					Name of Ser	rvice Provider	: Tata Telese	rvices Limited							
						(Broadban	d Service) :								
				Custon	ner Complaints	s Redressal R	eport for the C	uarter ending	- Dec'15						
				Co	omplaint Centr	e(s)					Α	ppellate Aut	hority		
		the Quarter		eived during complaints of ter	Details of c	omplaints red	ressed during	the Quarter	the Quarte	appeals rece er and pendi previous Qua	ng appeals		appeals disp	oosed durin	g 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 complaints redressed during the Quarter [8] = [6] + [7]	redressal on		Pending appeals of previous	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within	Total no. of appeals decided beyond the time limit during the Quarter	quarter	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
I	Billing Related Complaints	0	0	0	0	0	0	0	3	0	3	3	0	3	0
DES	Customer Service Related Complaints	60	5	65	12	44	56	9	5	0	5	5	0	5	0
A PRADESH	Faults and Network Related Complaints	4026	0	4026	4008	18	4026	0	21	0	21	21	0	21	0
ANDHRA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N.	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
⋖	Total	4087	5	4092	4020	63	4083	9	29	0	29	29	0	29	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 9342 nos

					Name of Se	rvice Provider	: Tata Teleser	vices Limited							
						(Broadbar	nd Service) :								
				Custor	mer Complaint	s Redressal R	eport for the Q	uarter ending	- Dec'15						
				С	omplaint Cent	re(s)					Α	ppellate Aut	hority		
		the Quarter	omplaints rec and pending o revious Quar	complaints of	Details of o	complaints rec	lressed during	the Quarter	the Quarte	appeals rece er and pendi previous Qua	ng appeals		appeals disp	osed during	g 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]	redressal on	received	Pending	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	11	0	11	6	1	7	4	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	291	0	291	279	12	291	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	302	0	302	285	13	298	4	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 1335 nos

					Name of Serv	vice Provider :	Tata Teleservi	ices Limited							
						(Broadband	l Service) :								
				Custome	er Complaints	Redressal Re	port for the Qu	arter ending -	Dec'15						
				Coi	mplaint Centre	e(s)					Al	ppellate Aut	hority		
			nplaints receive d pending con revious Quarte	nplaints of	Details of o	complaints rec	lressed during		the Quarte	appeals rece er and pendi previous Qua	ng appeals		appeals disp	oosed durin	g 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]	of appeals received	appears or	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	of appeals disposed during the quarter	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	36	0	36	36	0	36	0
1 _	Customer Service Related Complaints	149	3	152	78	41	119	33	30	0	30	30	0	30	0
토	Faults and Network Related Complaints	975	0	975	973	2	975	0	78	0	78	78	0	78	0
E	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	1125	3	1128	1052	43	1095	33	147	0	147	147	0	147	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 6122 nos

						(Broadbane	d Service) :								
		•		Custom	er Complaints	Redressal Re	port for the Qu	arter ending	Dec'15						
				Cor	nplaint Centre	(s)					А	ppellate Aut	hority		
		Quarter an	nplaints receive d pending com revious Quarte	nplaints of	Details of o	complaints red	ressed during		the Quarte	appeals rece er and pendi previous Qua	ng appeals		appeals disp	osed during	g the Quarter
LS	SA 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	Pending appeals of	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within specified	decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for

Name of Service Provider : Tata Teleservices Limited

Total Subscriber base (Prepaid)-----

Total

VAS Related Complaints

Billing Related Complaints

Total Subscriber base (Postpaid)----- 4360 nos.

Customer Service Related Complaints

Internet/ Data Related Complaints

Faults and Network Related Complaints

					Name of So	ervice Provide	r : Tata Teleser	vices Limited							
						(Broadba	nd Service) :								
				Custo	mer Complain	ts Redressal R	eport for the Q	uarter ending	- Dec'15						
				C	omplaint Cent	re(s)					Α	ppellate Aut	hority		
		the Quarter a	omplaints reco and pending of evious Quart	omplaints of	Details of o	complaints rec	ressed during	the Quarter	the Quart	appeals rece er and pendi previous Qua	ng appeals		appeals disp	osed during	g 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]	decided within specified time limit	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed during the quarter	appeals pending for decision on the last day of
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	1	0	1	1	0	1	0	1	0	1	0	0	1	0
\ \{\{\\ \}	Faults and Network Related Complaints	93	0	93	93	0	93	0	1	0	1	0	0	1	0
AR	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	94	0	94	94	0	94	0	2	0	2	0	0	2	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 398 nos

