

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Dec'17

LSA	Category of complaints	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 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
ANDHRA PRADESH	Billing Related Complaints	58	0	58	58	0	58	0	2	0	2	2	0	2	0
	Customer Service Related Complaints	37	1	38	38	0	38	0	1	0	1	1	0	1	0
	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 Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 63270 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 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	
BIHAR	Billing Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	1	0	1	1	0	1	0	1	0	1	1	0	1	0	0
	Faults and Network Related Compliants	24	0	24	23	0	23	1	0	1	1	1	0	1	0	0
	UCC Related Compliants		0	0			0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	1	0	1	1	0	1	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)-----																
Total Subscriber base (Postpaid)----- 3013 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Dec'17

LSA	Category of complaints	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 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	
DELHI	Billing Related Complaints	7	0	7	7	0	7	0	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	
	Faults and Network Related Complaints	403	0	403	400	0	400	3	0	0	0	0	0	0	0	
	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 Subscriber 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

LSA	Category of complaints	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 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	
GUJRAT	Billing Related Complaints	25	0	25	18	0	18	7	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	1	4	2	0	2	2	3	0	3	1	2	3	0	
	Faults and Network Related Complaints	930	0	930	623	0	623	307	0	0	0	0	0	0	0	
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0	
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
	Total	961	1	962	646	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

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 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	
HARYANA	Billing Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	19	0	19	19	0	19	0	0	0	0	0	0	0	0	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Total	29	0	29	29	0	29	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 2300 no's																

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 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
KARNATAKA	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
	Faults and Network Related Complaints	529	0	529	483	0	483	46	13	3	16	13	0	13	3
	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 Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 43891 no's															

10427
33464

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 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
KERALA	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
	Faults and Network Related Complaints	114	0	114	80	0	80	34	18	4	22	16	0	16	6
	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 Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 5335 no's															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Dec'17

LSA	Category of complaints	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 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	
KOLKOTA	Billing Related Complaints	25	0	25	25	0	25	0	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	
	Faults and Network Related Complaints	105	0	105	103	0	103	2	1	1	2	2	0	2	0	
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	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	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 11384 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Dec'17

LSA	Category of complaints	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				
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MADHYA PRADESH	Billing Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	82	0	82	82	0	82	0	0	0	0	0	0	0	0	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	Total	87	0	87	87	0	87	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 833 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Dec'17

LSA	Category of complaints	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 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	
MUMBAI	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	
	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 Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 94130 no's																

44239

49891

Name of Service Provider : Tata Teleservices Limited

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		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				
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	0	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	0
	VAS Related Complaints	0	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	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 1431 no's

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		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				
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
PUNJAB	Billing Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	32	0	32	32	0	32	0	0	0	0	0	0	0	0	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Total	42	0	42	42	0	42	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 3158 no's																

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		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	
RAJASTHAN	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0	0
	UCC Related Complaints		0	0			0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	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	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 1196 no's																

Name of Service Provider : Tata Teleservices(Maharashtra) 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 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
MAHARASHTRA	Billing Related Complaints	66	0	66	66	0	66	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	28	0	28	28	0	28	0	0	0	0	0	0	0	0
	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
	VAS Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
	Total	2363	0	2363	1706	0	1706	657	3	0	3	3	0	3	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 69484 no															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Dec'17

LSA	Category of complaints	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 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
TAMILNADU	Billing Related Complaints	9	0	9	7	0	7	2	2	0	2	2	0	2	0
	Customer Service Related Complaints	6	0	6	6	0	6	0	1	0	1	1	0	1	0
	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
	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 Subscriber 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

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 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	
UPE	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	0	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	0
	VAS Related Complaints	0	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	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 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	
UPW	Billing Related Complaints	0	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	0
	Faults and Network Related Complaints	0	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	0
	VAS Related Complaints	0	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	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 108 no's																