

Name of Service Provider : Tata Teleservices Limited																
(Broadband Service) :																
Customer Complaints Redressal Report for the Quarter ending - June'16																
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	7	0	7	7	0	7	0	4	0	4	4	0	4	0	
	Customer Service Related Complaints	62	20	82	69	9	78	4	3	0	3	3	0	3	0	
	Faults and Network Related Complaints	4515	0	4515	4474	41	4515	0	10	0	10	10	0	10	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	3	0	3	3	0	3	0	
	Total	4584	20	4604	4550	50	4600	4	20	0	20	20	0	20	0	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 8690nos																

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		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
BHAR	Billing Related Complaints	1	0	1	1	0	1	0	3	0	3	3	0	3	0
	Customer Service Related Complaints	34	2	36	32	2	34	2	1	0	1	1	0	1	0
	Faults and Network Related Complaints	949	0	949	928	21	949	0	18	0	18	18	0	18	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	984	2	986	961	23	984	2	22	0	22	22	0	22	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 1390 nos															

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		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			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	19	0	19	15	4	19	0	64	0	64	64	0	64	0
	Customer Service Related Complaints	180	23	203	185	9	194	9	39	0	39	39	0	39	0
	Faults and Network Related Complaints	3876	0	3876	3851	25	3876	0	4	0	4	4	0	4	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	91	0	91	91	0	91	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		4075	23	4098	4051	38	4089	9	198	0	198	198	0	198	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 10092 nos															

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		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			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJRAT	Billing Related Complaints	8	0	8	5	3	8	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	86	11	97	86	8	94	3	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2819	0	2819	2792	27	2819	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		2913	11	2924	2883	38	2921	3	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 4694 nos															

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		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			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	10	0	10	10	0	10	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	105	0	105	98	7	105	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	116	0	116	109	7	116	0	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 12 nos															

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		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	33	0	33	33	0	33	0	4	0	4	4	0	4	0
	Customer Service Related Complaints	246	47	293	255	19	274	19	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3176	0	3176	3147	29	3176	0	10	0	10	10	0	10	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	3455	47	3502	3435	48	3483	19	14	0	14	14	0	14	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 11302 nos															

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		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	5	0	5	4	1	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	28	6	34	29	3	32	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	838	0	838	828	10	838	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	0	1	1	0	0	0	0	0	0	0	0
	Total	872	6	878	861	15	876	2	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 1826 nos															

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		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			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKOTA	Billing Related Complaints	13	0	13	13	0	13	0	46	0	46	46	0	46	0
	Customer Service Related Complaints	103	16	119	104	9	113	6	55	0	55	55	0	55	0
	Faults and Network Related Complaints	3817	0	3817	3780	37	3817	0	130	0	130	130	0	130	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	3933	16	3949	3897	46	3943	6	231	0	231	231	0	231	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 7705 no															

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		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			
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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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	10	0	10	7	1	8	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	317	0	317	316	1	317	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		327	0	327	323	2	325	2	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 628 nos															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	69	0	69	68	1	69	0	59	0	59	59	0	59	0
	Customer Service Related Complaints	229	14	243	218	15	233	10	117	0	117	117	0	117	0
	Faults and Network Related Complaints	14589	0	14589	14399	190	14589	0	115	0	115	115	0	115	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	0	1	1	0	19	0	19	19	0	19	0
	Total	14888	14	14902	14685	207	14892	10	310	0	310	310	0	310	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 44630 nos															

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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
	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)-----															
Total Subscriber base (Postpaid)----- nos															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	4	0	4	4	0	4	0	2	0	2	2	0	2	0
	Customer Service Related Complaints	36	10	46	40	2	42	4	5	0	5	5	0	5	0
	Faults and Network Related Complaints	514	0	514	506	8	514	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		554	10	564	550	10	560	4	7	0	7	7	0	7	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 8 nos															

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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	1	0	1	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	102	0	102	102	0	102	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	104	0	104	103	0	103	1	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 389 nos															

Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - June'16															
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	27	0	27	13	14	27	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	410	55	465	406	36	442	23	2	0	2	2	0	2	0
	Faults and Network Related Complaints	20811	0	20811	20692	119	20811	0	11	0	11	11	0	11	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	1	1	2	0	0	0	0	0	0	0	0
Total	21250	55	21305	21112	170	21282	23	14	0	14	14	0	14	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 55839 nos															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - June'16															
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
TAMILNADU	Billing Related Complaints	10	0	10	9	1	10	0	14	0	14	14	0	14	0
	Customer Service Related Complaints	135	41	176	167	3	170	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2090	0	2090	2077	13	2090	0	15	0	15	15	0	15	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	11	0	11	11	0	11	0
	VAS Related Complaints	0	0	0	0	0	0	0	27	0	27	27	0	27	0
	Total	2235	41	2276	2253	17	2270	6	67	0	67	67	0	67	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 8042 nos.															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - June'16

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	
UPE	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)-----

Total Subscriber base (Postpaid)----- nos

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - June'16															
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)-----															
Total Subscriber base (Postpaid)----- no															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - June'16

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
PAN INDIA	Billing Related Complaints	197	0	197	173	24	197	0	197	0	197	197	0	197	0
	Customer Service Related Complaints	1571	245	1816	1609	116	1725	91	223	0	223	223	0	223	0
	Faults and Network Related Complaints	58518	0	58518	57990	528	58518	0	313	0	313	313	0	313	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	102	0	102	102	0	102	0
	VAS Related Complaints	4	0	4	1	3	4	0	49	0	49	49	0	49	0
	Total	60290	245	60535	59773	671	60444	91	884	0	884	884	0	884	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 155247nos.															