					Name of Se	rvice Provi	der : Tata Te	eservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer (	Complaints I	Redressal F	eport for the	Quarter en	ding - Ma	arch 2015					
				Co	mplaint Cen	itre(s)						Appellate Au	thority		
		the Quarter a		eived during complaints of er	Details of	complaints re	dressed during	the Quarter	the Quart		eceived during ling appeals of larter	Details of	f appeals disp	osed during th	ne 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	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]	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	329	0	329	266	12	278	51	2	0	2	2	0	2	0
<b>₹</b>	Customer Service Related Complaints	46	0	46	36	8	44	2	8	0	8	8	0	8	0
ANDHRA PRADESH	Faults and Network Related Complaints	7955	0	7955	7955	0	7955	0	8	0	8	8	0	8	0
P Z	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹ 4	VAS Related Complaints	432	15	447	425	3	428	19	6	0	6	6	0	6	0
	Total	8762	15	8777	8682	23	8705	72	24	0	24	24	0	24	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 69488 nos														

					Name of Se	ervice Provi	der : Tata Te	eservices L	imited						
						(Basic Te	lephone Ser	vice)							
				<b>Customer C</b>	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	ntre(s)						Appellate Aut	hority		
				eived during							eceived during				
			and pending of revious Quart	complaints of ter	Details of	complaints red	dressed during	the Quarter		er and pend previous Qu	ling appeals of uarter	Details of	appeals disp	osed during th	ne 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	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	during the	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	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	111	0	111	111	0	111	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	111	0	111	111	0	111	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														
Total S	ubscriber base (Postpaid) 2798 nos														

					Name of Se	rvice Provi	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	itre(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of	complaints red	dressed during	the Quarter	the Quart		eceived during ling appeals of uarter	Details of	appeals disp	osed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints 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 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	24	2	26	15	6	21	5	1	0	1	1	0	1	0
	Customer Service Related Complaints	3	0	3	3	0	3	0	2	0	2	2	0	2	0
크	Faults and Network Related Complaints	146	0	146	146	0	146	0	1	0	1	1	0	1	0
DE	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	17	0	17	17	0	17	0	1	0	1	1	0	1	0
	Total	190	2	192	181	6	187	5	5	0	5	5	0	5	0
Total S	ubscriber base (Prepaid)														
Total S	ubscriber base (Postpaid) 9303 nos														

					Name of Se	rvice Provid	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	Complaints	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	tre(s)						Appellate Aut	hority		
Details of complaints received during the Quarter and pending complaints of previous Quarter  Total no. of Total no.											eceived during ding appeals of uarter	Details of	appeals disp	osed during th	ie 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	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]	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	33	0	33	11	4	15	18	0	0	0	0	0	0	0
-	Customer Service Related Complaints	9	0	9	7	1	8	1	0	0	0	0	0	0	0
BUJRAT	Faults and Network Related Complaints	1011	2	1013	1011	0	1011	2	0	0	0	0	0	0	0
1 3	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	VAS Related Complaints	30	2	32	29	0	29	3	0	0	0	0	0	0	0
	Total	1083	4	1087	1058	5	1063	24	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 28753 nos

					Name of Se	rvice Provid	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	arch 2015					
				Co	mplaint Cen	tre(s)						Appellate Aut	hority		
		the Quarter a	•	eived during complaints of ter	Details of o	complaints red	dressed during	the Quarter	the Quart		eceived during ling appeals of uarter	Details of	appeals disp	osed during th	ne 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	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]	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	0	0	0	2	0	0	0	0	0	0	0
ANA	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Faults and Network Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0
ARY	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<del>-</del>	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	28	0	28	26	0	26	2	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)										<u> </u>	<u> </u>		<u> </u>	
Total S	ubscriber base (Postpaid) 2575 nos														

## Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service) Customer Complaints Redressal Report for the Quarter ending - March 2015 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received during the Quarter and pending complaints of Details of complaints redressed during the Quarter the Quarter and pending appeals of Details of appeals disposed during the Quarter previous Quarter previous Quarter Total no. of Total no. of Total no. of Total No. of Total No. Total No. of LSA Category of complants Total no. of complaints complaints complaints complaints Pending appeals Total no. of of appeals No. of complaints appeals to be appeals appeals redressed complaints pending to be redressed pending for appeals appeals decided pending for redressed decided decided within disposed within received complaints redressed beyond the redressal on received beyond the decision on the specified time during the during the during the specified during the of previous during the time limit the last day during time limit last day of previous Quarter [8] = Quarter [12] = limit during the quarter [15] = time limit Quarter Quarter Quarter during the of Quarter during the Quarter [16] = the quarter [10]+ [11] quarter [13] + [14] [6] + [7]during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [12] - [15] 1 2 3 4 7 8 9 10 11 12 13 14 15 16 Billing Related Complaints 75 0 75 51 5 56 19 0 0 0 KARNATAKA Customer Service Related Complaints 0 1 0 0 0 1 0 0 0 0 0 0 0 543 544 543 543 0 Faults and Network Related Complaints 1 0 1 1 0 1 1 0 **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 618 2 594 5 2 2 620 599 21 0 Total Subscriber base (Prepaid)-----Total Subscriber base (Postpaid)----- 48671 nos

