				N	ame of Serv	/ice Provide	r : Tata Tele	services Lir	nited						
						(Broadba	nd Service)	:							
			Cı	ustomer Cor	nplaints Rec	dressal Rep	ort for the Q	uarter ending	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	hority		
		Quarter an	nplaints receive d pending com revious Quarte	plaints of	Details of	complaints rec	dressed during	the Quarter	Quarter	appeals rece and pendin previous Qu		Details of	appeals dis	posed 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]	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	lotal no. of appeals disposed	appears pending for decision on the last day of Quarter [16] -
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	3	0	3	2	1	3	0	7		7	7		7	0
₹ Ŧ	Customer Service Related Complaints	36	10	46	34	7	41	5			0			0	0
ANDHRA PRADESH	Faults and Network Related Complaints	5432	0	5432	5432	0	5432	0	10		10	10		10	0
ar B	Internet/ Data Related Complaints	0	0	0	0	0	0	0			0			0	0
A I	VAS Related Complaints	0	0	0	0	0	0	0			0			0	0
	Total	5471	10	5481	5468	8	5476	5	17	0	17	17	0	17	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 15547 nos														

				N	ame of Serv	vice Provide	r : Tata Tele	eservices Li	mited						I
						(Broadba	nd Service)	:							
			Cı	ustomer Cor	nplaints Red	dressal Rep	ort for the Q	uarter endin	g	Sept '15					
				Comp	laint Cen	tre(s)					App	bellate Au	thority		
		Quarter an	nplaints receive nd pending com revious Quarte	plaints of	Details of o	complaints rec	Iressed during	the Quarter	Quarter		ived during the g appeals of arter	Details o	f appeals dis	posed 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	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Quarter [16] =
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	7	0	7	6	1	7	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	709	0	709	709	0	709	0	0	0	0	0	0	0	0
BH	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	716	0	716	715	1	716	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 1290 nos														

