Name of	Service Provider: Tata Teleservices Limited	
	(Broadband Service) :	

				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'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 durii	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	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
SH	Billing Related Complaints	0	0	0	0	0	0	0	20	0	20	20	0	20	0
Ä	Customer Service Related Complaints	146	9	155	98	35	133	22	13	0	13	13	0	13	0
PRAI	Faults and Network Related Complaints	5258	0	5258	5232	26	5258	0	29	0	29	29	0	29	0
RA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ā	VAS Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
Ā	Total	5404	9	5413	5330	61	5391	22	63	0	63	63	0	63	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 15593 nos

Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - Mar'16 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total no. of Total No. of of Total No. of Total no. of Total no. of Total No. Total no. of Total no. of LSA complaints Total no. of Category of complants appeals appeals complain complaints Total no. of No. of complaints complaints of Pending appeals appeals redressed appeals to decided pending for complaints pending to be redressed pending for appeals appeals decided disposed within be decided within decision on redresse redressal on complaints beyond the during the received redressed received of beyond the specified during the specified the last day d during during the of previous during the time limit the last day during previous time limit quarter Quarter [12] time limit time limit of Quarter the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] during the = [10]+ [11] during the [16] = [12] -Quarter [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] quarter quarter [15] [8] = [6] + 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 0 0 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 **Customer Service Related Complaints** 50 47 52 4 54 5 2 0 0 0 0 0 0 0 Faults and Network Related Complaints 0 978 8 978 0 0 0 0 978 970 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 1028 1032 1017 13 1030 Total 4 2 0 0 0 0 0 0 0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 1447 nos

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	t						
						(Broadband	Service):								
						•	ort for the	Quarter endin	g - Mar'16						
				Coi	nplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durir	g the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	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	ts	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	1	0	1	1	0	1	0	58	0	58	58	0	58	0
	Customer Service Related Complaints	230	33	263	200	38	238	25	20	0	20	20	0	20	0
Ξ	Faults and Network Related Complaints	1751	0	1751	1751	0	1751	0	63	0	63	63	0	63	0
DE	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	14	0	14	14	0	14	0
	Total	1982	33	2015	1952	38	1990	25	155	0	155	155	0	155	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 8686 nos

					Name of Ser	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	l Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	and 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	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
ΑT	Customer Service Related Complaints	159	15	174	138	21	159	15	0	0	0	0	0	0	0
JRA	Faults and Network Related Complaints	1978	0	1978	1971	7	1978	0	0	0	0	0	0	0	0
GU	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
١	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Total	2138	15	2153	2109	29	2138	15	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 4618 nos

Name of	Service Provider : Tata Teleservices Limited	
	(Broadband Service) :	

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

				Co	mplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durii	ng the Quarter	during th	of appeals le 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	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	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 A	Customer Service Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
I ≸	Faults and Network Related Complaints	65	0	65	65	0	65	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
I	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	70	0	70	70	0	70	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 451 nos

					Name of Se	ervice Provide	r : Tata Tel	eservices Limit	ted						
						(Broadba	nd Service)	:							
				Custo	mer Complain	ts Redressal F	Report for th	ne Quarter end	ing - Mar'1	6					
				Coi	mplaint Centre	e(s)						Appellate Au	thority		
		the Quarter	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals ne Quarter a s of previou	nd pending	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 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 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
Ϋ́	Customer Service Related Complaints	414	51	465	262	151	413	52	0	0	0	0	0	0	0
ATAKA	Faults and Network Related Complaints	2811	0	2811	2805	6	2811	0	0	0	0	0	0	0	0
RN.	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	3226	51	3277	3068	157	3225	52	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)							<u> </u>	<u> </u>	<u> </u>		·			

Total Subscriber base (Postpaid)----- 10789 nos

					Name of Ser	vice Provider :	: Tata Teles	ervices Limite	d						
						(Broadband	d Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Cor	nplaint Centre	(s)					A	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	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
4	Customer Service Related Complaints	57	13	70	34	27	61	9	0	0	0	0	0	0	0
AL.	Faults and Network Related Complaints	582	0	582	566	16	582	0	0	0	0	0	0	0	0
KER	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_ _	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Total	640	13	653	600	44	644	9	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 1610 nos

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	ı						
						(Broadband	Service):								
							ort for the	Quarter ending	g - Mar'16						
				Coi	mplaint Centre	e(s)					A	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	emplaints redre	essed durii	ng the Quarter	during th	of appeals le Quarter a s of previou	ind pending	Details of a	ppeals 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	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	for decision on the last
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	34	0	34	34	0	34	0
₹	Customer Service Related Complaints	138	12	150	114	16	130	20	5	0	5	5	0	5	0
КОСКОТ	Faults and Network Related Complaints	2427	0	2427	2416	11	2427	0	65	0	65	65	0	65	0
OLI	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	7	0	7	7	0	7	0
	Total	2565	12	2577	2530	27	2557	20	111	0	111	111	0	111	0

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)----- 6599 no

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	t						
						(Broadband	Service):								
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - Mar'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 durin	g the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during t	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] +	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	298	0	298	298	0	298	0	0	0	0	0	0	0	0
₽₽ Zal	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	307	0	307	307	0	307	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)									·					

