					Name of Se	rvice Provid	ler : Tata Te	leservices L	imited						
						(Broad	band Servic	e)							
				Customer (	Complaints	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Com	plaint Centr	e(s)						Appellate Aut	hority		
		Details of con	nplaints receive	ed during the					Details of	appeals rec	eived during				
			d pending con revious Quarte	•	Details of o	complaints red	dressed during	the Quarter		r and pendir revious Qua	ng appeals of	Details of	appeals disp	osed during the	Quarter
		P	l cvious quarte	l	Total no. of		1		۲	TOVIOUS QUA	I		I	ı	
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]	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]	of appeals	appears of	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	992	0	992	760	194	954	38	4	0	4	4	0	4	0
ΑΞ	Customer Service Related Complaints	35	1	36	22	7	29	7	7	0	7	7	0	7	0
ANDHRA PRADESH	Faults and Network Related Complaints	7342	0	7342	7056	286	7342	0	15	0	15	15	0	15	0
RAI	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A P	VAS Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
	Total	8369	1	8370	7838	487	8325	45	27	0	27	27	0	27	0
Total Si	hscriber hase (Prenaid)											·			

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 11076 nos

					Name of Se	rvice Provid	er: Tata Tel	eservices L	imited						
						(Broad	band Service	<del>)</del>							
				Customer	Complaints I	Redressal R	eport for the	Quarter end	ding - Marc	h 2015					
				Con	nplaint Centre	e(s)						<b>Appellate Aut</b>	hority		
			plaints receive d pending com revious Quarte	nplaints of	Details of c	omplaints red	essed during t	he Quarter	Quarter a	peals received the peals received the pending revious Quar			of appeals disp	osed during the	e 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 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	10	0	10	9	0	9	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
ΑR	Faults and Network Related Complaints	598	0	598	597	1	598	0	0	0	0	0	0	0	0
ВІНА	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	612	0	612	609	1	610	2	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														
Total S	ubscriber base (Postpaid) 994 nos					·-	·	·	·		·	·	·		

## Name of Service Provider: Tata Teleservices Limited (Broadband Service) Customer Complaints Redressal Report for the Quarter ending - March 2015 Complaint Centre(s) **Appellate Authority** Details of complaints received during the Details of appeals received during Quarter and pending complaints of Details of complaints redressed during the Quarter the Quarter and pending appeals of Details of appeals disposed during the Quarter previous Quarter previous Quarter Total no. of LSA Category of complants Total no. of appeals Total no. of complaints complaints complaints Total No. No. of appeals Pending complaints appeals to appeals appeals complaints complaints pending for decided pending for pending to be redressed of appeals redressed appeals of be decided decided within disposed received complaints of redressed redressed within beyond the redressal on received beyond the decision on the during the previous during the specified time during the during the previous during the specified time limit time limit the last day during the time limit last day of Quarter [8] = quarter Quarter [12] limit during the quarter [15] = Quarter Quarter Quarter during the quarter during the of Quarter Quarter during the Quarter [16] = [6] + [7] = [10]+ [11] quarter [13] + [14] [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter [12] - [15] 1 2 3 4 5 6 8 10 11 12 13 14 15 16 97 102 12 24 **Billing Related Complaints** 114 114 5 0 24 24 24 0 0 Customer Service Related Complaints 54 0 54 34 10 44 10 14 14 14 0 14 0 Faults and Network Related Complaints 1367 0 1367 1366 1367 0 43 0 43 43 0 43 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 1535 1535 1497 16 1513 22 81 0 81 81 0 81 0 Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 4504 nos

				N	ame of Service	Provider :	Tata Teleser	vices Limite	ed						
						(Broadband	Service)								
			(	Customer Co	omplaints Redre	essal Repor	t for the Qua	rter ending	- March 2	015					
				Co	mplaint Centre	(s)					Α	ppellate A	uthority		
		Quarter ar	nplaints receive nd pending com revious Quarte	plaints of	Details of co	mplaints redre	essed during th	e Quarter	the Quarte		eived during ng appeals of rter	Details	of appeals of	lisposed 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	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	appeals	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	80	0	80	38	7	45	35	0	0	0	0	0	0	0
⊢	Customer Service Related Complaints	20	0	20	15	3	18	2	0	0	0	0	0	0	0
RA	Faults and Network Related Complaints	1640	0	1640	1633	7	1640	0	0	0	0	0	0	0	0
GUJRAT	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	1740	0	1740	1686	17	1703	37	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 3114 nos

