					Name of S	Service Provide	er : Tata Tele	services Limited							
							phone Servic								
				Cust	omer Complair	nts Redressal	Report for the	Quarter ending ·	- Dec'17						
				Co	omplaint Centr	e(s)					A	Appellate Auth	ority		
	Details of complaints received during the Quarter and pending complaints of previous Quarter Details of complaints redressed during the Quarter Details of complaints redressed during the Quarter Quarter and pending appeals of Quarter Total no. of												of appeals disp	oosed during the	e 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 complaints redressed during the Quarter [8] = [6] + [7]	pending for redressal on the	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
ī	Billing Related Complaints	58	0	58	58	0	58	0	2	0	2	2	0	2	0
ADESH	Customer Service Related Complaints	37	1	38	38	0	38	0	1	0	1	1	0	1	0
A PRA	Faults and Network Related Complaints	11248	0	11248	10783	0	10783	465	3	0	3	3	0	3	0
¥	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
	VAS Related Complaints	37	0	37	37	0	37	0	5	0	5	5	0	5	0
⋖	Total	11380	1	11381	10916	0	10916	465	11	0	11	11	0	11	0
Total Sub	scriber base (Prepaid)							-					-		
Total Sub	scriber base (Postpaid) 63270 no														

Name of Service Provider : Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'17 Complaint Centre(s) Appellate Authority Details of complaints received during the Details of appeals received during the Quarter and pending complaints of Details of complaints redressed during the Quarter Quarter and pending appeals of previous Details of appeals disposed during the Quarter previous Quarter Quarter Total no. of LSA Category of complants Total no. of complaints Total no. of Total no. of appeals Total no. of Total no. of No. of complaints complaints Total No. of appeals appeals Pending complaints to redressed complaints appeals to be decided appeals complaints pending redressed pending for appeals decided pending for be redressed within redressed appeals of decided within disposed received omplaints of beyond the redressal on the received beyond the decision on during the specified during the during the specified during the previous during the previous time limit last day of during the time limit the last day of Quarter time limit Quarter [8] Quarter [12] = time limit quarter [15] : quarter Quarter Quarter during the Quarter [9]=[5] -Quarter during the Quarter [16] = [10]+[11] [5]=[3]+[4] during the = [6] + [7] during the [13] + [14] Quarter Quarter [12] - [15] [8] quarter quarter 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 **Billing Related Complaints** 0 0 0 0 3 0 3 3 0 3 0 0 0 0 **Customer Service Related Complaints** 0 1 1 0 1 0 1 0 1 1 0 1 0 1 BIHAR Faults and Network Related Complaints 0 1 0 24 24 23 0 23 1 0 1 0 1 1 **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 Total 29 0 29 28 0 28 1 1 1 2 2 0 2 0 Total Subscriber base (Prepaid)-----

978

Total Subscriber base (Postpaid)----- 3013 no's

					Name of S	ervice Provide	r : Tata Teles	ervices Limited							
						(Basic Telep	hone Service):							
				Custo	omer Complain	its Redressal R	eport for the	Quarter ending	- Dec'17						
					mplaint Centre							Appellate Auth	ority		
		Quarter a	mplaints receivend pending con previous Quarte	nplaints of	Details of o	complaints red	ressed during	g the Quarter	Quarter a	ppeals recei and pending revious Qua	• •	Details (of appeals disp	oosed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	pending for redressal on	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	1	8	8	0	8	0	2	0	2	1	0	1	1
DELHI	Faults and Network Related Complaints	403	0	403	400	0	400	3	0	0	0	0	0	0	0
8	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Total	424	1	425	422	0	422	3	2	0	2	1	0	1	1
Total Sub	scriber base (Prepaid)					·	·			·			·		

