Related Complaints | 4579 | 0 | 4579 | 4579 | 0 | 4579 | 0 | 19 | 0 | 19 | 18 | 0 | 18 | 1 |
| BE | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 68 | 0 | 68 | 61 | 6 | 67 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 4733 | 9 | 4742 | 4728 | 12 | 4740 | 2 | 23 | 0 | 23 | 22 | 0 | 22 | 1 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 10214 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | ces Limited | | | | | | | |
|--------|---------------------------------------|---|---|--|--|--|--|--|----|--|--|-----------------|-----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Comp | olaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | | | | Appellate Au | 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 | 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] | | Pending appeals of previous 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 | 6 | 0 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 25 | 3 | 28 | 25 | 2 | 27 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| GUJRAT | Faults and Network Related Complaints | 2697 | 0 | 2697 | 2697 | 0 | 2697 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D9 | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - | VAS Related Complaints | 25 | 0 | 25 | 22 | 2 | 24 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 2753 | 3 | 2756 | 2750 | 4 | 2754 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 4926 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provider | r : Tata Teleservi | ces Limited | | | | | | |] |
|-----|---------------------------------------|---|---|--|--|-------------------------|--------------------|--|----------|--|--------------------------------------|-----------------|------------------------|--|--|
| | | | | | | (Broadba | and Service) | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Qua | arter Ending - Sep'16 | ò | | | | | | |
| | · | | | | Complaint Ce | entre(s) | | | | | | Appellate Au | uthority | | |
| | | | | ceived during the plaints of previous r | Detai | ils of complaints redro | essed during the Q | uarter | | | ived during the beals of previous | | ails of appeals dispos | sed during the Q | luarter |
| 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 | | the Quarter [8] = | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | received | Pending appeals of previous quarter | during the | 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 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 5 | 0 | 5 | 4 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| AN/ | Faults and Network Related Complaints | 130 | 0 | 130 | 130 | 0 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ARY | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - | VAS Related Complaints | 5 | 0 | 5 | 4 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 141 | 0 | 141 | 139 | 0 | 139 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | í – – – – – – – – – – – – – – – – – – – | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 567 | 1 | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | es Limited | | | | | | | |
|-------|---------------------------------------|---|---|--|--|--|--|--|--|--|--|-----------------|-----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Comp | olaints Redressal Re | eport for the Qua | rter Ending - Sep'16 | j | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | | | | Appellate Au | 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 | 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 | Pending appeals of previous 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 | 48 | 0 | 48 | 48 | 0 | 48 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ą | Customer Service Related Complaints | 115 | 19 | 134 | 127 | 2 | 129 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| АТАКА | Faults and Network Related Complaints | 3301 | 0 | 3301 | 3301 | | 3301 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KARN/ | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ¥ ¥ | VAS Related Complaints | 115 | 0 | 115 | 108 | 2 | 110 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 3598 | 3584 | 4 | 3588 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 11277 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | es Limited | | | | | | | |
|--------|---------------------------------------|---|---|--|--|--|---------------------|--|--|--|--|-----------------|----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Comp | plaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | | | | Appellate Au | uthority | | |
| | | | | eived during the plaints of previous | Detai | Is 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 | 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 | 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 | 8 | 0 | 8 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 6 | 2 | 8 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KERALA | Faults and Network Related Complaints | 953 | 0 | 953 | 953 | 0 | 953 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KER | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 6 | 0 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 973 | 2 | 975 | 975 | 0 | 975 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 1868 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | ces Limited | | | | | | | |
|---------|---------------------------------------|---|---|--|--|--|--|--|--|--|--|-----------------|---|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Comp | plaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | | | | Appellate Au | 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 dispo | 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 | 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 | 14 | 0 | 14 | 14 | 0 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - | Customer Service Related Complaints | 19 | 6 | 25 | 21 | 3 | 24 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| когкота | Faults and Network Related Complaints | 3656 | 0 | 3656 | 3656 | 0 | 3656 | 0 | 9 | 0 | 9 | 4 | 0 | 4 | 5 |
| OLK. | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ľ | VAS Related Complaints | 19 | 0 | 19 | 15 | 3 | 18 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 3708 | 6 | 3714 | 3706 | 6 | 3712 | 2 | 9 | 0 | 9 | 4 | 0 | 4 | 5 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 7590 | | | | | | | | | | | | | |