				Nai	me of Servi	ce Provider	: Tata Teles	ervices Limi	ted						
						(Broadbaı	nd Service)								
			Cı	ustomer Cor	nplaints Rec	dressal Repo	ort for the Qu	ıarter endin	g - March	2015					
				Com	plaint Centr	e(s)					Α	ppellate A	uthority		
Details of complaints received during the Quarter and pending complaints of previous Quarter  Total no. of To														lisposed 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]	decided	Total no. of appeals decided beyond the time limit during the Quarter	appeals	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	1	0	1	1	0	0	0	0	0	0	0
A A	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Faults and Network Related Complaints	106	0	106	106	0	106	0	0	0	0	0	0	0	0
HARYAI	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	108	0	108	107	0	107	1	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 345 nos

				Nai	me of Servi	ce Provider	: Tata Teles	ervices Limi	ited						
						(Broadbaı	nd Service)								
			Cı	ustomer Cor	nplaints Red	dressal Repo	ort for the Qu	uarter endin	g - March	2015					
				Com	nplaint Centr	e(s)					Α	ppellate A	uthority		
		Details of con	nplaints receive	ed during the					Details of	appeals rec	eived during				
			d pending con revious Quarte		Details of	complaints red	Iressed during	the Quarter		r and pendir revious Qua				isposed 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 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	469	4	473	281	63	344	129	0	0	0	0	0	0	0
Α¥	Customer Service Related Complaints	84	1	85	50	19	69	16	0	0	0	0	0	0	0
AŢ/	Faults and Network Related Complaints	3239	0	3239	3147	92	3239	0	4	0	4	4	0	4	0
KARNATAKA	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	3792	5	3797	3478	174	3652	145	4	0	4	4	0	4	0
Total Su	ıbscriber base (Prepaid)														
Total Su	ıbscriber base (Postpaid) 9858 nos														

				Naı	me of Servi	ce Provider	: Tata Telese	ervices Limi	ted						
						(Broadbar	nd Service)								
			Cı	ustomer Cor	nplaints Red	dressal Repo	ort for the Qu	ıarter endin	g - March	2015					
				Com	plaint Centr	e(s)					Α	ppellate A	uthority		
Details of complaints received during the Quarter and pending complaints of previous Quarter  Total no. of To														lisposed 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]	decided	Total no. of appeals decided beyond the time limit during the Quarter	appeals	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	16	4	20	7	0	0	0	0	0	0	0
4	Customer Service Related Complaints	8		8	7	0	7	1	0	0	0	0	0	0	0
₽	Faults and Network Related Complaints	560	4	564	560	0	560	4	0	0	0	0	0	0	0
KERALA	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	595	4	599	583	4	587	12	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)								·						

Total Subscriber base (Postpaid)----- 810nos

				Name of S	Service Prov	ider : Tata	Teleservices	(Maharashtı	ra) Limited	k					
						(Broadbai	nd Service)								
			Cı	ustomer Cor	nplaints Red	dressal Repo	ort for the Qu	ıarter endin	g - March	2015					
				Com	plaint Centr	e(s)					Α	ppellate Au	uthority		
			nplaints receive d pending com revious Quarte	plaints of	Details of o	complaints rec	lressed during	the Quarter	the Quarte		eived during ng appeals of rter	Details	of appeals d	isposed 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	appeals	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	528	31	559	315	80	395	164	17	0	17	17	0	17	0
=	Customer Service Related Complaints	132	0	132	108	15	123	9	13	0	13	15	0	15	-2
MBAI	Faults and Network Related Complaints	17813	0	17813	17504	309	17813	0	19	0	19	19	0	19	0
Table 3   Table 3   Table 3   Table 4   Table 4   Table 4   Table 4   Table 5   Tabl											0	0	0	0	0
	VAS Related Complaints	1	0	1	0	0	0	1	4	0	4	4	0	4	0
	Total	18474	31	18505	17927	404	18331	174	53	0	53	55	0	55	-2
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 40640 nos

