					Name of Serv	vice Provider	: Tata Tele:	services Limite	d						
						(Basic Telepho	one Servic	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'15						
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of co	mplaints redre	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints 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 beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HS	Billing Related Complaints	5	0	5	5	0	5	0	16	0	16	16	0	16	0
	Customer Service Related Complaints	226	27	253	128	82	210	43	10	0	10	10	0	10	0
PRA	Faults and Network Related Complaints	8802	0	8802	8802	0	8802	0	19	0	19	19	0	19	0
RA	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDH	VAS Related Complaints	556	12	568	412	136	548	20	0	0	0	0	0	0	0
₹	Total	9589	39	9628	9347	218	9565	63	45	0	45	45	0	45	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 70811 nos

				Na	me of Service	e Provider : Ta	ta Teleser	vices Limited							
					(Ba	sic Telephone	Service):								
				Customer C	Complaints Re	dressal Repor	t for the Q	uarter ending	- Dec'15						
				Cor	mplaint Centre	e(s)					Į.	Appellate Aut	hority		
Details of complaints received during the Quarter and pending complaints of complaints redressed during of previous Quarter Total no. of Total no. of Total no.								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 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	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	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	71	0	71	71	0	71	0	0	0	0	0	0	0	0
품	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	75	0	75	75	0	75	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

otal Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 3196 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	d						
					(Basic Telepho	ne Service):							
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - Dec'15						
				Co	mplaint Centre	(s)					-	Appellate Aut	hority		
		the Quarter	•	•	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during t	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	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	8	0	8	8	0	8	0
	Customer Service Related Complaints	15	0	15	14	0	14	1	8	0	8	8	0	8	0
Ξ	Faults and Network Related Complaints	184	0	184	184	0	184	0	8	0	8	8	0	8	0
핌	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	29	0	29	25	4	29	0	0	0	0	0	0	0	0
	Total	229	0	229	224	4	228	1	24	0	24	24	0	24	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 10641 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'15 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. of Total no. of of Total no. of Total no. of Total No. of Total No. Total no. of Total no. of LSA Category of complants complaints Total no. of appeals appeals complain complaints complaints complaints Pending Total no. of No. of of appeals appeals appeals to decided pending for redressed pending for decided disposed complaints pending to be redressed appeals appeals within be decided within decision on redresse during the received complaints redressed beyond the redressal on received beyond the specified during the specified the last day d during during the of previous during the time limit the last day time limit quarter during previous time limit Quarter [12] time limit of Quarter the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + during the = [10]+ [11] during the [16] = [12] -Quarter [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [15] quarter quarter [8] = [6] +171 8 7 12 1 2 3 4 5 6 9 10 11 13 14 15 16 **Billing Related Complaints** 0 0 0 0 0 1 0 1 1 0 0 0 0 1 3 31 3 29 2 0 0 **Customer Service Related Complaints** 28 26 0 0 0 0 0 Faults and Network Related Complaints 0 980 0 980 0 0 0 0 0 0 0 0 980 980 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 92 92 0 0 0 0 0 0 0 0 65 27 92 1104 1071 31 1102 2 Total 1101 3 0 0 0 0 0 0 0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 31387 nos

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :
Customer Complaints Redressal Report for the Quarter ending - Dec'15

				Oustoni	ci odinpianits	Quarter enum	9 000 10								
				Соі	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rece and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	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	1	2	0	0	0	2	0	0	0	0	0	0	0
ΑA	Faults and Network Related Complaints	35	0	35	35	0	35	0	0	0	0	0	0	0	0
AR	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
Ī	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Total	'					36	2	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 2913 nos

