					Name of Serv	vice Provider	: Tata Teles	services Limite	d						
						(Basic Telepho	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Соі	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed 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 [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
¥	Billing Related Complaints	2	0	2	2	0	2	0	24	0	24	24	0	24	0
DES	Customer Service Related Complaints	201	43	244	134	75	209	35	27	0	27	27	0	27	0
PRADESH	Faults and Network Related Complaints	8814	0	8814	8814	0	8814	0	30	0	30	30	0	30	0
Ι¥	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDHRA	VAS Related Complaints	485	20	505	402	78	480	25	0	0	0	0	0	0	0
Ā	Total	9502	63	9565	9352	153	9505	60	81	0	81	81	0	81	0
Total Su	bscriber base (Prepaid)		•	•	· · · · · · · · · · · · · · · · · · ·	•	•	· · · · · · · · · · · · · · · · · · ·		•	•	•	•	•	

Total Subscriber base (Postpaid)----- 69853 nos

					Name of Se	ervice Provide	r : Tata Telese	rvices Limited							
						(Basic Telep	hone Service)	:							
				Custo	mer Complain	ts Redressal R	eport for the	Quarter ending	ı - Mar'16						
				Co	omplaint Centi	re(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of o	omplaints red	ressed during	the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	145	0	145	145	0	145	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
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Total	149	0	149	149	0	149	0	0	0	0	0	0	0	0
Total S	Subscriber base (Prepaid)	•							•	•	•	•			

Total Subscriber base (Postpaid)----- 3180 nos

					Name of Se	rvice Provide	r : Tata Telese	rvices Limited							
						(Basic Telepl	hone Service)	:							
				Custon	ner Complaint	s Redressal R	eport for the	Quarter ending	- Mar'16						
				Co	omplaint Cent	re(s)						ppellate Auti	hority		
		the Quarter a	omplaints reco and pending o revious Quart	omplaints of	Details of c	omplaints red	ressed during	the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	sed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	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	13	0	13	13	0	13	0
	Customer Service Related Complaints	16	1	17	12	3	15	2	13	0	13	13	0	13	0
DELHI	Faults and Network Related Complaints	157	0	157	157	0	157	0	15	0	15	15	0	15	0
DE	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	37	0	37	33	4	37	0	7	0	7	7	0	7	0
	Total	210	1	211	202	7	209	2	48	0	48	48	0	48	0
Total S	ubscriber base (Prepaid)		• •	· · · · · · · · · · · · · · · · · · ·		•	•	· · · · · · · · · · · · · · · · · · ·		•	•	•	•	•	

Total Subscriber base (Postpaid)----- 10595 nos

					Name of Ser	vice Provider :	Tata Teles	ervices Limited	d						
						(Basic Telepho	ne Service	e) :							
				Custom	er Complaints	Redressal Rep	port for the	Quarter ending	g - Mar'16						
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	be decided	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
_	Customer Service Related Complaints	33	2	35	25	4	29	6	0	0	0	0	0	0	0
GUJRA ⁻	Faults and Network Related Complaints	917	0	917	917	0	917	0	0	0	0	0	0	0	0
ອີບາ	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
١	VAS Related Complaints	41	0	41	29	12	41	0	0	0	0	0	0	0	0
	Total	992	2	994	972	16	988	6	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 30325 nos

					Name of Ser	vice Provider	Tata Teles	services Limite	d						
						(Basic Telepho	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	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	ınd pending	Details of	appeals dispo	osed during	the Quarter
LSA	complaints received complaints of previous during the Quarter Quarter Capacitation Quarter Capacitation No. of complaints received complaints of previous during the Quarter Quarter 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] + [14]	pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≤	Customer Service Related Complaints	2	1	0	1	1	0	0	0	0	0	0	0		
RYAN	Faults and Network Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
AR	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0		
I	VAS Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	Total	26	2	28	26	1	27	1	0	0	0	0	0	0	0

