					Name of	Service Provider	. Tata Talasa	vices Limited							
-						Basic Telephone S									
								uarter ending - Ser	o'17						
					omplaint Centre(s				T			Appellate Auth	nority		
			aints received du complaints of pre	ring the Quarter		complaints redre	ssed during t	he Quarter			ved during the eals of previous		s 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 beyond the time limit during the Quarter		Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	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
SH	Billing Related Complaints	27	0	27	27	0	27	0	0	0	0	0	0	0	0
Ģ	Customer Service Related Complaints	15	6	21	20	0	20	1	1	0	1	1	0	1	0
PR/	Faults and Network Related Complaints	3532	0	3532	3360	172	3532	0	3	0	3	2	1	3	0
¥	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
₫	VAS Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	Total	3582	6	3588	3415	172	3587	1	4	0	4	3	1	4	0
	scriber base (Prepaid)														
Total Sub	scriber base (Postpaid) 65242 nos														

					Name of Ser	vice Provider : Ta	ta Teleservice	s Limited							
					(Bas	ic Telephone Serv	ice) : Wireline	2							
				Cust	omer Complaints	Redressal Report	for the Quart	er ending - Sep'17							
				С	omplaint Centre(s	i)						Appellate Auth	nority		
		Details of compl and pending o	aints received du complaints of pre	•	Details of	complaints redre	essed during t	he Quarter			ved during the eals of previous	Detail	s 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 complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] -	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	4	0	4	4	0	4	0	3	0	3	2	0	2	1
<u>=</u>	UCC Related Complaints		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	5	0	5	5	0	5	0	3	0	3	2	0	2	1
<b>Total Sub</b>	oscriber base (Prepaid)														
<b>Total Sub</b>	oscriber base (Postpaid) 2988 nos		•		•	•					•		•		

					Name of	Service Provider	: Tata Telese	rvices Limited							
						Basic Telephone S	Service) : Wir	eline							
					Customer Compla	ints Redressal Rep	ort for the Q	uarter ending - Se	p'17						
				C	omplaint Centre(s	)						Appellate Auth	nority		
			omplaints receive pending complair Quarter	•	Details of	complaints redre	ssed during t	he Quarter			ved during the eals of previous	Detail	s 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 complaints pending for redressal on the last day of Quarter [9]=[5] -	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	8	0	8	8	0	8	0	4	0	4	1	3	4	0
	Customer Service Related Complaints	3	0	3	2	0	2	1	3	0	3	3	0	3	0
DELHI	Faults and Network Related Complaints	126	0	126	126	0	126	0	0	0	0	0	0	0	0
ă	UCC Related Complaints		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	137	0	137	136	0	136	1	7	0	7	4	3	7	0
Total Sub	scriber base (Prepaid)		•	•	•				•		•			•	•
Total Sub	scriber base (Postpaid) 10256 nos														•

					Name of	Service Provider :	Tata Teleserv	rices Limited							
					(	Basic Telephone S	ervice) : Wire	line							
					Customer Complai	nts Redressal Rep	ort for the Qu	arter ending - Sep	'17						
				C	Complaint Centre(s							Appellate Auth	ority		
		Details of compl and pending of	aints received du complaints of pre	•	Details of	complaints redre	ssed during t	ne Quarter			ved during the eals of previous	Detail	s 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 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 disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	5	0	5	4	0	4	1	0	0	0	0	0	0	0
GUJRAT	Faults and Network Related Complaints	489	0	489	413	76	489	0	11	1	12	11	1	12	0
GU.	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
-	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	519	0	519	442	76	518	1	11	1	12	11	1	12	0
	bscriber base (Prepaid) bscriber base (Postpaid) 28339 nos	•							•		•				

