					Name of Serv	vice Provider	: Tata Teles	services Limite	ed						
						(Broadband	d Service) :								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - June'16						
				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	ts Total no. of complaints received during the Quarter Quarter Total no. o complaints to be redressed during the Quarter [5]=[3]+[4]				Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on	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
Ŧ	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
ТRА	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	3	0	3	3	0	3	0

Total Subscriber base (Prepaid)-----

Total

Total Subscriber base (Postpaid)----- 8690nos

				Na	me of Service	e Provider : Ta	ta Teleser	vices Limited							
					((Broadband S	ervice) :								
				Customer C	omplaints Red	dressal Repor	t for the Qι	ıarter ending -	June'16						
				Cor	nplaint Centre	e(s)						Appellate Auti	hority		
		the Quarter a			Details of co	mplaints redre	essed durin	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	appeals dispo	osed 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 complain ts redresse d during the Quarter [8] = [6] +	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	time limit	appeals disposed	appeals pending for decision on the last day
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	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
BIHAR	Faults and Network Related Complaints	949	0	949	928	21	949	0	18	0	18	18	0	18	0
뷻	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 Su	bscriber base (Prepaid)	·											·		
Total Su	bscriber base (Postpaid) 1390 nos														

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	t						
						(Broadband	Service):								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- June'16						
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		Details of co	omplaints rec	eived during						of appeals					
		the Quarter a	and pending of revious Quart		Details of co	mplaints redre	essed durir	g the Quarter		e Quarter a s of previou	ind pending is Quarter	Details of	appeals dispo	osed 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 complain ts redresse d during the Quarter [8] = [6] +	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	19	0	19	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
DELHI	Faults and Network Related Complaints	3876	0	3876	3851	25	3876	0	4	0	4	4	0	4	0
B	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 Su	bscriber base (Prepaid)					·		·							
Total Su	bscriber base (Postpaid) 10092 nos														

					Name of Ser	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service):								
		_					ort for the	Quarter ending	- June'16						
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		Details of co	omplaints rec and pending o		Details of co	mplaints redre	essed durir	ng the Quarter		of appeals e Quarter a	received and pending	Details of	appeals dispo	sed during	the Quarter
		pı	revious Quart	ter					appeals	s of previou	is 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 complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	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
IRAT	Faults and Network Related Complaints	2819	0	2819	2792	27	2819	0	0	0	0	0	0	0	0
GUJR,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
١	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 Su	bscriber base (Prepaid)			·	·	·		·					·		
Total Su	bscriber base (Postpaid) 4694 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	- June'16						
				Cor	mplaint Centre	(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints reco and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	sed during t	he 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 beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +		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	time limit	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	10	0	10	10	0	10	0	1	0	1	1	0	1	0
YANA	Faults and Network Related Complaints	105	0	105	98	7	105	0	0	0	0	0	0	0	0
HAR	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	116	0	116	109	7	116	0	1	0	1	1	0	1	0
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 12 nos														

					Name of Se	rvice Provider	: Tata Tele	services Limite	ed						
						(Broadban	d Service)	:							
							port for the	Quarter endin	g - June'1	6					
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints reco and pending o revious Quart	omplaints of	Details of co	mplaints redr	essed durir	ng the Quarter	during th	of appeals le Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA			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 complain ts redresse d during the Quarter [8] = [6] +	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	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	33	0	33	33	0	33	0	4	0	4	4	0	4	0
Ι¥	Customer Service Related Complaints	246	47	293	255	19	274	19	0	0	0	0	0	0	0
ATA	Faults and Network Related Complaints	3176	0	3176	3147	29	3176	0	10	0	10	10	0	10	0
KARN,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́	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

					Name of Ser	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	l Service) :								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	- June'16						
				Cor	nplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints reconnot pending of revious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	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 complain ts redresse d during the Quarter [8] = [6] +	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	appeals 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	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
RAL.	Faults and Network Related Complaints	838	0	838	828	10	838	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
1	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 Su	bscriber base (Prepaid)						·	·	·	·					

Total Subscriber base (Postpaid)----- 1826 nos

					Name of Serv	ice Provider :	Tata Telese	ervices Limited	I						
						(Broadband	Service):								
		_					ort for the (Quarter ending	- June'16						
				Coi	mplaint Centre	(s)					A	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of co	mplaints redre	essed durin	g the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	ppeals dispos	sed during th	he 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 complain ts redresse d during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	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
СКОТА	Faults and Network Related Complaints	3817	0	3817	3780	37	3817	0	130	0	130	130	0	130	0
- F	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>8</u>	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
	bscriber base (Prepaid) bscriber base (Postpaid) 7705 no														

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	t						
						(Broadband	Service):								
				Custome	r Complaints I	Redressal Rep	ort for the	Quarter ending	- June'16						
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•		Details of co	emplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	ind pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Category of complants Total no. of complaints received during the Quarter Total no. of complaints received during the Quarter Quarter Total no. of pending complaints of previous Quarter [5]=[3]+						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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	10	0	10	7	1	8	2	0	0	0	0	0	0	0
MADHYA PRADESH	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	0
Total Su	bscriber base (Prepaid)									·					