Category of complants	Quarter an	nplaints receive nd pending com previous Quarte No. of	Comp ed during the pplaints of er Total no. of	Details of Total no. of	dressal Repo Itre(S) complaints rec	Ind Service) ort for the Qu dressed during	uarter ending	Details of	appeals rece	ived during the	ellate Aut	hority		
Category of complants	Quarter ar p Total no. of	nplaints receive nd pending com previous Quarte No. of	Comp ed during the pplaints of er Total no. of	Details of Total no. of	ntre(s)			Details of	appeals rece	ived during the	ellate Aut	hority		
Category of complants	Quarter ar p Total no. of	nd pending com previous Quarte No. of	ed during the nplaints of r Total no. of	Details of Total no. of	complaints rec	dressed during	the Quarter			ived during the	ellate Aut	hority		
Category of complants	Quarter ar p Total no. of	nd pending com previous Quarte No. of	nplaints of r Total no. of	Total no. of		dressed during	the Quarter							
Category of complants					Total na of				previous Qua	appeals of arter	Details of	appeals dis	posed during	the Quarter
	received during the Quarter	pending complaints of previous Quarter	complaints to be redressed during the Quarter [5]=[3]+[4]	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	Total no. of appeals decided beyond the time limit during the Quarter	disposed during the	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
lated Complaints	17	0	17	17	0	17	0	19	0	19	19	0	19	0
r Service Related Complaints	53	14	67	61	3	64	3	15	0	15	15	0	15	0
d Network Related Complaints	1460	6	1466	1466		1466	0	100	0	100	100	0	100	0
Data Related Complaints	0	0	0	0	0	0	0		0	0		0	0	0
ted Complaints	0	0	0	0	0	0	0		0	0		0	0	0
	1530	20	1550	1544	3	1547	3	134	0	134	134	0	134	0
r : d ′ C	Service Related Complaints Network Related Complaints Data Related Complaints	Service Related Complaints 53 Network Related Complaints 1460 Data Related Complaints 0 d Complaints 0 1530	Service Related Complaints 53 14 Network Related Complaints 1460 6 Data Related Complaints 0 0 d Complaints 0 0 1530 20	Service Related Complaints 53 14 67 Network Related Complaints 1460 6 1466 Data Related Complaints 0 0 0 d Complaints 0 0 0	State Complaints Complaints </td <td>State Complaints 53 14 67 61 3 Network Related Complaints 1460 6 1466 1466 Data Related Complaints 0 0 0 0 0 d Complaints 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0</td> <td>State of the service Related Complaints 53 14 67 61 3 64 Network Related Complaints 1460 6 1466 1466 1466 Data Related Complaints 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0 0</td> <td>Service Related Complaints 53 14 67 61 3 64 3 Network Related Complaints 1460 6 1466 1466 0 Data Related Complaints 0 <td< td=""><td>Service Related Complaints 53 14 67 61 3 64 3 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 Data Related Complaints 0 0 0 0 0 0 0 100 d Complaints 0 <td< td=""><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 Network Related Complaints 1460 6 1466 1466 0 100 0 Data Related Complaints 0</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 Data Related Complaints 0 0 0 0 0 0 0 0 0 100 0 100 1</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 Network Related Complaints 1460 6 1466 1466 0 100 0 100 1</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 0 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 00 0</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 10 10 Network Related Complaints 1460 6 1466 1466 0 100 0 100 00 100 100 0 100<!--</td--></td></td<></td></td<></td>	State Complaints 53 14 67 61 3 Network Related Complaints 1460 6 1466 1466 Data Related Complaints 0 0 0 0 0 d Complaints 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0	State of the service Related Complaints 53 14 67 61 3 64 Network Related Complaints 1460 6 1466 1466 1466 Data Related Complaints 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0 0 d Complaints 0 0 0 0 0 0 0	Service Related Complaints 53 14 67 61 3 64 3 Network Related Complaints 1460 6 1466 1466 0 Data Related Complaints 0 <td< td=""><td>Service Related Complaints 53 14 67 61 3 64 3 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 Data Related Complaints 0 0 0 0 0 0 0 100 d Complaints 0 <td< td=""><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 Network Related Complaints 1460 6 1466 1466 0 100 0 Data Related Complaints 0</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 Data Related Complaints 0 0 0 0 0 0 0 0 0 100 0 100 1</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 Network Related Complaints 1460 6 1466 1466 0 100 0 100 1</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 0 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 00 0</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 10 10 Network Related Complaints 1460 6 1466 1466 0 100 0 100 00 100 100 0 100<!--</td--></td></td<></td></td<>	Service Related Complaints 53 14 67 61 3 64 3 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 Data Related Complaints 0 0 0 0 0 0 0 100 d Complaints 0 <td< td=""><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 Network Related Complaints 1460 6 1466 1466 0 100 0 Data Related Complaints 0</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 Data Related Complaints 0 0 0 0 0 0 0 0 0 100 0 100 1</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 Network Related Complaints 1460 6 1466 1466 0 100 0 100 1</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 0 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 00 0</td><td>Service Related Complaints 53 14 67 61 3 64 3 15 0 15 10 10 Network Related Complaints 1460 6 1466 1466 0 100 0 100 00 100 100 0 100<!--</td--></td></td<>	Service Related Complaints 53 14 67 61 3 64 3 15 0 Network Related Complaints 1460 6 1466 1466 0 100 0 Data Related Complaints 0	Service Related Complaints 53 14 67 61 3 64 3 15 0 15 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 Data Related Complaints 0 0 0 0 0 0 0 0 0 100 0 100 1	Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 Network Related Complaints 1460 6 1466 1466 0 100 0 100 1	Service Related Complaints 53 14 67 61 3 64 3 15 0 15 15 0 Network Related Complaints 1460 6 1466 1466 1466 0 100 0 100 00 0	Service Related Complaints 53 14 67 61 3 64 3 15 0 15 10 10 Network Related Complaints 1460 6 1466 1466 0 100 0 100 00 100 100 0 100 </td

				N	ame of Serv	/ice Provide	r : Tata Tele	services Lir	nited						
						(Broadba	nd Service)	:							
		_	Cı	istomer Cor	nplaints Rec	dressal Rep	ort for the Q	uarter endin	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	hority		
		Quarter an	mplaints receivend pending com previous Quarte	plaints of	Details of	complaints rec	Iressed during	the Quarter	Quarte	appeals rece r and pendin previous Qu		Details of	appeals dis	oosed 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 guarter	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	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	0	1	1	0	0	0	0	0	0	0	0
⊢	Customer Service Related Complaints	39	8	47	40	2	42	5	0	0	0	0	0	0	0
RA.	Faults and Network Related Complaints	2578	0	2578	2578	0	2578	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
l J	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2618	8	2626	2618	3	2621	5	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														
Total Su	ubscriber base (Postpaid) 4197 nos.														