					Name of	Service Provider	· Tata Toloso	rvices Limited							
						(Basic Telephone									
					Customer Compla	ints Redressal Re	port for the C	uarter ending - Se	p'17						•
				C	complaint Centre(s	)						Appellate Aut	hority		
		Details of compl and pending o	aints received du	•	Details of	complaints redre	ssed during t	he Quarter	1		red during the eals of previous	Detai	ls 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 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	the Quarter	Total no. of appeals decided within specified time limit during the quarter		Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	0	2	2	0	2	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HARYANA	Faults and Network Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
AR	UCC Related Complaints	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	14	0	14	14	0	14	0	1	0	1	1	0	1	0
Total Sub	oscriber base (Prepaid)														
Total Sub	oscriber base (Postpaid) 2289 nos				•	•					·				· ·

					Name o	f Service Provide	r · Tata Telese	rvices Limited							
					. vaine o	(Basic Telephone									
					Customer Compl	aints Redressal Re	port for the (	Quarter ending - S	ep'17						
				С	omplaint Centre(s	)						Appellate Autl	nority		•
			aints received du complaints of pre	•	Details of	complaints redre	ssed during t	ne Quarter			ved during the eals of previous	Detail	s 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 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	28	0	28	28	0	28	0	11	2	13	10	0	10	3
₹	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
RNATA	Faults and Network Related Complaints	173	0	173	154	19	173	0	13	4	17	14	0	14	3
											0	0	0	0	
₹	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	203	0	203	184	19	203	0	24	6	30	24	0	24	6
Total	Subscriber base (Prepaid)	•		•				•	•	•		-			
Total	Subscriber base (Postpaid) 45949 nos														

					Name of	Service Provider	. Tota Talasas	ulasa Limikad							
						Basic Telephone S									
								uarter ending - Ser	a'17						
					•	·	ort for the Q	uarter enumg - Sep	1			Ammallata Aust	auta.		
					omplaint Centre(s I	,						Appellate Auth	iority		
		Details of compl	aints received du	ring the Quarter					Details of	appeals receiv	ed during the				
			complaints of pre	•	Details of	complaints redre	ssed during t	he Quarter	Quarter and	pending appe	eals of previous	Detail	s of appeals dispo	osed during the	Quarter
		una penang e	complaints or pre	vious Quarter						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 beyond the time limit during the Quarter		Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	0	2	2	0	2	0	4	1	5	4	0	4	1
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KERALA	Faults and Network Related Complaints	28	0	28	16	12	28	0	15	2	17	13	0	13	4
A THE	UCC Related Complaints	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	30	0	30	18	12	30	0	19	3	22	17	0	17	5
<b>Total Sub</b>	oscriber base (Prepaid)				·	•				•	•		•		
<b>Total Sub</b>	oscriber base (Postpaid) 5182 nos														

						Service Provider									
						(Basic Telephone S			14-						
		1					port for the C	uarter ending - Se	p <sup>-</sup> 1/						
				C	omplaint Centre(s	)						Appellate Auti	nority		
		Details of compl and pending o	aints received du complaints of pre	•	Details of	complaints redre	essed during t	he Quarter		• •	ved during the eals of previous	Detail	s 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 complaints pending for redressal on the last day of Quarter [9]=[5] -	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	4	0	4	4	0	4	0	0	1	1	1	0	1	0
_	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
коцкота	Faults and Network Related Complaints	48	0	48	48	0	48	0	7	1	8	7	0	7	1
0.0	UCC Related Complaints	0	0	0			0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	54	0	54	54	0	54	0	7	2	9	8	0	8	1
Total Sub	oscriber base (Prepaid)	•						•	•		•				
<b>Total Sul</b>	oscriber base (Postpaid) 11273 nos														

					Name o	f Service Provide	r : Tata Telese	rvices Limited							
						(Basic Telephone	Service) : Wi	reline							
					Customer Compl	aints Redressal Re	port for the (	Quarter ending - Se	ep'17						
				С	omplaint Centre(s	)						Appellate Au	thority		
		Details of compl and pending of	aints received du complaints of pre	•	Details of	complaints redre	essed during t	ne Quarter			ved during the eals of previous	Deta	ils of appeals dis	posed during t	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the 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 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	1	0	1	1	0	1	0
- T	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MADHYA	Faults and Network Related Complaints	36	0	36	36	0	36	0	0	0	0	0	0	0	0
MA PRA	UCC Related Complaints		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	36	0	36	0	1	0	1	1	0	1	0
	bscriber base (Prepaid) bscriber base (Postpaid) 935 nos						•								