					Name of Se	rvice Provider	: Tata Tele	services Limite	ed						
						(Basic Teleph	one Servic	:e) :							
				Custom	ner Complaints	Redressal Re	port for th	e Quarter endi	ng - Dec'15	i					
				Cor	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	mplaints reconding of evious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	appeals dispo	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 8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	1	0	1	0	0	1	0
Ϋ́	Customer Service Related Complaints	19	2	21	6	9	15	6	1	0	1	0	0	1	0
KARNATAKA	Faults and Network Related Complaints	731	0	731	731	0	731	0	1	0	1	0	0	1	0
RN	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́	VAS Related Complaints	14	2	16	5	9	14	2	0	0	0	0	0	0	0
	Total	765	4	769	743	18	761	8	3	0	3	0	0	3	0
Total	Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 49999 nos

					Name of Ser	vice Provider :	Tata Teles	ervices Limite	d						
						(Basic Telepho	one Service) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'15						
				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals ne 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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KER	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0		
_ _	VAS Related Complaints	6	0	6	4	2	6	0	0	0	0	0	0	0	0
	Total	7	0	7	5	2	7	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 4974 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limited	l						
					(Basic Telepho	ne Service):							
				Custome	r Complaints I	Redressal Rep	ort for the	Quarter ending	g - Dec'15						
				Соі	mplaint Centre	(s)					A	ppellate Auth	ority		
		the Quarter a	•	•	Details of co	mplaints redro	essed durir	g the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	ppeals dispos	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	Total no. of complaints redressed beyond the time limit during the Quarter	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	1	0	1	1	0	1	0
.∢	Customer Service Related Complaints	3	0	3	2	1	3	0	1	0	1	1	0	1	0
КОLКОТА	Faults and Network Related Complaints	308	0	308	308	0	308	0	5	0	5	5	0	5	0
2,	UCC Related Complaints	0	0	0			0	0	0	0	0	0	0	0	0
ᇫ	VAS Related Complaints	15	0	15	2	13	15	0	0	0	0	0	0	0	0
	Total	327	0	327	313	14	327	0	7	0	7	7	0	7	0
Total Su	bscriber base (Prepaid)							•							

Total Subscriber base (Postpaid)----- 11868 no

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	Ė						
					(Basic Telepho	ne Service	·):							
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - Dec'15						
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	emplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	A Category of complants Total no. of complaints received during the Quarter Total no. of No. of complaints redres during the Quarter Quarter Total no. of complaints redres during the Quarter [5]=[3]				Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹ ₩	Customer Service Related Complaints	17	0	17	11	3	14	3	0	0	0	0	0	0	0
MADHY/ PRADES	Faults and Network Related Complaints	64	0	64	64	0	64	0	0	0	0	0	0	0	0
₽ ₽	UCC Related Complaints		0	0	0		0	0	0	0	0	0	0	0	0
≥ =	VAS Related Complaints	52	0	52	14	38	52	0	0	0	0	0	0	0	0
	Total	133	0	133	89	41	130	3	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	•	•		•						•		•	•	

Total Subscriber base (Postpaid)----- 2153 nos

					Name of Serv	/ice Provider :	Tata Teles	ervices Limited	i						
					(Basic Telepho	ne Service):							
				Custome	er Complaints	Redressal Rep	ort for the	Quarter ending	g - Dec'15						
				Со	mplaint Centre	e(s)					, ,	Appellate Auth	nority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of co	mplaints redre	essed durir	g the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals 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 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	pending for decision on the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	16	0	16	13	3	16	0	10	0	10	10	0	10	0
Ia	Customer Service Related Complaints	287	18	305	193	75	268	37	31	0	31	31	0	31	0
MBA	Faults and Network Related Complaints	6053	0	6053	6053	0	6053	0	20	0	20	20	0	20	0
) P	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	352	5	357	271	79	350	7	2	0	2	2	0	2	0
	Total	6708	23	6731	6530	157	6687	44	63	0	63	63	0	63	0
Total Su	bscriber base (Prepaid)	·		·	·	·		·							
Total Su	bscriber base (Postpaid) 100537 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
						Basic Telepho	one Service	e):							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'15						
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals ne Quarter a s of previou	nd pending	Details of	appeals 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	pending for 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]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISSA	Faults and Network Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0
<u>8</u>	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
"	VAS Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	Total	46	0	46	45	1	46	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 1777 nos