				N	ame of Serv	/ice Provide	r : Tata Tele	services Lir	nited						
						(Broadba	nd Service)	:							
			Cı	ustomer Cor	nplaints Rec	dressal Rep	ort for the Q	uarter ending	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	thority		
		Quarter an	nplaints receive d pending com revious Quarte	plaints of	Details of	complaints rec	dressed during	the Quarter	Quarter	appeals rece and pending previous Qua		Details of	f appeals dis	posed 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 guarter	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	Total no. of appeals decided beyond the time limit during the Quarter	disposed during the	last day of Quarter [16] -
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AN	Faults and Network Related Complaints	189	0	189	189	0	189	0	0	0	0	0	0	0	0
HARYANA	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ŧ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	190	0	190	190	0	190	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 380 nos														

Category of complants	Quarter ar p Total no. of	CL nplaints receive Id pending com revious Quarte No. of	Comp ed during the plaints of	laint Cen	dressal Repo ntre(s)	nd Service) ort for the Qu Iressed during	uarter ending	Details of	appeals rece	App ived during the	ellate Aut	hority		
Category of complants	Quarter ar p Total no. of	nplaints receive nd pending com revious Quarte	Comp ed during the plaints of r	Details of o	tre(s)			Details of	appeals rece		ellate Aut	hority		
Category of complants	Quarter ar p Total no. of	nd pending com previous Quarte	ed during the plaints of r	Details of o	. ,	Iressed during	the Quarter				ellate Aut	hority		
Category of complants	Quarter ar p Total no. of	nd pending com previous Quarte	plaints of r		complaints red	Iressed during	the Quarter			ived during the				
Category of complants		No. of	Total no. of	Total no. of					and pending previous Qua	appeals of arter	Details of	appeals dis	posed during	the Quarter
	complaints received during the Quarter	pending complaints of previous Quarter	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]		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	l otal no. of appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ling Related Complaints	4	11	15	15	0	15	0	24	0	24	24	0	24	0
stomer Service Related Complaints	60	26	86	67	11	78	8	2	0	2	2	0	2	0
ults and Network Related Complaints	3551	0	3551	3551		3551	0	20	0	20	20	0	20	0
ernet/ Data Related Complaints		0	0			0	0	0	0	0	0	0	0	0
S Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
tal	3616	37	3653	3633	12	3645	8	46	0	46	46	0	46	0
st uli er S ta	ng Related Complaints omer Service Related Complaints ts and Network Related Complaints rnet/ Data Related Complaints Related Complaints	Quarter 2 3 ag Related Complaints 4 omer Service Related Complaints 60 ts and Network Related Complaints 3551 rnet/ Data Related Complaints 1 Related Complaints 1 I 3616 iber base (Prepaid)	QuarterQuarter234ag Related Complaints411omer Service Related Complaints6026ts and Network Related Complaints35510rnet/ Data Related Complaints00Related Complaints10I361637iber base (Prepaid)3	QuarterQuarterQuarterQuarter2345ag Related Complaints41115omer Service Related Complaints602686ts and Network Related Complaints355103551omer / Data Related Complaints000Related Complaints101I3616373653	County the QuarterPrevious QuarterChing the Quartertime limit during the Quarter23456ag Related Complaints4111515omer Service Related Complaints60268667ts and Network Related Complaints3551035513551omet / Data Related Complaints1010Related Complaints1010I36163736533633	Country the Quarterprevious QuarterCountry QuarterCountry QuarterCountry (Quarter [5]=[3]+[4]time limit during the Quarter234567ag Related Complaints41115150omer Service Related Complaints6026866711ts and Network Related Complaints35510355135511omet / Data Related Complaints10101Related Complaints10101I3616373653363312	Unit in the Quarterprevious QuarterUnit in the QuarterUnit in the QuarterUnit in the QuarterQuarter (in the unit during the quarter [5]=[3]+[4]Unit in the during the quarterQuarter [6] + [7]2345678ag Related Complaints4111515015omer Service Related Complaints602686671178ts and Network Related Complaints35510355135513551oner Jack Related Complaints0000Related Complaints10111I36163736533633123645	Unit in the initial of the second	County the Quarter Directors Outring the Quarter Counter Quarter Time limit during the runarter Time limit during the Quarter Counter (1) (1) = [3] + [4] Counter (1) (1) = [3] + [3] + [3] Counter (1) = [3] + [4] Counter (1) = [3] + [4] <thcounter (1)="[3]" +="" [4]<="" th=""> Counter (1) = [3] + [4]<</thcounter>	uning the Quarterprevious Quarteruning the Quarter [5]=[3]+[4]time limit during the Quarterunine limit during the Quarterunine limit during the Quarterunine limit during the QuarterQuarter [6] + [7]unine limit of Quarterunine limit during the QuarterQuarter [6] + [7]quarter of Quarterquarter Quarter234567891011ag Related Complaints41115150150240omer Service Related Complaints602686671178820ts and Network Related Complaints35510355135510200met/ Data Related Complaints101011000Related Complaints1037365336331236458460	under the quarterQuarterQuarterQuarterQuartertime limit during the quarterQuart	unit of the second s	during the QuarterQuarter Quarterduring the Quartertime limit during the quartertime limit during the quarterQuarter [8] = [6] + [7]Interactory of QuarterQuarter Quarterquarter limit during the during the quarterfile limit fileduring the limit during the quarter234567891011121314genetated Complaints4111515015024024240omer Service Related Complaints60268667117888202020200ts and Network Related Complaints35510355135510200000000Related Complaints10101100000000000Related Complaints10101100000000000Related Complaints101011000<	unify the Quarterprevious Quarterunify the Quartertime limit during the quartertime limit during the quartertime limit during the QuarterQuarter ($[5]=[3]+[4]$ unify the quarterquarter ($[5]=[3]+[4]$ unify the quarterquarter ($[5]=[3]+[4]$ quarter of Quarterquarter ($[9]=[5]-[8]$ quarter of Quarterquarter ($[9]=[5]-[8]$ quarter quarterquarter ($[12]=[10]+$ [$[11]$ spectred the the quartertime limit quarterquarter ($[13]+[14]$ 23456789101112131415ag Related Complaints60268667117888202424024omer Service Related Complaints3551035513551035510200202002020net/Data Related Complaints1011000000000000Related Complaints101011000 <th< td=""></th<>