					Name of 9	Service Provider :	Tata Telesery	ices Limited							
						asic Telephone Se									
				С				arter ending - Sep	'17						
					complaint Centre(s							Appellate Autho	rity		
			omplaints receive pending complair Quarter	d during the	ì	complaints redre	essed during t	he Quarter			ved during the eals of previous		of appeals dispos	sed during the C	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 beyond the time limit during the Quarter	_	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	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	62	1	63	63	0	63	0	15	0	15	14	1	15	0
_	Customer Service Related Complaints	21	2	23	19	0	19	4	0	0	0	0	0	0	0
MBA	Faults and Network Related Complaints	3664	0	3664	2309	1355	3664	0	67	0	67	66	1	67	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	3	0	3	3	0	3	0
	Total	3753	3	3756	2397	1355	3752	4	85	0	85	83	2	85	0
<b>Total Sul</b>	bscriber base (Prepaid)								-						

Total Subscriber base (Postpaid)----- 95823 nos

					Name of Servi	ice Provider : Tata	a Teleservices	(Maharashtra) Lin	nited						
						(Basic Telephon		<u> </u>							
					Customer Comp	laints Redressal F	Report for the	Quarter ending - :	Sep'17						
				C	omplaint Centre(	s)						Appellate Au	thority		
			mplaints receive ending complain Quarter	-	Details of	complaints redr	essed during t	he Quarter			red during the eals of previous	Deta	ails of appeals disp	posed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter		Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter		Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]		Total no. of appeals decided beyond the time limit during the Quarter	appeals	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	32	0	32	32	0	32	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
YSH.	Faults and Network Related Complaints	856	0	856	694	162	856	0	0	0	0	0	0	0	0
₹	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
ξ	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Total	903	0	903	741	162	903	0	0	0	0	0	0	0	0
Total Sub	oscriber base (Prepaid)		•	•	•		•		•	•			•		

Total Subscriber base (Postpaid)----- 70307 nos

					Name of	Service Provider :	Tata Tolocon	icas Limitad							1
						Basic Telephone S									
				(				arter ending - Sep	'17						
				C	omplaint Centre(s	)						Appellate Auth	ority		
		Details of compla	aints received du complaints of pre	iring the Quarter		complaints redre	ssed during t	he Quarter			ved during the eals of previous		s 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 beyond the time limit during the Quarter		Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
O.S.	UCC Related Complaints		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 Sub	oscriber base (Prepaid)		•			•				•	•	•		•	•
Total Sul	oscriber base (Postpaid) 1432 nos														

					N	Camilia Busida	. T-4- T-1	ada a dibada al							
-						Service Provider Basic Telephone									
								uarter ending - Se	n!17						
ļ		1					Joil for the Q	uarter enumg - 3e	p 17						
					complaint Centre(s	)		Appellate Authority							
		Details of co	mplaints receive	ed during the					Details of	appeals recei	ved during the				
		Quarter and p	ending complair	nts of previous	Details of	complaints redre	ssed during t	he Quarter	Quarter and	pending app	eals of previous	Details	of appeals dispo	osed during the	Quarter
			Quarter				laints complaints redressed the time limit the limit fring the Quarter [8]  Quarter [8]  Complaints complaints pending for redressed during the ring the Quarter [8]  Quarter [8]  Complaints complaints pending for appeals appeals decided during decided during the quarter quarter [12] = [10]+ limit during during the quarter [15] = Quarter [16] = Quart								
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]		beyond the time	complaints redressed during the	complaints pending for redressal on the last day of	appeals received during the	appeals of previous	appeals to be decided during the Quarter	appeals decided within specified time	appeals decided beyond the time limit	appeals disposed during the	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	1	0	1	1	0	1	0
ا ــ ا	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
PUNJAB	Faults and Network Related Complaints	15	0	15	14	1	15	0	0	0	0	0	0	0	0
	UCC Related Complaints		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	17	0	17	16	1	17	0	1	0	1	1	0	1	0
<b>Total Sub</b>	oscriber base (Prepaid)														
<b>Total Sub</b>	oscriber base (Postpaid) 3256 nos														