				Naı	ne of Servi	ce Provider	: Tata Telese	ervices Limi	ted						
				-			nd Service)								
			Cı	ustomer Con	nplaints Red	dressal Repo	ort for the Qu	arter endin	g - March	2015					
				Com	plaint Centr	e(s)					Α	ppellate A	uthority		
		Quarter an	nplaints receive d pending com revious Quarte	plaints of	Details of o	complaints red	Iressed during	the Quarter	the Quarte		eived during ng appeals of arter	Details	of appeals d	lisposed 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]	decided	appeals decided beyond the time limit	appeals	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	4	0	4	6	0	0	0	0	0	0	0
<b>4</b> I	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	267	0	267	267	0	267	0	0	0	0	0	0	0	0
14 A	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	277	0	277	271	0	271	6	0	0	0	0	0	0	0
	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 585 nos

				Nai	me of Servi	ce Provider	: Tata Teles	ervices Limi	ted						
						(Broadbaı	nd Service)								
			Cı	ustomer Cor	nplaints Red	dressal Repo	ort for the Qu	arter endin	g - March	2015					
				Com	plaint Centr	e(s)					A	ppellate A	uthority		
Details of complaints received during the Quarter and pending complaints of previous Quarter  Total no. of Total no.											eived during ng appeals of rter			lisposed 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]	decided	Total no. of appeals decided beyond the time limit during the Quarter	appeals	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
l R	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
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														

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

				Naı	me of Service	ce Provider	: Tata Teles	ervices Limi	ted						
						(Broadba	nd Service)								
			Cı	ustomer Cor	nplaints Rec	dressal Rep	ort for the Qu	arter endin	g - March	2015					·
				Com	plaint Centr	e(s)					Α	ppellate A	uthority		
Details of complaints received during the Quarter and pending complaints of previous Quarter  Total no. of Total no. of Details of complaints redressed during the Quarter the Quarter previous Quarter														lisposed 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 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	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	10	4	14	5	2	0	2	2	0	2	0
ω	Customer Service Related Complaints	8	0	8	7	0	7	1	4	0	4	4	0	4	0
Iĕ	Faults and Network Related Complaints	402	0	402	399	3	402	0	7	0	7	7	0	7	0
PUNJAB	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	429	0	429	416	7	423	6	13	0	13	13	0	13	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 1391 nos

## Name of Service Provider: Tata Teleservices Limited (Broadband Service) Customer Complaints Redressal Report for the Quarter ending - March 2015 Complaint Centre(s) **Appellate Authority** Details of complaints received during the Details of appeals received during Details of complaints redressed during the Quarter Details of appeals disposed during the Quarter Quarter and pending complaints of the Quarter and pending appeals of previous Quarter previous Quarter Total no. of LSA Category of complants complaints Total no. of No. of complaints complaints complaints Total No. Total no. of appeals appeals Pending appeals to complaints appeals redressed pending appeals decided complaints to be redressed pending for of appeals decided pending for redressed appeals of be decided disposed within received complaints redressed beyond the received within specified beyond the decision on the redressal on during the during the previous during the specified time limit during during the of previous during the time limit the last day during the time limit last day of Quarter [8] = quarter Quarter [12] quarter [15] = time limit Quarter Quarter [16] = Quarter Quarter during the of Quarter Quarter the quarter during the [6] + [7] = [10]+ [11] [13] + [14] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter [12] - [15] guarter 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Billing Related Complaints 2 0 2 0 1 0 0 0 0 0 0 0 1 1 2 0 2 0 0 0 0 RAJASTHAN Customer Service Related Complaints 1 1 1 0 0 0 0 50 50 50 Faults and Network Related Complaints 0 0 50 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 54 Total 0 54 51 1 52 2 0 0 0 0 0 0 0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 132nos

				Name of	Service Pr	ovider : Ta	a Teleservic	es (Maharas	shtra) Limi	ted					
						(Broad	band Service	*)							
		_		Customer C	Complaints F	Redressal R	eport for the	Quarter end	ling - Mar	ch 2015					
				Com	plaint Centr	e(s)						Appellate Au	thority		
		Details of con	nplaints receive	ed during the							eived during				
			d pending con revious Quarte		Details of o	complaints rec	lressed during	the Quarter		r and pendin revious Qua	g appeals of rter	Details o	of appeals disp	osed during the	e 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 pending for redressal on the last day of Quarter [9]=[5] - [8]	of appeals	Pending appeals of previous quarter	during the	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	quarter 6	7	8	9	10	11	12	13	14	15	16
RA.	Billing Related Complaints	604	5	609	521	8	529	80	2	0	2	2	0	2	0
#	Customer Service Related Complaints	294	1	295	235	29	264	31	0	0	0	0	0	0	0
ASI	Faults and Network Related Complaints	11778	0	11778	11713	65	11778	0	11	0	11	11	0	11	0
IAR	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MAH	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Total	12676	6	12682	12469	102	12571	111	13	0	13	13	0	13	0
Total Su	ubscriber base (Prepaid)														
Total Su	ubscriber base (Postpaid) 45991 nos	·												·	