				N	ame of Serv	/ice Provide	r : Tata Tele	services Lir	nited						
						(Broadba	nd Service)	:							
			Cı	istomer Con	nplaints Rec	dressal Repo	ort for the Q	uarter ending	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	thority		
		Quarter an	nplaints receive nd pending com revious Quarte	plaints of	Details of o	complaints rec	ressed during	the Quarter	Quarter	appeals rece and pending previous Qu		Details of	f appeals dis	posed during	the Quarter
ISA	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 guarter	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 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]	
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	0	0	0	0	0	0	0
-	Customer Service Related Complaints	10	2	12	7	2	9	3	0	0	0	0	0	0	0
AL/	Faults and Network Related Complaints	532	0	532	532	0	532	0	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	545	2	547	542	2	544	3	0	0	0	0	0	0	0
	ubscriber base (Prepaid)														
Total S	ubscriber base (Postpaid) 1016 nos														

				N	ame of Serv	vice Provide	r : Tata Tele	services Lir	nited						
							nd Service)								
			Cı	istomer Cor	nplaints Rec	dressal Repo	ort for the Q	uarter ending	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	hority		
		Quarter an	nplaints receive nd pending com revious Quarte	plaints of	Details of	complaints rec	Iressed during	the Quarter	Quarter	appeals rece and pending previous Qu		Details of	appeals dis	posed 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]	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]	
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	11	0	11	11	0	11	0
.₹	Customer Service Related Complaints	33	6	39	30	3	33	6	11	0	11	11	0	11	0
5	Faults and Network Related Complaints	3331	0	3331	3331	0	3331	0	105	0	105	105	0	105	0
когкота	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ž	VAS Related Complaints	0	0	0	0	0	0	0	11	0	11	11	0	11	0
	Total	3365	6	3371	3362	3	3365	6	138	0	138	138	0	138	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 5073 nos														