Total Subscriber base (Postpaid)----- 620 nos

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	t						
						(Broadband									
		_				-	ort for the	Quarter ending	g - Mar'16						
				Coi	mplaint Centre	e(s)					Α	ppellate Auth	nority		
		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 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]	within specified	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	3	0	3	3	0	3	0	46	0	46	46	0	46	0
_	Customer Service Related Complaints	261	18	279	215	40	255	24	53	0	53	53	0	53	0
MUMBAI	Faults and Network Related Complaints	11813	0	11813	11752	61	11813	0	72	0	72	72	0	72	0
1 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	20	0	20	20	0	20	0
	Total	12077	18	12095	11970	101	12071	24	191	0	191	191	0	191	0
Total Su	ıbscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 39929 nos

					Name of Ser	vice Provider :	Tata Teles	ervices Limited	d						
						(Broadband	l Service) :								
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Со	mplaint Centre	e(s)	<u> </u>			<u> </u>		Appellate Aut	hority		_
		the Quarter a	•	-	Details of co	mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants Total no. of complaints received during the Quarter Quarter Total no. of pending to be redressed during the Quarter [5]=[3]+[Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter	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	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
SS	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISS,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"	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)----- 13 nos

	Name of Service Provider : Tata Teleservices Limited														
	(Broadband Service) :														
	Customer Complaints Redressal Report for the Quarter ending - Mar'16														
				Cor	nplaint Centre	e(s)		Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	and 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 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	4	0	4	4	0	4	0
m	Customer Service Related Complaints	48	1	49	30	9	39	10	24	0	24	24	0	24	0
PUNJAB	Faults and Network Related Complaints	545	0	545	545	0	545	0	0	0	0	0	0 0		0
Ş	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
L	VAS Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
	Total	593	1	594	575	9	584	10	29	0	29	29	0	29	0
Total Su	ıbscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 1670 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service):															
Customer Complaints Redressal Report for the Quarter ending - Mar'16																
				Cor	mplaint Centre	e(s)		Appellate Authority								
LSA	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	ind pending	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 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] + [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	
Z	Customer Service Related Complaints	14	0	14	13	1	14	0	0	0	0	0	0	0	0	
STHAI	Faults and Network Related Complaints	85	0	85	84	1	85	0	0	0	0	0	0	0	0	
JAS	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ΡĄ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	99	0	99	97	2	99	0	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 335 nos

	Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
						•	and Service	·								
Customer Complaints Redressal Report for the Quarter ending - Mar'16																
				Cor	mplaint Centre	e(s)		Appellate Authority								
	Category of complants		•	omplaints of	Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd 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 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]	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
SHTRA	Customer Service Related Complaints	680	70	750	569	108	677	73	0	0	0	0	0	0	0	
■	Faults and Network Related Complaints	14503	0	14503	14444	59	14503	0	4	0	4	4	0	4	0	
AR.	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
A H	VAS Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0	
Σ	Total	15186	70	15256	15014	169	15183	73	4	0	4	4	0	4	0	
Total Su	bscriber base (Prepaid)					·						_				

Total Subscriber base (Postpaid)----- 51886 nos

	Name of Service Provider : Tata Teleservices Limited																
						(Broadbar	nd Service) :										
	Customer Complaints Redressal Report for the Quarter ending - Mar'16																
		Complaint Centre(s)								Appellate Authority							
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of c	Details of complaints redressed during the Quarter				of appeals e Quarter a s of previou	nd 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 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 beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	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	31	0	31	31	0	31	0		
2	Customer Service Related Complaints	217	26	243	137	62	199	44	6	0	6	6	0	6	0		
Ϋ́	Faults and Network Related Complaints	2027	0	2027	2019	8	2027	0	34	0	34	34	0	34	0		
TAMILNADU	Internet/ Data Related Complaints	0	0	0	0	0	0	0	12	0	12	12	0	12	0		
Ĭ	VAS Related Complaints	1	0	1	1	0	1	0	19	0	19	19	0	19	0		
	Total	2245	26	2271	2157	70	2227	44	102	0	102	102	0	102	0		
Total	Subscriber base (Prepaid)																

Total Subscriber base (Postpaid)----- 6941 nos.

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annual distinct the Oscarton				
annead during the Overter				
mand divine the Overton				
Details of appeals disposed during the Quarter				
f Total no. of appeals disposed during the quarter [15] = [13] + [14] Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]				
15 16				
0 0				
0 0				
0 0				
0 0				
0 0				
0 0				
f Total no. of appeals disposed during the quarter [15] = [13] + [14] 15 0 0 0 0 0 0 0				

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 14 nos

	Name of Service Provider : Tata Teleservices Limited																
	(Broadband Service):																
Customer Complaints Redressal Report for the Quarter ending - Mar'16																	
		Complaint Centre(s)								Appellate Authority							
	Category of complants	the Quarter	•	eived during g complaints arter	Details of complaints redressed during the Quarter				during th	of appeals ne Quarter a s of previou	and 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]		Pending appeals of previous quarter	be decided	Total no. of appeals decided within specified time limit during the	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	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		
	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		
Ē	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)----- 51 no