Total Subscriber base (Postpaid)----- 10282 no's

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'17 Complaint Centre(s) Appellate Authority Details of complaints received during the Details of appeals received during the Quarter and pending complaints of Details of complaints redressed during the Quarter Quarter and pending appeals of previous Details of appeals disposed during the Quarter previous Quarter Quarter Total no. of LSA Category of complants complaints Total no. of complaints Total no. of appeals Total no. of Total no. of No. of complaints complaints Total No. of appeals appeals redressed complaints pending for Pending appeals to be decided appeals pending complaints to be redressed decided pending for appeals appeals of decided disposed within redressed redressal within omplaints of received redressed beyond the beyond the decision on received specified during the on the last during the specified during the previous during the previous during the time limit during the time limit the last day of time limit Quarter [8] day of quarter Quarter [12] = time limit quarter [15] Quarter Quarter Quarter during the Quarter during the Quarter [16] = Quarter = [13] + [14] during the = [6] + [7] [10]+ [11] during the [5]=[3]+[4] Quarter Quarter [12] - [15] quarter [9]=[5] - [8] quarter 6 7 8 10 11 12 14 15 1 3 4 5 9 13 16 25 0 25 18 18 0 0 0 Billing Related Complaints 0 7 0 0 0 0 Customer Service Related Complaints 3 1 4 2 0 2 2 3 0 3 1 2 3 0 GUJRAT Faults and Network Related Complaints 307 0 0 0 0 930 0 930 623 0 623 0 0 0 UCC Related Complaints 0 0 0 0 0 0 0 0 0 0 0 VAS Related Complaints 0 0 3 0 0 0 0 0 0 0 0 646 Total 961 1 962 0 646 316 3 0 3 1 2 3 0 Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 28228 no's

Name of Service Provider : Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'17 Complaint Centre(s) Appellate Authority Details of complaints received during the Details of appeals received during the Quarter and pending complaints of Details of complaints redressed during the Quarter Quarter and pending appeals of previous Details of appeals disposed during the Quarter previous Quarter Quarter Total no. of LSA Category of complants complaints Total no. of Total no. of Total no. of appeals Total no. of No. of complaints complaints complaints Total No. of appeals appeals complaints Pending appeals to be decided appeals redressed complaints pending to be redressed pending for appeals decided pending for appeals of decided within disposed within redressed received complaints of redressed beyond the redressal on received beyond the decision on specified during the previous during the specified during the during the previous during the time limit the last day during the time limit the last day of time limit Quarter [8] Quarter [12] = time limit quarter [15] quarter Quarter [16] = Quarter of Quarter Quarter Quarter during the Quarter during the during the = [6] + [7] [10]+[11] during the = [13] + [14] [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter [12] - [15] quarter quarter 10 1 2 3 4 5 6 7 8 9 11 12 13 14 15 16 Billing Related Complaints 0 0 0 0 0 6 0 6 6 6 0 0 0 0 Customer Service Related Complaints 0 0 0 2 0 2 2 0 2 0 0 0 0 0 HARYANA 19 0 0 19 0 0 0 0 0 19 19 0 0 0 Faults and Network Related Complaints 0 0 0 **UCC Related Complaints** 0 0 0 0 0 0 0 0 VAS Related Complaints 2 0 2 0 0 0 0 0 0 0 0 Total 29 0 29 29 0 29 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

474

Total Subscriber base (Postpaid)----- 2300 no's

1826

					Name of	Service Provid	der : Tata Tele	services Limit	ed						
						(Basic Tele	ephone Servi	ce) :							
				Cus	tomer Compla	ints Redressal	Report for th	e Quarter endi	ng - Dec'17						
					nplaint Centre		•		Ĭ			Appellate Auti	hority		
		Quarter a	mplaints receive nd pending com previous Quarte	plaints of	Details of c	omplaints red	ressed durinç	the Quarter		peals receive nd pending a evious Quart	ppeals of	Details o	of appeals disp	osed during th	e 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 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	63	0	63	63	0	63	0	13	3	16	9	0	9	7
₹	Customer Service Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
KARNATA	Faults and Network Related Complaints	529	483	0	483	46	13	3	16	13	0	13	3		
N N	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
₹	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
-	Total	606	0	606	560	0	560	46	26	6	32	22	0	22	10
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 43891 no's

					Name of	Service Prov	ider : Tata Te	leservices Limited							
						(Basic Te	lephone Serv	ice) :							
				Cı	stomer Compl	aints Redressa	al Report for t	the Quarter ending	- Dec'17						
				С	omplaint Centr	re(s)					Α	ppellate Autho	rity		
		Quarter a	mplaints receive nd pending com previous Quarte	plaints of		complaints re	dressed duri	ng the Quarter	Quarter a	ppeals receive and pending a revious Quart		Details of	appeals dispo	sed during t	he 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 complaints redressed during the Quarter [8] = [6] + [7]	pending for redressal on the	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 during the quarter	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	5	0	5	5	0	5	0	3	1	4	2	0	2	2
	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
KERAL/	Faults and Network Related Complaints	114	0	114	80	0	80	34	18	4	22	16	0	16	6
i ij	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	121	0	121	87	0	87	34	21	5	26	18	0	18	8
Total S	ubscriber base (Prepaid)								•						