Total Subscriber base (Postpaid)----- 2893 nos

					Name of Ser	rvice Provider	: Tata Tele	services Limite	ed						
						(Basic Teleph	one Servic	e) :							
				Custon	ner Complaints	Redressal Re	port for the	e Quarter endir	ng - Mar'16						
				Соі	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints reco and pending o revious Quart	omplaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	appeals dispo	sed during t	the Quarter
LS	Category of complants Total no. of complaints received during the Quarter Quarter Total no. of No. of pending redress 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] + [14]	pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Ϋ́	Customer Service Related Complaints	32	6	38	26	7	33	5	0	0	0	0	0	0	0
١¥	Faults and Network Related Complaints	575	0	575	575	0	575	0	0	0	0	0	0	0	0
RNATA	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́	VAS Related Complaints	107	2	109	90	15	105	4	0	0	0	0	0	0	0
-	Total	715	8	723	692	22	714	9	0	0	0	0	0	0	0

Total Subscriber base (Postpaid)----- 49113 nos

					Name of Ser	vice Provider :	Tata Teles	ervices Limite	d						
						(Basic Telepho	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Cor	mplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	emplaints redre	essed durir	g 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 [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	2	0	2	2	0	2	0	2	0	2	2	0	2	0
AL/	Faults and Network Related Complaints	21	0	21	21	0	21	0	0	0	0	0	0	0	0
KERAL	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
x	VAS Related Complaints	0	0	0	0	0	0	0	3	0	3	3	0	3	0
	Total	23	0	23	23	0	23	0	5	0	5	5	0	5	0

Total Subscriber base (Postpaid)----- 5033 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Mar'16 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total No. Total no. Total no. of of Total no. of of appeals Total no. of Total no. of Total No. of Total No. Total no. of Total no. of complaints pending LSA Category of complants complain Total no. of appeals complaints complaints complaints Total no. of No. of of Pending appeals appeals appeals to decided redressed for complaints pending to be redressed pending for appeals appeals decided disposed within redresse be decided within decision received complaints redressed beyond the redressal on received beyond the during the specified during the on the last d during specified during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit day of the Quarter Quarter Quarter of Quarter during the [15] = [13] + during the the quarter during the Quarter = [10]+ [11] during the Quarter [5]=[3]+[4] Quarter Quarter [9]=[5] - [8] Quarter [14] [8] = [6] + quarter quarter [16] = [12][7] [15] 10 13 15 4 5 6 7 8 9 11 12 14 16 1 Billing Related Complaints 0 0 0 0 0 0 0 2 0 2 1 0 1 1 Customer Service Related Complaints 6 0 6 4 1 5 1 2 0 2 0 0 0 2 KOLKOTA Faults and Network Related Complaints 538 0 538 538 0 538 0 7 0 4 0 4 3 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 VAS Related Complaints 19 0 19 6 11 17 2 1 0 1 0 0 0 1 Total 563 0 563 548 12 560 3 12 0 12 5 0 5 7

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 11782 no

					Name of Serv	vice Provider	Tata Teles	ervices Limited	d						
					((Basic Teleph	one Service):							
				Custom	er Complaints	Redressal Re	port for the	Quarter ending	g - Mar'16						
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	omplaints redr	essed durir	g the Quarter	during th	of appeals e Quarter as of previou	and pending	Details of	appeals disp	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals 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
αŢ	Customer Service Related Complaints	8	3	11	9	2	11	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	114	0	114	114	0	114	0	0	0	0	0	0	0	0
AE R	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≥ =	VAS Related Complaints	128	0	128	2	80	82	46	0	0	0	0	0	0	0
	Total	250	3	253	125	82	207	46	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	·				·		·			·				

Total Subscriber base (Postpaid)----- 2214 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limited	t						
					(Basic Telepho	ne Service):							
					•	•	ort for the	Quarter ending	g - Mar'16						
				Coi	mplaint Centre	(s)					Δ	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	g the Quarter	during th	of appeals e Quarter as 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	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]	of Quarter
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	17	0	17	17	0	17	0
-	Customer Service Related Complaints	290	37	327	245	51	296	31	28	0	28	28	0	28	0
MUMBAI	Faults and Network Related Complaints	4608	0	4608	4608	0	4608	0	31	0	31	31	0	31	0
≨	UCC Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
_	VAS Related Complaints	285	7	292	211	66	277	15	8	0	8	8	0	8	0
	Total	5189	44	5233	5070	117	5187	46	84	0	84	84	0	84	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 99802 nos