						(Broadbar	nd Service) :								
				Custor	ner Complaint	s Redressal R	eport for the Qu	uarter ending	- Dec'15						
				С	omplaint Cent	e(s)					Α	ppellate Aut	hority		
		the Quarter	•	eived during complaints of ter	Details of o	complaints rec	lressed during		the Quarte	appeals rece er and pendi previous Qua	•		appeals disp	osed during	g 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	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within	during the	appears disposed during the quarter	pending for decision on the last day

Name of Service Provider : Tata Teleservices Limited

Total Subscriber base (Prepaid)-----

KARNATAKA

Total Subscriber base (Postpaid)----- 9568 nos

VAS Related Complaints

Billing Related Complaints

Customer Service Related Complaints

Internet/ Data Related Complaints

Faults and Network Related Complaints

					Name of Se	rvice Provider	: Tata Teleserv	ices Limited							
						(Broadban	d Service) :								
				Custon	ner Complaints	s Redressal R	eport for the Qu	uarter ending	- Dec'15						
				C	omplaint Centr	e(s)					A	ppellate Autl	nority		
		the Quarter	omplaints rec and pending o revious Quar	complaints of	Details of o	omplaints rec	ressed during	the Quarter	the Quarte	appeals rece er and pendi previous Qua	ng appeals	Details of	appeals disp	osed during	g 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]	received	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
∢	Customer Service Related Complaints	19	3	22	2	7	9	13	0	0	0	0	0	0	0
¥	Faults and Network Related Complaints	456	0	456	419	37	456	0	0	0	0	0	0	0	0
KERA	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	477	3	480	423	44	467	13	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	_													

Total Subscriber base (Postpaid)----- 1040 nos

					Name of Serv	ice Provider :	Tata Teleservio	es Limited							
						(Broadband	Service) :								
	_			Custome	r Complaints F	Redressal Rep	ort for the Qua	rter ending - [Dec'15						
				Co	mplaint Centre	e(s)					Αŗ	pellate Auth	ority		
		Quarter an	nplaints receiv d pending con revious Quarte	nplaints of	Details of o	complaints rec	Iressed during		the Quarte	appeals rece er and pendi previous Qua	ng appeals	Details of	appeals disp	osed durin	g 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]	of appeals received	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	of appeals decided within	Total no. of appeals decided beyond the time limit during the Quarter	of appeals disposed during the quarter	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	20	0	20	20	0	20	0
₹	Customer Service Related Complaints	44	6	50	25	13	38	12	20	0	20	20	0	20	0
ô	Faults and Network Related Complaints	2223	0	2223	2188	35	2223	0	50	0	50	50	0	50	0
КОЦКОТА	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ᇫ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2270	6	2276	2216	48	2264	12	90	0	90	90	0	90	0
Total Su	ubscriber base (Prepaid)		<u> </u>	·	·	<u> </u>	·	<u> </u>							

Total Subscriber base (Postpaid)----- 4777 nos

					Name of Ser	vice Provider	: Tata Teleserv	ices Limited							
						(Broadbane	d Service) :								
				Custom	er Complaints	Redressal Re	port for the Qu	arter ending -	Dec'15						
				С	omplaint Cent	re(s)					A	Appellate Au	thority		
		the Quarter	omplaints rec and pending or revious Quar	complaints of	Details of o	complaints rec	dressed during	the Quarter	during the	of appeals Quarter and of previous	nd pending	Details of	appeals disp	oosed during	g 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]	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	appeals decided	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	1	0	1	0	1	1	0	0	0	0	0	0	0	0
MADHY, PRADES	Faults and Network Related Complaints	216	0	216	215	1	216	0	0	0	0	0	0	0	0
AE	Internet/ Data Related Complaints		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	217	0	217	215	2	217	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	-			•	•	•		•	•	· · · · · · · · · · · · · · · · · · ·	•	•	-	

Total Subscriber base (Postpaid)----- 542 nos

					Name of Ser	vice Provider	: Tata Teleserv	ices Limited							
						(Broadban	d Service) :								
				Custom	er Complaints	Redressal Re	port for the Qu	arter ending -	Dec'15						
				С	omplaint Cent	re(s)					Αŗ	pellate Auth	nority		
				eived during						appeals rece	_				
				complaints of	Details of o	complaints red	Iressed during	the Quarter		er and pendi	•	Details of	appeals disp	osed during	the Quarter
		pr	evious Quart	ter		ı	ı	1	Of p	revious Qua	irter		1	1	I
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]	of appeals	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 during the quarter	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	10	0	10	8	2	10	0	16	0	16	16	0	16	0
=	Customer Service Related Complaints	203	15	218	150	50	200	18	40	0	40	40	0	40	0
/B/	Faults and Network Related Complaints	13320	0	13320	13108	212	13320	0	43	0	43	43	0	43	0
MUMBAI	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	13533	15	13548	13266	264	13530	18	99	0	99	99	0	99	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 36211 nos