					Name of Se	rvice Provid	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer (	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	arch 2015					
				Co	mplaint Cen	tre(s)						Appellate Aut	hority		
		the Quarter a	•	eived during complaints of ter	Details of o	complaints red	dressed during	the Quarter	the Quart		eceived during ling appeals of uarter	Details of	appeals disp	osed during th	ne 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	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]	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	1	0	1	1	0	1	0
∢	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
A	Faults and Network Related Complaints	14	0	14	14	0	14	0	3	0	3	3	0	3	0
KER	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	2	0	2	2	0	2	0
	Total	15	0	15	15	0	15	0	6	0	6	6	0	6	0
Total S	ubscriber base (Prepaid)	•	•		•	•	•		•	•	•				
Total S	ubscriber base (Postpaid) 4210 nos														

					Name of Se	rvice Provid	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	complaints I	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	tre(s)						Appellate Aut	hority		
			omplaints rec								eceived during				
			and pending of revious Quart	complaints of er	Details of o	complaints red	dressed during	the Quarter		er and pend previous Qu	ding appeals of uarter	Details of	appeals disp	osed during th	ne 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	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]	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	288	10	298	162	48	210	88	12	0	12	12	0	12	0
=	Customer Service Related Complaints	58	0	58	47	7	54	4	8	0	8	8	0	8	0
MUMBAI	Faults and Network Related Complaints	4773	0	4773	4773	0	4773	0	9	0	9	9	0	9	0
Į	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	VAS Related Complaints	179	5	184	176	3	179	5	2	0	2	2	0	2	0
	Total	5298	15	5313	5158	58	5216	97	31	0	31	31	0	31	0
Total S	Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 104374 nos

					Name of Se	rvice Provi	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	itre(s)						Appellate Aut	hority		
		the Quarter a	•	eived during complaints of er	Details of o	complaints red	dressed during	the Quarter	the Quart		eceived during ling appeals of uarter	Details of	appeals disp	osed during th	ne 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	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]	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	6	0	6	1	0	1	5	0	0	0	0	0	0	0
<b>₹</b>	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	103	0	103	103	0	103	0	0	0	0	0	0	0	0
A M	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	109	0	109	104	0	104	5	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)	<u> </u>			·			·			·	·			
Total S	ubscriber base (Postpaid) 1743 nos														

					Name of Se	rvice Provi	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	itre(s)						Appellate Aut	hority		
		the Quarter a	•	eived during complaints of ter	Details of o	complaints red	dressed during	the Quarter	the Quart		eceived during ding appeals of uarter	Details of	appeals disp	osed during th	ne 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	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]	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
/SS	Faults and Network Related Complaints	68	0	68	68	0	68	0	0	0	0	0	0	0	0
ORISS,	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	69	0	69	69	0	69	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														
Total S	ubscriber base (Postpaid) 1754 nos														

					Name of Se	ervice Provi	der : Tata Te	eservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer C	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	rch 2015					
				Co	mplaint Cen	itre(s)						Appellate Aut	hority		
		the Quarter a		eived during complaints of er	Details of o	complaints red	dressed during	the Quarter	the Quart		eceived during ling appeals of uarter	Details of	appeals disp	osed during th	ne 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	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	beyond the	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	11	0	11	8	0	8	3	0	0	0	0	0	0	0
m	Customer Service Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
NJAB	Faults and Network Related Complaints	66	0	66	66	0	66	0	1	0	1	1	0	1	0
5	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1 4	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	78	0	78	74	1	75	3	1	0	1	1	0	1	0
Total S	ubscriber base (Prepaid)	•		· · · · · · · · · · · · · · · · · · ·	•	·	<u> </u>	<u> </u>			·	•		·	
Total S	ubscriber base (Postpaid) 3012 nos														