| | | | | | Name | e of Service Provider | r : Tata Teleservi | ces Limited | | | | | | | |
|-----|---------------------------------------|---|---|--|--|--------------------------|---------------------------------------|---|------------|-----------------------------------|--------------------------------------|---|------------------------|------------------|--|
| | | | | | | (Broadba | and Service) | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Quz | arter Ending - Sep'16 | ô | | | | | | |
| | | | | | Complaint Cer | entre(s) | | , | | | | Appellate Au | uthority | | |
| ļ | 1 | | | eceived during the nplaints of previous er | Detai | ails of complaints redre | essed during the Q | uarter | | | ived during the peals of previous | | ails of appeals dispos | sed during the O | luarter |
| LSA | | Total no. of complaints received during the Quarter | | | Total no. of complaints redressed within specified time limit during the quarter | the time limit | redressed during the Quarter [8] = | Total No. of complaints pending g for redressal on the alast day of Quarter [9]=[5] - [8] | e received | Pending appeals of previous | during the | Total no. of appeals decided within specified | beyond the time | disposed | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| н | Billing Related Complaints | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DES | Customer Service Related Complaints | 3 | 2 | 5 | 3 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PRA | Faults and Network Related Complaints | 261 | 0 | 261 | 261 | 0 | 261 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ٩ | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ADF | VAS Related Complaints | 3 | 0 | 3 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Σ | Total | 268 | 2 | 270 | 266 | 0 | 266 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| · | Total Subscriber Base (Prepaid) | 0 | | | · · · · · · · · · · · · · · · · · · · | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 668 | 1 | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | es Limited | | | | | | | |
|--------|---------------------------------------|---|---|--|--|--|--|--|----|--|--|-----------------|-----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Comp | plaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | | | | Appellate Au | uthority | | |
| | | | • | ceived during the plaints of previous | Detai | ls of complaints redr | essed during the Q | Jarter | | •• | 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] | | Pending appeals of previous 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 | 121 | 0 | 121 | 121 | 0 | 121 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| _ | Customer Service Related Complaints | 79 | 10 | 89 | 85 | 2 | 87 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MUMBAI | Faults and Network Related Complaints | 15285 | 0 | 15285 | 15285 | 0 | 15285 | 0 | 11 | 0 | 11 | 11 | 0 | 11 | 0 |
| ۲Ņ | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| - | VAS Related Complaints | 79 | 0 | 79 | 75 | 2 | 77 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 15564 | 10 | 15574 | 15566 | 4 | 15570 | 4 | 11 | 0 | 11 | 11 | 0 | 11 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 42961 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservi | ces Limited | | | | | | | |
|--------|---------------------------------------|---|---|--|---------------------------------------|--------------------------|--------------------|--|------------|--|--------------------------------------|-----------------|------------------------|--|--|
| | | | | | | (Broadba | and Service) | - | | | | | | | , |
| | | | | | Customer Com | plaints Redressal R | eport for the Quz | arter Ending - Sep'16 | ŝ | | | | | | |
| | | | | | Complaint Ce | entre(s) | | · · · · · | | | | Appellate A | uthority | | · · · · · |
| | | | • | ceived during the plaints of previous r | Detai | ails of complaints redro | essed during the Q | uarter | | | ived during the beals of previous | | ails 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] | redressed within specified time limit | | the Quarter [8] = | Total No. of complaints pending g for redressal on the last day of Quarter [9]=[5] - [8] | e received | Pending appeals of previous quarter | during the | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Γ | 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 |
| ORISS/ | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ī | 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) | 0 | 1 | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservio | ces Limited | | | | | | | |
|--------|---------------------------------------|---|---|--|--|--|--|--|----|--|--|-----------------|-----------------------|--|--|
| | | | | | | (Broadba | nd Service) | | | | | | | | |
| | | | | | Customer Comp | olaints Redressal R | eport for the Qua | rter Ending - Sep'16 | 5 | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | | | | Appellate Au | uthority | | |
| | | | | eived during the plaints of previous | Detai | Is 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] | | Pending appeals of previous 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 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | 6 | 4 | 10 | 10 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PUNJAB | Faults and Network Related Complaints | 443 | 0 | 443 | 443 | 0 | 443 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NN | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 6 | 0 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 458 | 4 | 462 | 462 | 0 | 462 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 1821 | | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservi | ces Limited | | | | | | | |
|-----|---------------------------------------|---|---|--|--|---------------------|---------------------------------------|--|--|-----------------------------------|------------|-----------------|-----------------|----------|--|
| | (Broadband Service) | | | | | | | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Qua | arter Ending - Sep'16 | ô | | | | | | |
| | | | | · · · · | Complaint Ce | entre(s) | · · · · | · · · · · | | | | Appellate Au | uthority | | |
| | I | | | ceived during the plaints of previous r | Details of complaints redressed during the Quarter | | | | Details of appeals received during the Quarter and pending appeals 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 | | redressed during the Quarter [8] = | Total No. of complaints pending g for redressal on the last day of Quarter [9]=[5] - [8] | e received | Pending appeals of previous | during the | appeals decided | beyond the time | disposed | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| AN | Customer Service Related Complaints | 1 | 1 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| THA | Faults and Network Related Complaints | 82 | 0 | 82 | 82 | 0 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NAS | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | VAS Related Complaints | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| [| Total | 84 | 1 | 85 | 85 | 0 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 421 | 1 | | | | | | | | | | | | |

