					Name of Se	rvice Provide	r : Tata Te	leservices Lim	ited						
						(Basic Telep	hone Serv	ice):							
				Custon	ner Complaints	s Redressal R	eport for th	e Quarter end	ing - June	'16					
				Cor	mplaint Centre	e(s)						Appellate A	uthority		
		the Quarter	•	-	Details of co	mplaints redro	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details o	f appeals dis	posed durin	g the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	appeals pending for		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Ę	Billing Related Complaints	4	0	4	4	0	4	0	19	0	19	19	0	19	0
PRADESH	Customer Service Related Complaints	108	23	131	109	13	122	9	8	0	8	8	0	8	0
PRA	Faults and Network Related Complaints	22434	0	22434	22434	0	22434	0	23	0	23	23	0	23	0
≨	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NDHRA	VAS Related Complaints	425	5	430	388	39	427	3	6	0	6	6	0	6	0
¥	Total	22971	28	22999	22935	52	22987	12	56	0	56	56	0	56	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Prepaid)----

Total Subscriber base (Postpaid)----- 70003 nos

				Na	ame of Service	Provider : Ta	ta Teleser	vices Limited							
					(Ba	sic Telephone	Service):								
				Customer C	omplaints Rec	iressal Report	t for the Qu	arter ending -	June'16						
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redre	essed durii	ng the Quarter	during th		s received and pending us Quarter	Details of a	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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]	pending for
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
BIHAR	Faults and Network Related Complaints	263	0	263	263	0	263	0	0	0	0	0	0	0	0
量	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	264	0	264	264	0	264	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)											_			

Total Subscriber base (Postpaid)----- 3171 nos

					Name of Se	rvice Provide	r : Tata Tele	eservices Limit	ted						
						(Basic Telepl	hone Servi	ce) :							
				Custom	er Complaints	Redressal Re	port for th	e Quarter endi	ng - June'	16					
				Co	mplaint Centre	(s)						Appellate A	uthority		
		the Quarter	omplaints rec and pending previous Qua		Details of co	mplaints redr	essed duri	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details o	f appeals dis	posed durin	g the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	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	26	0	26	26	0	26	0
	Customer Service Related Complaints	9	2	11	9	2	11	0	74	0	74	74	0	74	0
DELHI	Faults and Network Related Complaints	673	0	673	673	0	673	0	2	0	2	2	0	2	0
DE	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	54	0	54	51	3	54	0	0	0	0	0	0	0	0
	Total	737	2	739	734	5	739	0	102	0	102	102	0	102	0
Total Sub	oscriber base (Prepaid)	·			·	·	-		-				·		

Total Subscriber base (Postpaid)----- 10160 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
					(Basic Telepho	one Service	e) :							
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'16	3					
				Соі	mplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua			mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	0	2	2	0	2	0	2	0	2	2	0	2	0
	Customer Service Related Complaints	11	6	17	10	6	16	1	0	0	0	0	0	0	0
GUJRAT	Faults and Network Related Complaints	2267	0	2267	2267	0	2267	0	0	0	0	0	0	0	0
3	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"	VAS Related Complaints	36	0	36	28	8	36	0	0	0	0	0	0	0	0
	Total	2316	6	2322	2307	14	2321	1	2	0	2	2	0	2	0
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 30641 nos														

					Name of Serv	ice Provider :	Tata Teles	services Limite	:d						
					(Basic Telepho	one Service	e) :							
					•		ort for the	Quarter ending	g - June'16	3					
				Соі	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter	mplaints reco and pending previous Qua	complaints	Details of co	mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	ınd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
×	Faults and Network Related Complaints	37	0	37	37	0	37	0	0	0	0	0	0	0	0
AR	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-	VAS Related Complaints	4	0	4	1	3	4	0	0	0	0	0	0	0	0
	Total	42	0	42	39	3	42	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 2291 nos

					Name of Ser	vice Provider	: Tata Tele	services Limit	ed						
						(Basic Teleph	one Servi	:e) :							
				Custome	er Complaints	Redressal Re	port for the	e Quarter endir	ng - June'1	6					
				Cor	nplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redro	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 to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
TAKA	Customer Service Related Complaints	13	3	16	12	1	13	3	0	0	0	0	0	0	0
ΑΤΑ	Faults and Network Related Complaints	1247	0	1247	1247	0	1247	0	0	0	0	0	0	0	0
RNA	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0		
Ϋ́	VAS Related Complaints	33	2	35	27	8	35	0	0	0	0	0	0	0	0
	Total	1298	5	1303	1291	9	1300	3	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)									·					