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	d						
					((Basic Telepho	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Mar'16						
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	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	and 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	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for decision on the last day		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	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
SSA	Faults and Network Related Complaints	62	0	62	62	0	62	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	3	0	3	0	2	2	1	0	0	0	0	0	0	0
	Total	65	0	65	62	2	64	1	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)					•		•	·		•	•		•	

Total Subscriber base (Postpaid)----- 1784 nos

					Name of Ser	vice Provider	: Tata Teles	services Limite	d						
						(Basic Teleph	one Service	e) :							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	ng - Mar'16						
				Coi	mplaint Centre	e(s)					-	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	omplaints redro	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [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	62	0	62	62	0	62	0
	Customer Service Related Complaints	2	1	3	3	0	3	0	35	0	35	35	0	35	0
UNJAB	Faults and Network Related Complaints	64	0	64	64	0	64	0	63	0	63	63	0	63	0
3	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_	VAS Related Complaints	5	0	5	2	3	5	0	15	0	15	15	0	15	0
	Total	71	1	72	69	3	72	0	175	0	175	175	0	175	0
Total Su	ıbscriber base (Prepaid)		•				·	<u> </u>			·	·	·		

Total Subscriber base (Postpaid)----- 3068 nos

					Name of Ser	vice Provider	: Tata Teles	services Limite	d						
						(Basic Teleph	one Service	e):							
					<u>_</u>		port for the	Quarter endin	ıg - Mar'16						
				Coi	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	omplaints redre	essed durir	ng the Quarter	during th	of appeals le Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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] + [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	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
STHAN	Faults and Network Related Complaints	28	0	28	28	0	28	0	0	0	0	0	0	0	0
) AS	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAJA:	VAS Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0
	Total	33	0	33	31	2	33	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	·			·	·		·							

Total Subscriber base (Postpaid)----- 918 nos

	Name of Service Provider: Tata Teleservices(Maharashtra) Limited															
	(Basic Telephone Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Mar'16															
	.SA Category of complants			C	omplaint Cen	tre(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				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	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	complaints 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	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
⊭	Customer Service Related Complaints	98	9	107	82	19	101	6	0	0	0	0	0	0	0	
ASHTRA	Faults and Network Related Complaints	1891	0	1891	1891	0	1891	0	0	0	0	0	0	0	0	
AR	UCC Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
MAH	VAS Related Complaints	732	2	734	218	498	716	18	0	0	0	0	0	0	0	
Σ	Total	2725	11	2736	2195	517	2712	24	0	0	0	0	0	0	0	
Total S	ubscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 69520 nos

	Name of Service Provider : Tata Teleservices Limited														
	(Basic Telephone Service) :														
	Customer Complaints Redressal Report for the Quarter ending - Mar'16														
				(Complaint Cen	tre(s)					Aŗ	pellate Author	ority		
LS A	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	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 complaint s of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	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]	of Quarter
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
NDN	Customer Service Related Complaints	18	4	22	11	3	14	8	2	0	2	2	0	2	0
Ź	Faults and Network Related Complaints	207	0	207	207	0	207	0	0	0	0	0	0	0	0
TAMILNADU	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	56	0	56	48	7	55	1	3	0	3	3	0	3	0
	Total	282	4	286	267	10	277	9	5	0	5	5	0	5	0
Tota	Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 14310 nos.

Name of Service Provider : Tata Teleservices Limited																
(Basic Telephone Service):																
Customer Complaints Redressal Report for the Quarter ending - Mar'16																
	A Category of complants			Cor	mplaint Centre		Appellate Authority									
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				during th	of appeals 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	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
UPE	Faults and Network Related Complaints	140	0	140	140	0	140	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	140	0	140	140	0	140	0	0	0	0	0	0	0	0	
Total S	ubscriber base (Prepaid)			·	<u>. </u>		•			•						

Total Subscriber base (Postpaid)----- 3036 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
Customer Complaints Redressal Report for the Quarter ending - Mar'16																
				С	complaint Centre(s)				Appellate Authority							
	CA Category of complants	the Quarter a	•	eived during complaints of er					during th	of appeals e Quarter a s of previou	and pending	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	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	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] -	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
>	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
P	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
Total 5	Subscriber base (Prepaid)															

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