						Service Provider (Basic Telephone									
								Quarter ending - Se	m'17						
		1					port for the C	quarter enumg - Se	: p 17			0			
		Complaint Centre(s)										Appellate Aut	nority		
		Details of compl	aints received du	ring the Quarter	ter				Details of	appeals receive	ved during the				
			complaints of pre	•	Details of	complaints redre	ssed during t	he Quarter	Quarter and		eals of previous	Detai	s of appeals dispo	osed during the	Quarter
		una penang e	omplants of pro	.v.ous Quarter						Pending appeals to be appeals   ap					
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 beyond the time limit during the Quarter		Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	appeals of previous	appeals to be decided during the Quarter [12] = [10]+	appeals decided within specified time limit during	appeals decided beyond the time limit during the	appeals disposed during the quarter [15] =	appeals pending for decision on the last day of Quarter [16] =
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
Z	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
2	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	0	3	3	0	3	0	0	0	0	0	0	0	0
Total Sub	oscriber base (Prepaid)														
Total Sub	oscriber base (Postpaid) 1191 nos														

	Name of Service Provider: Tata Teleservices Limited														
					Name										
						(Basic Telephor									
		,					Report for the	Quarter ending -	Sep'17						
					omplaint Centre(s	i)		Appellate Authority							
		Details of co	mplaints receive	d during the					Details of	appeals receiv	ed during the				
		Quarter and p	ending complain	ts of previous	Details of	complaints redre	ssed during t	ne Quarter	Quarter and	pending appe	eals of previous	Det	ails of appeals di	isposed during t	he Quarter
			Quarter				Quarter								
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	•	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 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
Bi	illing Related Complaints	4	0	4	4	0	4	0	5	0	5	5	0	5	0
G Ct	ustomer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fa Fa	aults and Network Related Complaints	97	0	97	91	6	97	0	5	0	5	5	0	5	0
Σ U	CC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
4 ∨	AS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
To	otal	101	0	101	95	6	101	0	10	0	10	10	0	10	0
Total Subsc	criber base (Prepaid)		•		•		•	•	•	•	•		•	•	
Total Subsc	criber base (Postpaid) 13760 nos		•		•		•	•	•	•	•		•	•	

					Name o	f Service Provider (Basic Telephone									
					Customer Compl			Quarter ending - Se	en'17						
	1				omplaint Centre(s		port for the t	Quarter entants of				Appellate Au	thority		
	Category of complants	Details of compl and pending o	laints received du complaints of pre	ıring the Quarter	Details of complaints redressed during the Quarter						ved during the eals of previous	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	beyond the time	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0			0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0			0	0	0	0	0	0	0	0	0
UPE	Faults and Network Related Complaints	0	0	0			0	0	0	0	0	0	0	0	0
>	UCC Related Complaints		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)		•		•	•		•		•	•	•		•	•
Total Su	bscriber base (Postpaid) 1071 nos														

					Nama	f Carries Dravida	r : Tata Teleservice	os Limitad							
							Service) : Wirelin								
								e ter ending - Sep'17	,						
Complaint Centre(s)  Appellate Authority															
LSA		Details of complaints received during the Quarter and pending complaints of previous Quarter				Details of complaints redressed during the Quarter					red during the eals of previous	Details of appeals disposed during the Quarter			
	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	beyond the time	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter		Total no. of appeals 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
§.	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
	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 Su	bscriber base (Prepaid)	•		•		•	•	•		•			•	•	
Total Su	bscriber base (Postpaid) 108 nos	·		<u> </u>		·	·	·					<u> </u>	·	