Total Subscriber base (Postpaid)----- 49762 nos

					Name of Serv	ice Provider :	Tata Teles	services Limite	ed						
					(Basic Telepho	one Service	e) :							
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'16	6					
				Cor	nplaint Centre	(s)				<u> </u>	-	Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	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	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
∢	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
\AL	Faults and Network Related Complaints	115	0	115	115	0	115	0	0	0	0	0	0	0	0
KER	UCC 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	116	0	116	115	1	116	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)						·		·						

Total Subscriber base (Postpaid)----- 5203 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	d						
					(1	Basic Telepho	ne Service):							
							ort for the	Quarter ending	- June'16						
				Cor	mplaint Centre	e(s)					A	ppellate Auth	ority		
		the Quarter	omplaints rec and pending previous Qua		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	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	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	0	0	0	0	0	0	0
⋖	Customer Service Related Complaints	3	1	4	4	0	4	0	0	0	0	0	0	0	0
КОLКОТА	Faults and Network Related Complaints	1395	0	1395	1395	0	1395	0	0	0	0	0	0	0	0
ļ	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
호	VAS Related Complaints	5	2	7	3	4	7	0	0	0	0	0	0	0	0
	Total	1404	3	1407	1403	4	1407	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Prepaid)-

Total Subscriber base (Postpaid)----- 11684 no

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
					(Basic Telepho	ne Service	e) :							
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	g - June'16	3					
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending orevious Qua	•		mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals disp	osed during	the Quarter
LSA	Category of complants	Total n					Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
∢ ∓	Customer Service Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	234	0	234	234	0	234	0	0	0	0	0	0	0	0
AE RAI	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≥ ≧	VAS Related Complaints	60	46	106	45	61	106	0	0	0	0	0	0	0	0
	Total	300	46	346	284	62	346	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)			•	•							•	•	•	

Total Subscriber base (Postpaid)----- 1928 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
					(Basic Telepho	ne Service):							
							ort for the	Quarter ending	g - June'16						
				Coi	mplaint Centre	e(s)					A	ppellate Auth	nority		
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	ppeals 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	Total no. of complaints redressed beyond the time limit during the Quarter	complain 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]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] -		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	10	0	10	10	0	10	0	23	0	23	23	0	23	0
=	Customer Service Related Complaints	183	19	202	167	21	188	14	61	0	61	61	0	61	0
MUMBAI	Faults and Network Related Complaints	14789	14789	0	14789	0	48	0	48	48	0	48	0		
€	UCC Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
_	VAS Related Complaints	438	8	446	330	111	441	5	21	0	21	21	0	21	0
	Total	15428	27	15455	15304	132	15436	19	153	0	153	153	0	153	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 99527 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	ed .					-	
					(Basic Telepho	ne Service	e):							
							ort for the	Quarter ending	g - June'16	5					
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua			mplaints redr	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	ind pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	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	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
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
ORISS/	Faults and Network Related Complaints	121	0	121	121	0	121	0	0	0	0	0	0	0	0
<u> </u>	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0
	Total	122	1	123	123	0	123	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	·						·							

Total Subscriber base (Postpaid)----- 1711 nos

					Name of Serv	vice Provider :	Tata Teles	services Limite	ed						
						(Basic Teleph	one Servic	e) :							
				Custome	r Complaints I	Redressal Rep	ort for the	Quarter endin	g - June'1	6					
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
				eived during						of appeals					
			and pending previous Qua	•	Details of co	mplaints redre	essed duri	ng the Quarter		e Quarter a s of previou	ind pending is Quarter	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	8	0	8	8	0	8	0
m	Customer Service Related Complaints	6	0	6	5	1	6	0	33	0	33	33	0	33	0
PUNJAB	Faults and Network Related Complaints	190	0	190	190	0	190	0	1	0	1	1	0	1	0
\$	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0
	Total	200	0	200	198	2	200	0	42	0	42	42	0	42	0
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 2240 nos														

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
				Custome	r Complaints	Redressal Rep	ort for the	Quarter endin	g - June'1	6						
	Category of complants			Cor	nplaint Centre	e(s)		Appellate Authority								
		the Quarter	omplaints rec and pending previous Qua	complaints	Details of co	Details of complaints redressed during the Quarter					s received and pending as Quarter	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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	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	
A	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
JASTHAN	Faults and Network Related Complaints	41	0	41	41	0	41	0	0	0	0	0	0	0	0	
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RA B	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	42	0	42	42	0	42	0	0	0	0	0	0	0	0	
Total S	ubscriber base (Prepaid)		_		_						_					