					Name of Se	ervice Provide	r : Tata Teleser	vices Limited							
						(Broadbai	nd Service) :								
				Custor	mer Complain	ts Redressal R	eport for the Q	uarter ending	- Dec'15						
				C	omplaint Cent	re(s)					Α	ppellate Aut	hority		
		the Quarter	omplaints rec and pending o revious Quar	complaints of	Details of o	complaints rec	lressed during	the Quarter	the Quarte	appeals rece er and pendi previous Qua	•		appeals disp	osed during	g 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]		Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SS/	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISSA	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 Subscriber base (Postpaid)----- 0 nos

					Name of Se	rvice Provider	: Tata Teleserv	ices Limited							
						(Broadban	d Service) :								
				Custor	mer Complaint	s Redressal Re	eport for the Qu	uarter ending -	Dec'15						
				С	omplaint Centi	re(s)					Ap	pellate Auth	nority		
		the Quarter	omplaints rec and pending or erevious Quar	complaints of	Details of	complaints rec	lressed during	the Quarter	the Quarter	appeals rece and pending evious Quar	g appeals of	Details of	appeals disp	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 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	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for
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	21	0	21	19	1	20	1	2	0	2	2	0	2	0
NJAB	Faults and Network Related Complaints	383	0	383	382	1	383	0	11	0	11	11	0	11	0
PUNJ,	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	406	0	406	402	3	405	1	16	0	16	16	0	16	0
Total Su	bscriber base (Prepaid)	-							•						

Total Subscriber base (Postpaid)----- 1543 nos

	Name of Service Provider : Tata Teleservices Limited															
						(Broadband	Service) :									
	Customer Complaints Redressal Report for the Quarter ending - Dec'15															
				Coi	Appellate Authority											
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	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			
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 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]	of appeals decided within	decided beyond the time limit	of appeals disposed during the quarter	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	
A	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
STHAN	Faults and Network Related Complaints	53	0	53	52	1	53	0	0	0	0	0	0	0	0	
RAJA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	53	0	53	52	1	53	0	0	0	0	0	0	0	0	
Total Su	bscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 290 nos

	Name of Service Provider: Tata Teleservices(Maharashtra) Limited															
						(Broadbar	nd Service) :									
	Customer Complaints Redressal Report for the Quarter ending - Dec'15															
				Co	omplaint Centi		Appellate Authority									
		the Quarter	omplaints rec and pending or revious Quar	complaints of	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				
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]	received	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	4	0	4	4	0	4	0	0	0	0	0	0	0	0	
SHTRA	Customer Service Related Complaints	426	26	452	319	63	382	70	0	0	0	0	0	0	0	
ASI	Faults and Network Related Complaints	11446	0	11446	11400	46	11446	0	0	0	0	0	0	0	0	
AHARA	Internet/ Data Related Complaints		0	0			0	0	0	0	0	0	0	0	0	
H	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0	
Σ	Total	11877	26	11903	11723	110	11833	70	0	0	0	0	0	0	0	
Total Su	bscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 49584 nos

	Name of Service Provider : Tata Teleservices Limited														
						(Broadban	d Service) :								
				Custom	ner Complaints	Redressal Re	eport for the Qu	arter ending	- Dec'15						
				Co	Appellate Authority										
		Details of com	•							appeals rece					
			d pending cor evious Quart	•	Details of (complaints red	lressed during	the Quarter		er and pendi previous Qua		Details of	appeals disp	osed during	g 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	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	0	2	2	0	2	0	21	0	21	0	0	21	0
DQ	Customer Service Related Complaints	77	7	84	27	31	58	26	5	0	5	0	0	5	0
Ϋ́	Faults and Network Related Complaints	1453	0	1453	1364	89	1453	0	68	0	68	0	0	68	0
MF	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-	1									1			1	· .	1

Total Subscriber base (Prepaid)-----

Total

VAS Related Complaints

Total Subscriber base (Postpaid)----- 4748 nos

	Name of Service Provider : Tata Teleservices Limited														
						(Broadband	Service) :								
				Custome	er Complaints	Redressal Rep	ort for the Qua	arter ending -	Dec'15						
				Appellate Authority											
		Quarter an	plaints receive d pending com revious Quarte	nplaints of	Details of o	Details of complaints redressed during the Quarter				appeals rece er and pendi previous Qua	ng appeals	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]	of appeals	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	of appeals disposed during the quarter	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
-	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)----- 0 no.

	Name of Service Provider : Tata Teleservices Limited																
						(Broadban	d Service) :										
				Custon	ner Complaints	Redressal Re	port for the Qu	arter ending	- Dec'15								
				Appellate Authority													
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	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				
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 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]	received	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within	decided beyond the time limit	of appeals disposed during the quarter	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		
UPW	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 Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 0 nos