				Na	me of Servi	ce Provider	: Tata Teles	ervices Lim	ited						
						(Broadba	nd Service)								
			C	ustomer Co	mplaints Re	dressal Rep	ort for the Q	uarter endin	ig - March	1 2015					
				Com	plaint Centr	re(s)					Δ	ppellate Au	ıthority		
		Details of cor	mplaints receive	ed during the					Details of	appeals rec	eived during				
			nd pending com	•	Details of	complaints red	ressed during	the Quarter		•	g appeals of	Details	of appeals di	sposed during	the Quarter
		р	revious Quarte	r		1		T	ŗ	revious Qua	rter			T	
Category of complaints received during the Quarter  Total no. of complaints redressed during the Quarter [8] = [6] + [7]   [9] = [5] - [8]   [10] + [11]   [11]   [11]   [13] + [14]   [13] + [14]   [13] + [14]   [14]   [15]   [15] + [15]   [15] + [15]   [15] + [15]   [15] + [15]   [15] + [15]   [15] + [15]												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	79	0	79	59	4	63	16	2	0	2	2	0	2	0
] B	Customer Service Related Complaints	31	0	31	20	10	30	1	2	0	2	2	0	2	0
FAMILNADU	Faults and Network Related Complaints	1851	0	1851	1849	2	1851	0	0	0	0	0	0	0	0
I ₹	Internet/ Data Related Complaints	0	0	0	0	0	0	0	2	0	2	2	0	2	0
I ₹	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1961	0	1961	1928	16	1944	17	6	0	6	6	0	6	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 4355 nos

Name of Service Provider: Tata Teleservices Limited																	
(Broadband Service)																	
Customer Complaints Redressal Report for the Quarter ending - March 2015																	
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]	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	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		
UPE	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)-----

Name of Service Provider: Tata Teleservices Limited																	
(Broadband Service)																	
Customer Complaints Redressal Report for the Quarter ending - March 2015																	
	Category of complants	Complaint Centre(s)								Appellate Authority							
LSA		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	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	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		
WMU	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)----- 0 nos

## Name of Service Provider: Tata Teleservices Limited (Broadband Service) Customer Complaints Redressal Report for the Quarter ending - March 2015 Complaint Centre(s) **Appellate Authority** Details of complaints received during the Details of appeals received during Quarter and pending complaints of Details of complaints redressed during the Quarter the Quarter and pending appeals of Details of appeals disposed during the Quarter previous Quarter previous Quarter Total no. of LSA Category of complants complaints Total no. of No. of complaints complaints complaints Total No. Total no. of appeals appeals appeals to complaints Pending appeals redressed pending appeals decided complaints to be redressed pending for of appeals decided pending for appeals of be decided redressed disposed within received complaints redressed beyond the received within specified redressal on beyond the decision on the during the during the previous during the specified time limit during during the of previous during the time limit the last day during the time limit last day of Quarter [8] = quarter Quarter [12] quarter [15] = time limit Quarter [16] = Quarter Quarter Quarter during the of Quarter Quarter the quarter during the [6] + [7] = [10]+ [11] [13] + [14] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter [12] - [15] guarter 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 68 0 68 66 0 66 2 17 0 17 17 0 17 0 Billing Related Complaints **WEST BENGAL** 22 2 24 12 20 17 17 17 17 Customer Service Related Complaints 8 4 0 0 0 2922 2922 2916 2922 51 51 Faults and Network Related Complaints 0 6 0 0 51 51 0 0 Internet/ Data Related Complaints 0 0 0 0 0 0 0 14 0 14 14 0 14 0 VAS Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 3012 2 3014 2994 14 3008 6 99 0 99 99 0 99 0 Total Subscriber base (Prepaid)-----Total Subscriber base (Postpaid)----- 4165 nos