				Ν	ame of Serv	vice Provide	r : Tata Tele	eservices Lir	nited						r
						(Broadba	nd Service)	•							
		-	Cı	ustomer Cor	nplaints Rec	Iressal Rep	ort for the Q	uarter endin	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	hority		
		Quarter an	nplaints receive nd pending com revious Quarte	plaints of	Details of	complaints rec	Iressed during	the Quarter	Quarte	appeals rece r and pendin previous Qu		Details of	appeals dis	posed 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]		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	appeals pending for decision on the
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 I	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
ES H	Faults and Network Related Complaints	196	0	196	196	0	196	0	0	0	0	0	0	0	0
MADHYA PRADESH	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	198	0	198	198	0	198	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 491 nos														

				Name of	Service Pro	vider : Tata	Teleservice	s (Maharasi	htra) Limit	ed					
						(Broadba	nd Service)	:	•						
			Cı	ustomer Cor	nplaints Rec	dressal Rep	ort for the Q	uarter ending	<u>g</u>	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	hority		
		Quarter an	nplaints receiven nd pending com revious Quarte	plaints of	Details of	complaints rec	Iressed during	the Quarter	Quarte	appeals rece r and pending previous Qu		Details of	f appeals dis	posed during	the Quarter
ΓSA	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 guarter	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]	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]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	66	1	67	37	30	67	0	56		56	56		56	0
₽	Customer Service Related Complaints	206	24	230	188	27	215	15	25		25	25		25	0
AB,	Faults and Network Related Complaints	17037	0	17037	17037	0	17037	0	115		115	115		115	0
MUM	Internet/ Data Related Complaints	0	0	0	0	0	0	0	115		115	115		115	0
2	VAS Related Complaints		0	0	0	0	0	0	53		53	53		53	0
	Total	17309	25	17334	17262	57	17319	15	364	0	364	364	0	364	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 36637 nos														

				Name of	Service Pro	ovider : Tata	a Teleservice	es (Maharas	htra) Limi	ted					
							nd Service)	•							
			Cı	ustomer Cor	mplaints Ree	dressal Rep	ort for the Q	uarter endin	ig	Sept '15					
				Comp	laint Cen	tre(s)					App	ellate Au	thority		
		Quarter an	nplaints receivend pending com revious Quarte	plaints of	Details of	complaints rec	Iressed during	the Quarter	Quarte	appeals rece r and pending previous Qu		Details o	f appeals dis	posed 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 guarter	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	appeals pending for decision on the last day of Quarter [16] =
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
A	Billing Related Complaints	8	0	8	7	1	8	0	0	0	0	0	0	0	0
Ę	Customer Service Related Complaints	311	46	357	309	22	331	26	0	0	0	0	0	0	0
ASI	Faults and Network Related Complaints	16048	0	16048	16048		16048	0	0	0	0	0	0	0	0
IAR	Internet/ Data Related Complaints		0	0			0	0	0	0	0	0	0	0	0
IAH IAH	VAS Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0
2	Total	16369	46	16415	16364	25	16389	26	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														
Total S	ubscriber base (Postpaid) 47609 nos														

				N	ame of Serv	vice Provide	r : Tata Tele	services Lir	nited						
						(Broadba	nd Service)								
			Cı	istomer Con	nplaints Rec	dressal Repo	ort for the Qu	uarter endin	g	Sept '15					
				Comp	laint Cen	tre(s)					Арр	ellate Aut	thority		
		Quarter an	nplaints receivend pending com revious Quarte	plaints of	Details of	complaints rec	ressed during	the Quarter	Quarter	appeals rece and pending previous Qu		Details of	f appeals dis	posed during	the Quarter
ISA	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]	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]	last day of Quarter [16] =
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	5	0	0	0	0	0	0
-	Customer Service Related Complaints	0	0	0	0	0	0	0	1	0	0	0	0	0	0
SSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	10	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
Ŭ	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	16	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 0 nos														