Total Subscriber base (Postpaid)----- 5335 no's

					Name of S	Service Provide	er : Tata Teles	services Limited							
							hone Service								
				Custo	omer Complaiı	nts Redressal F	Report for the	Quarter ending	- Dec'17						
					omplaint Centr						Ap	pellate Author	ity		
		Quarter an	nplaints receiv d pending cor revious Quarte	•		complaints red	ressed durin	g the Quarter	Quarter a	opeals receive and pending a revious Quart		Details of	appeals dispos	sed during t	he 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 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	25	0	25	25	0	25	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	5	0	5	5	0	5	0	1	0	1	1	0	1	0
ОLКОТА	Faults and Network Related Complaints	105	0	105	103	0	103	2	1	1	2	2	0	2	0
 0LI	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ž	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Total	140	0	140	138	0	138	2	2	1	3	3	0	3	0
	scriber base (Prepaid)														
Total Subs	criber base (Postpaid) 11384 no's														

					Name of	Service Provid	ler : Tata Tele	services Limite	ed						
						(Basic Tele	phone Servic	e) :							
				Cus	tomer Compla	ints Redressal	Report for th	e Quarter endir	ng - Dec'17						
				Co	mplaint Centre	e(s)						Appellate Auth	ority		
		the Quarter a	•	eived during complaints of ter	Details of c	omplaints red	essed during	the Quarter	Quarter a	opeals received and pending a revious Quar		Details o	f appeals dispo	osed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the 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	3	0	3	3	0	3	0	0	0	0	0	0	0	0
_ I	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	82	0	82	82	0	82	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	87	0	87	87	0	87	0	0	0	0	0	0	0	0
Total Subs	scriber base (Prepaid)														
Total Subs	scriber base (Postpaid) 833 no's														

					Name of Ser	vice Provider	Tata Teleser	vices Limited							
						(Basic Telepho	one Service) :	1							
				Custom	er Complaints	Redressal Re	oort for the Q	uarter ending	ı - Dec'17						
					nplaint Centre(Appellate Auth	ority		
			plaints received pending corevious Quarte	nplaints of	Details of co	omplaints redre	essed during	the Quarter	the Quarter	ppeals receiv and pending a evious Quarte	appeals of	Details of	appeals dispo	osed during th	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 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	139	0	139	139	0	139	0	6	0	6	6	0	6	0
_	Customer Service Related Complaints	55	4	59	59	0	59	0	2	0	2	2	0	2	0
MUMBAI	Faults and Network Related Complaints	8862	0	8862	6656	0	6656	2206	35	0	35	35	0	35	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
_	VAS Related Complaints	44	0	44	44	0	44	0	12	0	12	12	0	12	0
	Total	9100	4	9104	6898	0	6898	2206	55	0	55	55	0	55	0
Total Subs	scriber base (Prepaid)														
Total Subs	scriber base (Postpaid) 94130 no's														

					Name of S	ervice Provide	r : Tata Teles	ervices Limited	d						
						(Basic Telep	hone Service):							
				Custo	omer Complain	ts Redressal F	Report for the	Quarter ending	g - Dec'17						
				Con	nplaint Centre(s)					Ap	pellate Author	ity		
		Quarter a	mplaints receive nd pending com previous Quarte	plaints of	Details of c	omplaints redr	essed during	the Quarter			red during the als of previous	Details of	appeals dispo	esed during t	he Quarter
LSA Category of complaints Total no. of complaints redressed during the Quarter Quarter [5]=[3]+[4] Category of complaints Total no. of complaints redressed during the Quarter [5]=[3]+[4] Total no. of complaints redressed during the Quarter [5]=[3]+[4] Total no. of complaints redressed beyond the time limit during the quarter [9]=[5] - [8] Total no. of complaints redressed beyond the time limit during the quarter [9]=[5] - [8] Total no. of complaints redressed beyond the time limit during the quarter [9]=[5] - [8] Total no. of complaints redressed during the Quarter [9]=[5] - [8] Total no. of complaints redressed during the quarter [10] + [11] = [10]+[11] = [10]+[11] = [10]+[11] = [10]+[11] = [10]+[11] = [10]+[11]+[11]+[11]+[11]+[11]+[11]+[11]+													Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NS.	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
	scriber base (Prepaid)	·			•	·		·	·				·		
Total Subs	scriber base (Postpaid) 1431 no's														

