Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - March'21 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 Category of complants complaints complain Total no. of appeals appeals LSA No. of complaints complaints complaints Pending Total no. of of appeals appeals redressed appeals to decided pending for complaints pending to be redressed pending for appeals appeals decided disposed within be decided within decision on redresse received complaints redressed beyond the redressal on received beyond the during the specified d during during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the of Quarter Quarter Quarter Quarter during the the quarter during the [15] = [13][16] = [12] during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter + [14] Quarter [8] = [6] +quarter quarter [15] [7] 2 3 5 6 7 9 10 11 12 13 14 15 16 1 4 8 **Billing Related Complaints** 3 0 3 3 0 3 0 0 0 0 0 0 0 0 **ANDHRA PRADESH Customer Service Related Complaints** 0 1 0 1 0 1 0 1 0 0 0 1 Faults and Network Related Complaints 1 1 2 2 0 2 0 4412 4412 3839 573 4412 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 573 3 2 4416 4416 3843 4416 0 2 1 0 2 1

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 159486 nos

				Na	ame of Servic	e Provider : Ta	ta Teleser	vices Limited							
					(Ba	sic Telephone	Service) :								
				Customer C	omplaints Red	lressal Report	for the Qu	arter ending -	March'21						
				Со	mplaint Centre	e(s)						Appellate Aut	hority		
		Details of complaints received during the Quarter and pending complaints of previous Quarter Details of complaints redressed during the Quarter Total no. of of									s received and pending us Quarter	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on the last day of Quarter	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] +	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
BIHAR	Faults and Network Related Complaints	110	0	110	106	4	110	0	0	0	0	0	0	0	0
뷸	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	110	0	110	106	4	110	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 7469 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
					(Basic Telepho	ne Service):							
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- March'2	1					
				Coi	mplaint Centre	e(s)					,	Appellate Aut	hority		
		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 quarter	redressed beyond the time limit during the	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]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for
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	1	0	1	0	0	0	1
DELHI	Faults and Network Related Complaints					1	285	0	0	0	0	0	0	0	0
DE	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	286	0	286	285	1	286	0	1	0	1	0	0	0	1
Total S	ubscriber base (Prepaid)				•										

Total Subscriber base (Postpaid)----- 137712 nos

					Name of Serv	ice Provider :	Tata Teles	services Limite	d						
						Basic Telepho	one Servic	e) :							
				Customer	Complaints R	edressal Rep	ort for the	Quarter ending	- March'2	1					
				Соі	mplaint Centre	e(s)						Appellate Aut	hority		
		ng 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 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]	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	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GUJRA.	Faults and Network Related Complaints	956	867	89	956	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	956	0	956	867	89	956	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)		•					•				•	•		

Total Subscriber base (Postpaid)----- 79722 nos

					Name of Serv	vice Provider :	Tata Teles	services Limite	ed						
						(Basic Telepho	one Service	e):							
				Customer	r Complaints R	Redressal Rep	ort for the	Quarter ending	g - March'2	1					
				Cor	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 durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	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 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]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≤	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ARYANA	Faults and Network Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
AR,	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ì	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2	0	2	1	1	2	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	·	<u> </u>	<u> </u>		·		<u> </u>					<u> </u>		
Total Su	ıbscriber base (Postpaid) 35504 nos														

					Name of Ser	rvice Provider	: Tata Tele	services Limit	ed						
						(Basic Teleph	none Servic	:e) :							
				Custome	er Complaints	Redressal Re	port for the	Quarter ending	g - March'2	21					
				Со	mplaint Centre	(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durii	ng 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				Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	complaints pending for redressal on the last day of Quarter	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	0	0	0	0	0	0	0
TAKA	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
∢	Faults and Network Related Complaints	242	0	242	180	62	242	0	1	0	1	1	0	1	0
N. N.	UCC Related Complaints 0 0 0 VAS 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		
	Total	244	0	244	182	62	244	0	1	0	1	1	0	1	0
Total	Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)-----249104 nos

					Name of Ser	vice Provider	: Tata Teles	services Limite	d						
						(Basic Teleph	one Servic	e) :							
				Customer	Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	1					
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redr	essed duri	ng the Quarter	during th		s received and pending us Quarter	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	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]	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
∢	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KERAL	Faults and Network Related Complaints	15	9	6	15	0	0	0	0	0	0	0	0		
ER	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	15	0	15	9	6	15	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	•	•	•	•			•				•	•		