					Name of Se	rvice Provi	der : Tata Te	eservices L	imited						
						(Basic Te	lephone Ser	vice)							
				Customer (	Complaints I	Redressal R	eport for the	Quarter en	ding - Ma	arch 2015					
				Co	mplaint Cen	itre(s)						Appellate Au	thority		
		Details of co	omplaints rec	eived during					Details of	f appeals re	eceived during				
			and pending or revious Quart	complaints of ter	Details of o	complaints red	dressed during	the Quarter		er and pend previous Q	ling appeals of uarter	Details of	f appeals disp	osed during th	ne 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	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	beyond the	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
NA NA	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STHA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Š	UCC 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														
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)	· · · · · · · · · · · · · · · · · · ·					· · · · · · · · · · · · · · · · · · ·				<u> </u>				
Total S	ubscriber base (Postpaid) 489 nos														

					Name of S	ervice Provi	der : Tata Te	leservices L	imited						
						(Basic Te	lephone Sei	vice)							
				Customer (	Complaints	Redressal F	Report for the	e Quarter er	nding - Ma	arch 2015	5				
				Co	mplaint Cer	ntre(s)						Appellate Au	thority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of	complaints red	dressed during	the Quarter	the Quarte		eceived during ling appeals of uarter	Details o	of appeals dis	posed 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	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	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
4	Billing Related Complaints	82	5	87	66	2	68	19	0	0	0	0	0	0	0
ΙË	Customer Service Related Complaints	15	0	15	13	1	14	1	0	0	0	0	0	0	0
ASHTR,	Faults and Network Related Complaints	1964	0	1964	1964	0	1964	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
MAHAR	VAS Related Complaints	70	2	72	70	0	70	2	0	0	0	0	0	0	0
Σ	Total	2131	7	2138	2113	3	2116	22	1	0	1	1	0	1	0
	ubscriber base (Prepaid)											<u> </u>			

Total Subscriber base (Postpaid)----- 72927 nos

## Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service) Customer Complaints Redressal Report for the Quarter ending - March 2015 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received during the Quarter and pending complaints of Details of complaints redressed during the Quarter the Quarter and pending appeals of Details of appeals disposed during the Quarter previous Quarter previous Quarter Total no. of Total no. of Total no. of Total No. of Total No. Total No. of Total no. of LSA Total no. of Total no. of Total no. of Category of complants Total no. of complaints Total no. of No. of complaints complaints complaints of Pending appeals appeals complaints appeals to be appeals appeals redressed complaints pending to be redressed pending for appeals decided pending for appeals redressed decided decided within disposed within received complaints beyond the redressal on received beyond the decision on the redressed of during the during the specified time during the specified during the last day during the of previous during the time limit previous time limit last day of Quarter [8] : Quarter [12] = limit during the quarter [15] = time limit Quarter Quarter Quarter during the of Quarter the quarter during the Quarter [16] = [6] + [7][10]+ [11] quarter [13] + [14] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [12] - [15] 1 3 4 8 9 10 11 12 13 14 15 16 Billing Related Complaints 0 15 7 0 15 9 6 11 0 11 11 11 Customer Service Related Complaints 0 2 0 0 0 0 0 0 0 0 2 2 0 2 Faults and Network Related Complaints 127 0 127 127 0 127 0 13 0 13 13 0 13 0 0 0 0 0 0 0 0 0 0 0 0 0 0 UCC Related Complaints 0 VAS Related Complaints 165 1 166 165 0 165 3 3 0 0 Total 307 1 308 299 2 301 7 29 0 29 29 0 29 0 Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 11918 no

Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service)														
	Customer Complaints Redressal Report for the Quarter ending - March 2015														
	Category of complants			Co	mplaint Cer	ntre(s)		Appellate Authority							
LSA		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the	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]	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
出	Faults and Network Related Complaints	133	0	133	133	0	133	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	133	0	133	133	0	133	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)												·		

Total Subscriber base (Postpaid)----- 376721 no

Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service)														
Customer Complaints Redressal Report for the Quarter ending - March 2015															
	Category of complants			Co	mplaint Cen	itre(s)		Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	the Quarter	Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter					
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the	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	beyond the	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
WPW	Faults and Network Related Complaints	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														
Total S	Total Subscriber base (Postpaid) 3095 no														

Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service)														
Customer Complaints Redressal Report for the Quarter ending - March 2015															
				Co	mplaint Cen	itre(s)		Appellate Authority							
	Category of complants	Details of co	omplaints rec	eived during			Details of	f appeals r	eceived during						
		the Quarter and pending complaints of previous Quarter			Details of	the Quarter	the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter					
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the	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]	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	0	0	0	0	0	0	0	1	0	1	1	0	1	0
КОТА	Faults and Network Related Complaints	406	0	406	406	0	406	0	0	0	0	0	0	0	0
KOL	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
호	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	408	0	408	407	1	408	0	1	0	1	1	0	1	0
Total S	ubscriber base (Prepaid)														
Total S	Total Subscriber base (Postpaid) 11611 no														