					Name of Se	ervice Provider	: Tata Telese	rvices Limited							
						(Basic Teleph	one Service)	:							
				Custo	mer Complaint	s Redressal R	eport for the (Quarter ending	- Dec'17						
				Co	omplaint Centre	e(s)					Арр	ellate Authorit	ty		
		the Quarter a	•	eived during complaints of ter	Details of c	omplaints red	essed during	the Quarter	Quarter	ppeals recei and pending revious Qua		Details of a	ippeals disi	oosed 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]	Total no. of appeals decided within specified time limit during the quarter	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	6	0	6	6	0	6	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
PUNJAB	Faults and Network Related Complaints	32	0	32	32	0	32	0	0	0	0	0	0	0	0
ا کے	UCC Related Complaints		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	42	0	42	42	0	42	0	0	0	0	0	0	0	0
Total Sub	scriber base (Prepaid)														
Total Sub	scriber base (Postpaid) 3158 no's	•				•	•						•	•	

					Name of Se	ervice Provider	: Tata Telese	ervices Limited							
						(Basic Teleph	none Service)	:							
				Custo	mer Complaint	s Redressal Re	eport for the	Quarter ending	- Dec'17						
				Coi	mplaint Centre	(s)					Α	ppellate Autho	rity		
		Quarter a	mplaints receiv nd pending con previous Quarte	nplaints of	Details of o	complaints red	ressed durin	g the Quarter		peals receive nd pending a evious Quart	ppeals of	Details of	appeals dispo	sed during t	he Quarter
Total no. of complaints received during the Quarter Quarter Squarter Squart													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
N N	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAJASTHAN	Faults and Network Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
5	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
R A	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	12	0	12	12	0	12	0	0	0	0	0	0	0	0
Total Subs	scriber base (Prepaid)										·				<u> </u>

Total Subscriber base (Postpaid)----- 1196 no's

				N	ame of Servic	e Provider : Ta	ata Teleservio	es(Maharasht	ra) Limited						
						(Basic Tel	ephone Servi	ce) :							
				Cu	stomer Compla	aints Redressa	I Report for ti	ne Quarter end	ding - Dec'17						
					nplaint Centre(•		Ī			Appellate Auth	ority		
		Quarter a	mplaints receive nd pending con previous Quarte	plaints of	Details of c	omplaints redr	essed during	the Quarter		• •	ed during the als of previous	Details	of appeals disp	posed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the 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	66	0	66	66	0	66	0	1	0	1	1	0	1	0
Ř	Customer Service Related Complaints	28	0	28	28	0	28	0	0	0	0	0	0	0	0
MAHARASHTR	Faults and Network Related Complaints	2245	0	2245	1588	0	1588	657	2	0	2	2	0	2	0
≰	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
I≱	VAS Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
2	Total	2363	0	2363	1706	0	1706	657	3	0	3	3	0	3	0
Total Sub	scriber base (Prepaid)	•			•		•		•	•			•	•	

Total Subscriber base (Postpaid)----- 69484 no

					Nai	me of Service	Provider : Ta	ta Teleservices Lir	mited						
						(Bas	ic Telephone	Service):							
					Customer C	omplaints Red	ressal Repor	t for the Quarter er	nding - Dec'1	7					
				C	omplaint Centr	re(s)						Appellate A	uthority		
		Quarter a	mplaints receiv nd pending con previous Quarte	nplaints of	Details of	complaints re	dressed durii	ng the Quarter			ed during the als of previous	Deta	ils of appeals	disposed durin	g the Quarter
complaints received during the Quarter Squarter [5]=[3]+[4] grant [4] grant [5]=[3]+[4] grant [5]=[3]+														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	9	0	9	7	0	7	2	2	0	2	2	0	2	0
2	Customer Service Related Complaints	6	0	6	6	0	6	0	1	0	1	1	0	1	0
TAMILNADU	Faults and Network Related Complaints	332	0	332	324	0	324	8	1	0	1	1	0	1	0
₹	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0
12	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total	353	0	353	343	0	343	10	4	0	4	4	0	4	0
Total Sub	scriber base (Prepaid)			•					-				•		

Total Subscriber base (Postpaid)----- 13412 no

Name of Service Provider : Tata Teleservices Limited																	
(Basic Telephone Service):																	
Customer Complaints Redressal Report for the Quarter ending - Dec'17																	
	Category of complants	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				Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter					
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the 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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
ח	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)																	
Total Subscriber base (Postpaid) 1057 no																	

Name of Service Provider : Tata Teleservices Limited																	
(Basic Telephone Service):																	
Customer Complaints Redressal Report for the Quarter ending - Dec'17																	
LSA	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				Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed during the Quarter					
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]		Total no. of complaints redressed 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		
WAN	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		
	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 Subs	Total Subscriber base (Prepaid)																

Total Subscriber base (Postpaid)----- 108 no's