| | Name of Service Provider : Tata Teleservices(Maharashtra) Limited | | | | | | | | | | | | | | |
|-------|--|---|---|--|--|--|------------------|--|-------------|--|--|---|---|--|--|
| | (Broadband Service) | | | | | | | | | | | | | | |
| | Customer Complaints Redressal Report for the Quarter Ending - Sep'16 | | | | | | | | | | | | | | |
| | Complaint Centre(s) | | | | | | | | Appellate A | uthority | | | | | |
| | | | | ceived during the plaints of previous | Detai | | | | | •• | ved during the eals of previous | Details of appeals disposed during the Quarter | | | |
| LSA | A 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] | | 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 | 180 | 0 | 180 | 180 | 0 | 180 | 0 | 2 | 0 | 2 | 1 | 0 | 1 | 1 |
| SHTRA | Customer Service Related Complaints | 199 | 23 | 222 | 202 | 13 | 215 | 7 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| ASH | Faults and Network Related Complaints | 20382 | 0 | 20382 | 20382 | 0 | 20382 | 0 | 14 | 0 | 14 | 13 | 0 | 13 | 1 |
| 4AR. | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MAF | VAS Related Complaints | 199 | 0 | 199 | 179 | 13 | 192 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| _ | Total | 20960 | 23 | 20983 | 20943 | 26 | 20969 | 14 | 18 | 0 | 18 | 16 | 0 | 16 | 2 |
| | Total Subscriber Base (Prepaid) | 0 | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 56544 | 1 | | | | | | | | | | | | |

| | Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|-----------|--|--|---|--|--|--|--|--|--|--|--|--|-----------------|--|--|--|
| | (Broadband Service) | | | | | | | | | | | | | | | |
| | Customer Complaints Redressal Report for the Quarter Ending - Sep'16 | | | | | | | | | | | | | | | |
| | | | | | Complaint Ce | ntre(s) | | | Appellate Authority | | | | | | | |
| | | Details of complaints received during the Quarter and pending complaints of previous Quarter | | | Detai | | | | | | ed during the als of previous | 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 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] | 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 | 12 | 0 | 12 | 12 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 2 | Customer Service Related Complaints | 35 | 6 | 41 | 39 | 0 | 39 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| TAMILNADU | Faults and Network Related Complaints | 1954 | 0 | 1954 | 1954 | 0 | 1954 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| μ | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| ₽ | VAS Related Complaints | 35 | 0 | 35 | 33 | 0 | 33 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Total | 2036 | 6 | 2042 | 2038 | 0 | 2038 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Total Subscriber Base (Prepaid) Total Subscriber Base (Postpaid) | 0 8018 | | | | | | | | | | | | | | |