Total Subscriber base (Postpaid)----- 18969 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - March'21 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received Details of complaints redressed during the Quarter during the Quarter and pending the Quarter and pending complaints of 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. of Total No. Total no. of complaints Total no. of appeals pending LSA Category of complants complain Total no. of No. of complaints complaints complaints of Pending appeals appeals redressed appeals to decided ts for complaints decided pending to be redressed pending for appeals appeals disposed be decided within redresse within decision received complaints redressed beyond the redressal on received beyond the during the specified d during during the specified on the last during during the of previous during the time limit the last day previous time limit quarter time limit Quarter [12] time limit day of the Quarter of Quarter [15] = [13] + Quarter Quarter during the the quarter during the = [10]+ [11] Quarter during the Quarter during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [8] = [6] +[16] = [12]quarter quarter [7] [15] 2 12 13 14 1 3 4 5 6 7 8 9 10 11 15 16 0 0 0 0 0 0 0 0 0 0 0 0 0 **Billing Related Complaints** 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 KOLKOTA Faults and Network Related Complaints 0 0 0 0 NA NA NA NA NA NA 0 0 0 NA **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 Ω O Total 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

*There is no separate data is being captured for KOL circle as KOL & WB is considered as same

Total Subscriber base (Postpaid)----- 46249 no

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
					(Basic Telepho	one Service):							
				Customer	Complaints R	edressal Repo	ort for the (Quarter ending	- March'2	1					
				Coi	mplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quar	complaints of	Details of co	mplaints redr	essed durii	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of	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]	complaints	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]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹ ₩	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- ш	Faults and Network Related Complaints	70	0	70	69	1	70	0	0	0	0	0	0	0	0
ADE	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	70	0	70	69	1	70	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	•					•	•	•	•		•			
Total Su	bscriber base (Postpaid) 11220 nos														

				Name o	of Service Pro	vider : Tata Te	eleservices	(Maharashtra)	Limited						
						Basic Telepho									
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- March'21						
				Cor	mplaint Centre	e(s)						Appellate Auth	ority		
			omplaints rec	•						of appeals					
			and pending o revious Quart	•	Details of co	mplaints redre	essed durir	ng the Quarter		e Quarter as of previou	ind pending	Details of a	ppeals dispo	sed during t	he Quarter
		P.	Tevious Quart			T	Total no.		аррсин	or provide	IS WUUITO			1	
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	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]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	specified	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	11	5	16	16	0	16	0	0	0	0	0	0	0	0
=	Customer Service Related Complaints	10	0	10	3	7	10	0	0	0	0	0	0	0	0
MUMBAI	Faults and Network Related Complaints	7244	0	7244	5606	1638	7244	0	6	5	11	9	0	9	2
1	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	7265	5	7270	5625	1645	7270	0	6	5	11	9	0	9	2
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 488125 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - March'21 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. Total no. of Total no. of LSA Category of complants complaints complain Total no. of appeals appeals Pending Total no. of No. of complaints complaints complaints of appeals appeals redressed appeals to decided pending for complaints pending to be redressed pending for appeals decided disposed appeals within redresse be decided within decision on received complaints redressed beyond the received beyond the during the redressal on d during specified during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the quarter Quarter Quarter Quarter during the of Quarter the during the [15] = [13][16] = [12] during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter + [14] quarter [8] = [6] +[15] quarter [7] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 Billing Related Complaints 0 0 0 O 0 0 0 0 0 0 0 0 O 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Faults and Network Related Complaints NA NA NA NA NA NA NA 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** 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 Subscriber base (Prepaid)-----

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 1709 nos

					Name of Serv	/ice Provider :	Tata Teles	ervices Limite	ed						
					(Basic Telepho	ne Service	e) :							
				Customer	Complaints R	edressal Repo	ort for the	Quarter ending	- March'2	1					
				Cor	nplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	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 complain ts redresse d during the Quarter	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SSA	Faults and Network Related Complaints	36	0	36	35	1	36	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	36	0	36	35	1	36	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)	-						-							