Total Subscriber base (Postpaid)----- 935 nos

	Name of Service Provider: Tata Teleservices(Maharashtra) Limited															
	(Basic Telephone Service):															
	Customer Complaints Redressal Report for the Quarter ending - June'16															
	Category of complants			Cor	nplaint Centre	e(s)		Appellate Authority								
			mplaints reco and pending previous Qua	complaints	Details o	during th	of appeals e Quarter a s of previou	ind pending	Details of appeals disposed during the Quarter							
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	complaints to be redressed	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	complain ts	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	
RA	Billing Related Complaints	34	0	34	34	0	34	0	1	0	1	1	0	1	0	
摧	Customer Service Related Complaints	52	5	57	49	5	54	3	0	0	0	0	0	0	0	
AS	Faults and Network Related Complaints	4276	0	4276	4276	0	4276	0	1	0	1	1	0	1	0	
AR	UCC Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----

Total

VAS Related Complaints

Total Subscriber base (Postpaid)----- 69727 nos

					Name of S	ervice Provide	er : Tata Te	leservices Lim	nited							
	(Basic Telephone Service) : Customer Complaints Redressal Report for the Quarter ending - June'16															
							Report for t	he Quarter end	ling - June	e'16						
	Category of complants			Col	mplaint Centre	(s)		Appellate Authority								
LSA		Details of complaints received during the Quarter and pending complaints of previous 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] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	decided within specified	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	12	6	18	14	3	17	1	0	0	0	0	0	0	0	
TAMILNADU	Faults and Network Related Complaints	876	0	876	876	0	876	0	9	0	9	9	0	9	0	
I	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
₹	VAS Related Complaints	57	1	58	43	15	58	0	4	0	4	4	0	4	0	
	Total	945	7	952	933	18	951	1	13	0	13	13	0	13	0	
Total Su	bscriber base (Prepaid)															
Total Su	bscriber base (Postpaid) 15014 nos.															

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service):															
				Custom	er Complaints	Redressal Re	port for the	e Quarter endi	ng - June'	16						
	Category of complants			Coı	nplaint Centre		Appellate Authority									
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	ind pending	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
UPE	Faults and Network Related Complaints	163	0	163	163	0	163	0	0	0	0	0	0	0	0	
5	UCC 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	163	0	163	163	0	163	0	0	0	0	0	0	0	0	
Total S	ubscriber base (Prepaid)						·									

Total Subscriber base (Postpaid)----- 2836 nos

	Name of Service Provider : Tata Teleservices Limited														
						(Basic Teleph	none Service)								
	Customer Complaints Redressal Report for the Quarter ending - June'16														
	Category of complants			С	omplaint Cent		Appellate Authority								
LSA		the Quarter	omplaints rec and pending previous Qua	•	Details of complaints redressed during the Quarter					of appeals e Quarter a s of previou	nd 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	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	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] -
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UPW	Faults and Network Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
5	UCC 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	4	0	4	4	0	4	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)					-									

Total Subscriber base (Postpaid)----- 326 no

						Name of S	ervice Provider :	Tata Teleservices Lim	ited							
	(Basic Telephone Service):															
Customer Complaints Redressal Report for the Quarter ending - June 16																
				(Complaint Centre(s)			Appellate Authority								
		Details of complain	ts received during	the Quarter and	Details of	Details of app	eals received	during the Quarter	De	tails of appeals d	isposed during the Q	uarter				
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 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	beyond the time		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	56	0	56	56	0	56	0	79	0	79	79	0	79	0	
	Customer Service Related Complaints	405	65	470	386	53	439	31	176	0	176	176	0	176	0	
UPW	Faults and Network Related Complaints	49125	0	49125	49125	0	49125	0	84	0	84	84	0	84	0	
_	UCC Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0	
	VAS Related Complaints	1577	81	1658	1000	645	1645	13	31	0	31	31	0	31	0	
	Total	51178	146	51324	50582	698	51280	44	370	0	370	370	0	370	0	
Total Subsci	riber base (Prepaid)		•	•		•						•	•			
Total Subsci	riber base (Postpaid) 377159 n	ios.	•	•	•	•	•		•	•	•	•	•	•		