Total Subscriber base (Postpaid)----- 628 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limited	I						
						(Broadband	Service):								
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- June'16						
				Cor	nplaint Centre	e(s)					Α	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	sed during t	he Quarter
LSA	Category of complants	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 beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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	appeals disposed	appeals pending for decision on the last day		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	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
MBAI	Faults and Network Related Complaints	14589	0	14589	14399	190	14589	0	115	0	115	115	0	115	0
MUN	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 Su	bscriber base (Prepaid)		•				•				•		•	•	

Total Subscriber base (Postpaid)----- 44630 nos

					Name of Serv	ice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service):								
				Custome	r Complaints I	Redressal Rep	ort for the	Quarter ending	g - June'16	i					
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redro	essed duri	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	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 complain ts redresse d during the Quarter	pending for	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	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 Su	ubscriber base (Prepaid)	·													

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

					Name of Ser	vice Provider	Tata Teles	services Limite	d						
						(Broadband	d Service) :								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - June'16						
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed 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	redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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	appeals 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	4	0	4	4	0	4	0	2	0	2	2	0	2	0
m,	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
PUNJ,	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 Su	bscriber base (Prepaid)							·			·		·		

Total Subscriber base (Postpaid)----- 8 nos

					Name of Ser	vice Provider	Tata Teles	ervices Limite	d							
	(Broadband Service):															
	Customer Complaints Redressal Report for the Quarter ending - June'16 Complaint Centre(s) Appellate Authority															
				Cor	mplaint Centre	(s)		Appellate Authority								
		the Quarter a	omplaints reco and pending o revious Quart	omplaints of	Details of co	during th	of appeals le Quarter a s of previou	nd pending	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	redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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] +	pending for decision on the last day	
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	2	0	2	1	0	1	1	0	0	0	0	0	0	0	
STHAN	Faults and Network Related Complaints	102	0	102	102	0	102	0	0	0	0	0	0	0	0	
ĕ	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RAJA	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 Su	bscriber base (Prepaid)															
Total Su	bscriber base (Postpaid) 389 nos	•	•	•	•			•		•	•			•		

	Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
	(Broadband Service):															
	Customer Complaints Redressal Report for the Quarter ending - June'16															
				Cor	nplaint Centre	e(s)		Appellate Authority								
		the Quarter	emplaints reco and pending previous Qua	complaints	Details o	f complaints Quar		during the	during th	of appeals e Quarter a s of previou	ind pending	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 complain ts redresse d during the Quarter [8] = [6] +	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	appeals 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	27	0	27	13	14	27	0	1	0	1	1	0	1	0	
ΙĘ	Customer Service Related Complaints	410	55	465	406	36	442	23	2	0	2	2	0	2	0	
AHARASHTRA	Faults and Network Related Complaints	20811	0	20811	20692	119	20811	0	11	0	11	11	0	11	0	
AR.	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	
Σ	Total	21250	55	21305	21112	170	21282	23	14	0	14	14	0	14	0	
Total Su	ıbscriber 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														
				Cor	nplaint Centre		Appellate Authority								
Total Sub		the Quarter a			Details of co	during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter						
	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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] +	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	10	0	10	9	1	10	0	14	0	14	14	0	14	0
B	Customer Service Related Complaints	135	41	176	167	3	170	6	0	0	0	0	0	0	0
N.	Faults and Network Related Complaints	2090	0	2090	2077	13	2090	0	15	0	15	15	0	15	0
M	Internet/ Data Related Complaints	0	0	0	0	0	0	0	11	0	11	11	0	11	0
ΤA	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 Su	Total Subscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 8042 nos.														

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service):															
	Customer Complaints Redressal Report for the Quarter ending - June'16															
				Cor	nplaint Centre	(s)		Appellate Authority								
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	Details of complaints redressed during the Quarter					s received and pending as Quarter	Details of appeals disposed during the Quarter				
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
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	
	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 S	ubscriber 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															
				Custome	er Complaints	Redressal Re	port for the C	uarter ending	- June'16							
				Co	mplaint Centr	e(s)		Appellate Authority								
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of c	during th	of appeals e Quarter a of previou	ind pending	Details of appeals disposed during the Quarter							
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the	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]	within specified	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] -	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WAN	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
5	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Su	bscriber base (Prepaid)						•		•							
Total Su	bscriber base (Postpaid) no															

						Name of S	ervice Provider :	Tata Teleservices Lim	ited							
	(Broadband Service):															
	Customer Complaints Redressal Report for the Quarter ending - June'16															
				(Complaint Centre(s)			Appellate Authority								
		Details of complain	ts received during	the Quarter and	Details (Details of appe	eals received	during the Quarter	De	tails of appeals di	sposed during the Qu	ıarter				
LSA	Category of complants	Total no. of complaints received during the Quarter		redressed during the	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	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	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	
Q	Faults and Network Related Complaints	58518	0	58518	57990	528	58518	0	313	0	313	313	0	313	0	
PAN	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.