Total Subscriber base (Postpaid)----- 8116 nos

					Name of Ser	vice Provider :	Tata Teles	services Limite	d						
					-	(Basic Telepho	one Servic	e):							
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	1					
				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durin	ng 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	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
m	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JAB	Faults and Network Related Complaints	21	16	5	21	0	0	0	0	0	0	0	0		
PUNJ,	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	21	0	21	16	5	21	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)								·						

Total Subscriber base (Postpaid)----- 12381 nos

					Name of Ser	vice Provider :	Tata Teles	services Limite	d						
						(Basic Telepho	one Servic	e):							
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- March'2	1					
				Соі	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 e 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 [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] +	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
A	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAJASTH	Faults and Network Related Complaints	152	0	152	152	0	152	0	0	0	0	0	0	0	0
¥	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	152	0	152	152	0	152	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 11746 nos

				Name	of Service P	rovider : Tata	a Teleservi	ces(Maharasht	ra) Limited						
						(Basic Telep	hone Serv	ice):							
				Custom	er Complaints	Redressal Re	eport for th	e Quarter endi	ng - March	n'21					
				Cor	nplaint Centre	e(s)						Appellate A	uthority		
			mplaints rec and pending previous Qua	complaints	Details o	f complaints Quar		during the	during th	of appeals e Quarter a s of previou	nd pending	Details o	f appeals dis _l	posed during	g the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
₹.	Billing Related Complaints	3	0	3	2	0	2	1	0	0	0	0	0	0	0
SHTR	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
< <	Faults and Network Related Complaints	1902	0	1902	1442	460	1902	0	2	2	4	4	0	4	0
AR	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
Σ	Total	1906	0	1906	1445	460	1905	1	2	2	4	4	0	4	0
S								•		.		•			

Total Subscriber base (Postpaid)----- 226181 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
				Custor	ner Complaint	s Redressal R	eport for th	e Quarter end	ing - Marcl	n'21						
	Category of complants			Coi	mplaint Centre	e(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of co	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 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]	appeals 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ADU	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
¥	Faults and Network Related Complaints	145	0	145	120	25	145	0	0	0	0	0	0	0	0	
I	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	145	0	145	120	25	145	0	0	0	0	0	0	0	0	
Total S	Total Subscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 118390 nos.

Name of Service Provider : Tata Teleservices Limited																	
	(Basic Telephone Service) :																
Customer Complaints Redressal Report for the Quarter ending - March'21																	
	Category of complants	Complaint Centre(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 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		
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
UPE	Faults and Network Related Complaints	94	0	94	89	5	94	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	94	0	94	89	5	94	0	0	0	0	0	0	0	0		
Total Su	bscriber base (Prepaid)	-		<u> </u>	•	·		·	•			•			-		
Total Su	bscriber base (Postpaid) 7642 nos																

Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :														
Customer Complaints Redressal Report for the Quarter ending - March'21															
	Category of complants			С	omplaint Cent	Appellate Authority									
		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	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 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	appeals disposed	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	6	0	6	6	0	6	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid) Total Subscriber base (Postpaid) 4450 no														

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - March'21 Complaint Centre(s) Appellate Authority Details of complaints received during the Details of appeals received during the Quarter and pending complaints of previous Details of complaints redressed during the Quarter Quarter and pending appeals of previous Details of appeals disposed during the Quarter Quarter Quarter Total no. of LSA **Category of complants** Total no. of complaints complaints complaints Total No. of No. of appeals appeals appeals complaints to appeals complaints Pending appeals to be pending for complaints pending redressed redressed appeals decided decided pending for be redressed redressed appeals of decided disposed complaints of received within beyond the redressal on received within beyond the decision on during the during the previous during the during the the last day of during the previous specified time time limit the last day of during the specified time time limit quarter Quarter [12] : Quarter Quarter [8] uarter [15] Quarter [16] = Quarter Quarter limit during during the Quarter Quarter limit during during the [5]=[3]+[4] [6] + [7] [10]+[11] [13] + [14] the quarter Quarter [9]=[5] - [8] the quarter Quarter [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 Bengal Faults and Network Related Complaints 393 0 393 388 393 0 0 0 0 0 0 0 0 5 West **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 393 393 388 5 393 0 0 0 0 0 Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)----- 2350

^{*}There is no separate data is being captured for KOL circle as KOL & WB is considered as same