| | | | | | Name | of Service Provide | r : Tata Teleservi | ces Limited | | | | | | | |
|-----|---------------------------------------|---|---|--|--|---------------------|--------------------|--|--|--|------------|-------------------------------------|-----------------|--|--|
| | | | | | | (Broadba | and Service) | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Qua | arter Ending - Sep'16 | ô | | | | | | |
| | | | | | Complaint Ce | antre(s) | | | | | | Appellate Au | uthority | | |
| | l I | | • | ceived during the plaints of previous r | Details of complaints redressed during the Quarter | | | | Details of appeals received during the Quarter and pending appeals 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] | redressed within specified time limit | | the Quarter [8] = | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | received | Pending appeals of previous quarter | during the | appeals decided within specified | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ŗ | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| UPE | Faults and Network Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ſ | 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) | 0 | 1 | | | | | | | | | | | | |

| | | | | | Name | of Service Provider | r : Tata Teleservi | ces Limited | | | | | | | |
|-----|---------------------------------------|---|---|--|--|---------------------|--------------------|--|--|--|------------|---------------------------------------|-----------------|--|--|
| | (Broadband Service) | | | | | | | | | | | | | | |
| | | | | | Customer Com | plaints Redressal R | eport for the Qua | arter Ending - Sep'16 | ô | | | | | | |
| | | | | | Complaint Ce | entre(s) | | | | | | Appellate A | uthority | | <u> </u> |
| | | | • | ceived during the plaints of previous r | Details of complaints redressed during the Quarter | | | | Details of appeals received during the Quarter and pending appeals 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] | redressed within specified time limit | | the Quarter [8] = | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | received | Pending appeals of previous quarter | during the | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Г | 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 |
| 5 | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Γ | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| F | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | 0 | | · · · · | · | · · · · | · · · · | | | | | · · · · · · · · · · · · · · · · · · · | · · · · | | · · · · |
| | Total Subscriber Base (Postpaid) | 0 | 1 | | | | | | | | | | | | |

Name

| | | | | | Customer Com | | |
|-----------|---------------------------------------|---|---|--|--|--|--|
| | | | | | Complaint Ce | | |
| | | | • | eived during the plaints of previous | Detai | | |
| 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 | 418 | 0 | 418 | 418 | | |
| ∢ | Customer Service Related Complaints | 587 | 91 | 678 | 627 | | |
| PAN INDIA | Faults and Network Related Complaints | 58268 | 0 | 58268 | 58268 | | |
| ANI | Internet/ Data Related Complaints | 0 | 0 | 0 | 0 | | |
| A | VAS Related Complaints | 587 | 0 | 587 | 536 | | |
| | Total | 59860 | 91 | 59951 | 59849 | | |
| | Total Subscriber Base (Prepaid) | 0 | | | | | |
| | Total Subscriber Base (Postpaid) | 158239 | 1 | | | | |

| (Broadba | and Service) | | | | | | | | | | | |
|--|--|--|--|--|--|---|---|--|--|--|--|--|
| plaints Redressal R | eport for the Qua | rter Ending - Sep'16 | | | | | | | | | | |
| entre(s) | | | | Appellate Authority | | | | | | | | |
| ils of complaints redr | essed during the Q | uarter | | | ved during the eals of previous | Details of appeals dispos | | | | | | |
| 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 | 418 | 0 | 4 | 0 | 4 | 3 | 0 | | | | | |
| 28 | 655 | 23 | 4 | 0 | 4 | 4 | 0 | | | | | |
| 0 | 58268 | 0 | 55 | 0 | 55 | 48 | 0 | | | | | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | |
| 28 | 564 | 23 | 0 | 0 | 0 | 0 | 0 | | | | | |
| 56 | 59905 | 46 | 63 | 0 | 63 | 55 | 0 | | | | | |

of Service Provider : Tata Teleservices Limited

| ed during the Q | uarter |
|--|--|
| 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 |
| 3 | 1 |
| 4 | 0 |
| 48 | 7 |
| 0 | 0 |
| 0 | 0 |
| 55 | 8 |