					Name of Se	rvice Provid	er: Tata Tel	eservices L	imited							
						(Broadb	and Service)):								
			C	Customer Co	mplaints Re	dressal Re	port for the G	uarter endi	ng	- Sept '15						
				Comp	laint Cen	tre(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Quarter	appeals rece r and pendin previous Qu		Details of appeals disposed during the Quarter				
ISA	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	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]		
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	2	0	2	2	0	2	0	
8	Customer Service Related Complaints	12	1	13	12	1	13	0	4	0	4	4	0	4	0	
NJAE	Faults and Network Related Complaints	696	0	696	696		696	0	15	0	15	15	0	15	0	
NU	Internet/ Data Related Complaints		0	0			0	0		0	0		0	0	0	
<u>م</u>	VAS Related Complaints		0	0			0	0		0	0		0	0	0	
	Total	710	1	711	710	1	711	0	21	0	21	21	0	21	0	
	ubscriber base (Prepaid) ubscriber base (Postpaid) 1633 nos															

				N	ame of Serv	vice Provide	r : Tata Tele	services Lir	nited							
						(Broadba	nd Service)									
			Cı	ustomer Cor	nplaints Rec	dressal Rep	ort for the Q	uarter endin	g	Sept '15						
				Comp	laint Cen	tre(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details 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			
ΓSA	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	Total no. of appeals decided beyond the time limit during the Quarter	appeals		
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	1	3	3	0	3	0	0	0	0	0	0	0	0	
E	Faults and Network Related Complaints	90	0	90	90	0	90	0	0	0	0	0	0	0	0	
IAS	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	92	1	93	93	0	93	0	0	0	0	0	0	0	0	
	ubscriber base (Prepaid) ubscriber base (Postpaid) 267 nos															

					Name of	Service Prov	vider : Tata	Teleservices	s Limited							
						(Broa	dband Servi	ce) :								
				Custom	er Complaints	Redressal F	Report for the	e Quarter en	nding	Sept '1	5					
				Com	plaint Cent	re(s)		Appellate Authority								
		Quarter an	nplaints received d pending con revious Quarte	plaints of	Details of co	he Quarter	Quarter		ived during the g appeals of arter	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]	pending for redressal on the last day	of appeals received	appeals 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 decided beyond the time limit during the Quarter	during the	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	0	0	0	0	0	0	0	
D	Customer Service Related Complaints	52	4	56	38	11	49	7	0	0	0	0	0	0	0	
NA	Faults and Network Related Complaints	2735	0	2735	2735		2735	0	0	0	0	0	0	0	0	
٦	Internet/ Data Related Complaints		0	0			0	0	0	0	0	0	0	0	0	
TA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	2790	4	2794	2776	11	2787	7	0	0	0	0	0	0	0	
	ubscriber base (Prepaid) ubscriber base (Postpaid) 5193 nos				•											

					Name of Serv	/ice Provide	r : Tata Tele	services Lin	nited							
						(Broadba	nd Service)									
				Customer Co	omplaints Red	Iressal Repo	ort for the Qu	arter ending	g	Sept '15						
				Comp	laint Centr	e(s)				Ар	pellate Aut	hority				
			mplaints recei ending compla Quarter	ved during the ints of previous	Details of complaints redressed during the Quarter				Quarter		ived during the g appeals of arter	Details of appeals disposed during the Quarter				
ΓSA	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]	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	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	
	ubscriber base (Prepaid) ubscriber base (Postpaid) 0 no.															

					Name of Servi	ce Provider	: Tata Teles	ervices Lim	ited						
							d Service) :								
				Customer C	omplaints Redr	essal Repor	t for the Qua	irter ending	S	ept '15					
				Com	plaint Cent		Appellate Authority								
		Quarter an	nplaints receivend pending con revious Quarte	plaints of	Details of complaints redressed during the Quarter				Quarter		ived during the g appeals of arter	Details of appeals disposed during the Quarter			
ISA	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	appeals 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 decided beyond the time limit during the Quarter	appeals	appeals pending for decision on the last day of Quarter [16] =
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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
WAU	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 0 nos			-						•			-	-	

Name of Service Provider : Tata Teleservices Limited

Customer Complaints Redressal Report for the Quarter ending ------ Sept '15