					Name of Ser	vice Provider	: Tata Teles	services Limited	d						
					((Basic Teleph	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter ending	g - Dec'15						
				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints reco and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during t	the Quarter
LSA Category of complaints received during the Quarter Quarter 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16															
1	2	3	4	5	6	7		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
ω	Customer Service Related Complaints	1	0	1	0	0	0	1	4	0	4	4	0	4	0
PUNJAE	Faults and Network Related Complaints	64	0	64	64	0	64	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
<u>"</u>	VAS Related Complaints	6	0	6	2	4	6	0	0	0	0	0	0	0	0
	Total	71	0	71	66	4	70	1	5	0	5	5	0	5	0
Total Su	bscriber base (Prepaid)	<u> </u>		<u> </u>	·	<u> </u>		<u> </u>					·		
Total Su	bscriber base (Postpaid) 3037 nos														

					Name of Ser	vice Provider	: Tata Teles	ervices Limite	d						
						(Basic Teleph	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'15						
				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redr	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints 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	0	0	0	0	0	0	0
A	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STH,	Faults and Network Related Complaints	5	0	5	5	0	5	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
ΚĀ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	5	0	5	5	0	5	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 732 nos

Name of Service Provider: Tata Teleservices(Maharashtra) Limited
(Basic Telephone Service) :

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

					mplaint Centre	Appellate Authority									
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter			
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
₹.	Billing Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
SHTR,	Customer Service Related Complaints	69	2	71	49	13	62	9	0	0	0	0	0	0	0
ASF	Faults and Network Related Complaints	2101	0	2101	2101	0	2101	0	0	0	0	0	0	0	0
ARA	UCC Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0
MAH	VAS Related Complaints	388	1	389	277	110	387	2	0	0	0	0	0	0	0
	Total	2562	3	2565	2431	123	2554	11	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 71324 nos

	Name of Service Provider : Tata Teleservices Limited															
						(Basic Tele	phone Serv	ice) :								
Customer Complaints Redressal Report for the Quarter ending - Dec'15																
				Cor	nplaint Centre	(s)		Appellate Authority								
			•	eived during			of appeals									
		the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter					e Quarter a s of previou	and pending us Quarter	Details of appeals disposed during the Quarter				
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	2	0	2	2	0	2	0	1	0	1	0	0	1	0	
20	Customer Service Related Complaints	16	2	18	11	3	14	4	0	0	0	0	0	0	0	
₹	Faults and Network Related Complaints	189	0	189	189	0	189	0	4	0	4	0	0	4	0	
¥	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0	
≰	VAS Related Complaints	94	0	94	23	71		0	0	0	0	0	0	0	0	
	Total	301	2	303	225	74	299	4	5	0	5	0	0	5	0	
Total S	ubscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 13816 nos.

	Name of Service Provider : Tata Teleservices Limited														
	(Basic Telephone Service):														
Customer Complaints Redressal Report for the Quarter ending - Dec'15															
				Co	mplaint Centre	e(s)					Appellate Au	ıthority			
	Category of complants To	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of co	during th	of appeals ne Quarter a s of previou	and pending	Details of appeals disposed during the Quarter						
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	appeals disposed during the quarter	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	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
UPE	Faults and Network Related Complaints	143	0	143	143	0	143	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	144	0	144	144	0	144	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 2863 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service):															
Customer Complaints Redressal Report for the Quarter ending - Dec'15																
				С	omplaint Cent	re(s)		Appellate Authority								
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	during th		s received and pending us Quarter	Details of appeals disposed during the Quarter							
LSA		Total no. of complaints received during the 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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals pending for decision on the last day	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	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	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 Si	hscriber hase (Prenaid)			-							_	_				

Total Subscriber base (Prepaid)-----

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