(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Com	piairits Reuressai Re	eport for the Qua	rter Ending - Dec-16)						
					Complaint Co	entre(s)						Appellate A	uthority		
			•	eived during the plaints of previous	Detai	ils of complaints redr	essed during the Qu	uarter		• •	ved during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	anneals decided	•	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
돐	Billing Related Complaints	259	0	259	177	0	177	82	0	0	0	0	0	0	0
DES	Customer Service Related Complaints	50	1	51	50	1	51	0	0	0	0	0	0	0	0
PRA	Faults and Network Related Complaints	11262	0	11262	10808	454	11262	0	1	0	1	1	0	1	0
Æ	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
틸	VAS Related Complaints	50	1	51	50	1	51	0	0	0	0	0	0	0	0
₹	Total	11621	2	11623	11085	456	11541	82	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid)	-													

207149

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	ter Enumg - Det-10	,						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	aarter			ved during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	decided during	anneals decided	beyond the time	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
HAR	Faults and Network Related Complaints	58	0	58	53	5	58	0	2	2	4	4	0	4	0
표	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	58 0					58	0	2	2	4	4	0	4	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	rter Ending - Dec-16)						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			-	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	ıarter			ed during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the 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	beyond the time	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	2	0	2	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	0	6	5	1	6	0	3	0	3	3	0	3	0
토	Faults and Network Related Complaints	683	0	683	625	58	683	0	4	0	4	4	0	4	0
DELHI	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
	Total	701	0	701	637	60	697	4	7	0	7	7	0	7	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

Name of Service Provider : Tata Teleservices Limited (Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	Jiainus Reuressai Re	eport for the Qua	rter Ending - Dec-16	,						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter		• •	ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
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	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	beyond the time	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	16	0	16	8	0	8	8	0	0	0	0	0	0	0
	Customer Service Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
RAT	Faults and Network Related Complaints	1123	0	1123	1059	64	1123	0	0	0	0	0	0	0	0
l iii	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ľ	VAS Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	Total	1155	0	1155	1083	64	1147	8	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

91962

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	ter Ending - Dec-16	•						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	arter			ed during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	beyond the time	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
۱,	Customer Service Related Complaints	1	0	1	1	0	1	0	1	0	1	1	0	1	0
ΑŽ	Faults and Network Related Complaints	37	0	37	32	5	37	0	0	0	0	0	0	0	0
ARY	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	40	0	40	35	5	40	0	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	ter Ending - Dec-16	•						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	arter			ed during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	beyond the time	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	50	0	50	34	0	34	16	1	0	1	0	0	0	1
₹	Customer Service Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
ΙĚ	Faults and Network Related Complaints	948	0	948	878	70	948	0	12	4	16	13	0	13	3
Ž	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ΑŽ	VAS Related Complaints	12	0	12	12	0	0	12	0	4	4	4	0	4	0
	Total	1022	0	1022	936	70	994	28	13	8	21	17	0	17	4
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	rter Ending - Dec-16	j						
					Complaint Ce	ntre(s)						Appellate A	uthority		
				ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	uarter			ved during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
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]		beyond the time	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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ş	Faults and Network Related Complaints	117	0	117	110	7	117	0	0	1	1	1	0	1	0
KERALA	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	VAS Related Complaints	0	0	0	0	0	0	0	0	1	1	1	0	1	0
	Total	119	0	119	112	7	119	0	0	2	2	2	0	2	0
	Total Subscriber Base (Prepaid)	-													

14716

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					customer comp	names Reuressar Re	port for the Qua	rter Ending - Dec-16	,						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	ceived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	aarter			ved during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter		Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]		beyond the time	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	1	0	1	2	4	0	4	3	0	3	1
_	Customer Service Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
кота	Faults and Network Related Complaints	618	0	618	609	9	618	0	6	23	29	29	0	29	0
KOLK	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	621	0	621	610	9	619	2	11	23	34	33	0	33	1
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Custoffier Com	piaints Redressai Re	eport for the Qua	ter thuning - Det-10	,						
					Complaint Ce	entre(s)						Appellate Au	uthority		
		Details of	complaints red	eived during the							ed during the				
		Quarter and		plaints of previous	Detai	ls of complaints redr	essed during the Qu	ıarter	Quarter and		eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
			Quarter	· 1		ı	1	1		Quarter	ı		ı	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	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		Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]		beyond the time	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	2 3 4 !			6	7	8	9	10	11	12	13	14	15	16
ESH	Billing Related Complaints	3	0	3	2	0	2	1	0	0	0	0	0	0	0
DES	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₽₽	Faults and Network Related Complaints	236	0	236	235	1	236	0	0	0	0	0	0	0	0
Ϋ́	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
APH	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Σ	Total	239	0	239	237	1	238	1	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-				-		-	•			-			

3713

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	rter Ending - Dec-16)						
					Complaint Ce	ntre(s)						Appellate A	uthority		
				eived during the plaints of previous	Detai	ls of complaints redr	essed during the Qu	uarter			red during the eals of previous	Deta	ils of appeals dispos	sed during the Q	uarter
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 to be decided during the Quarter [12] = [10]+ [11]	appeals decided	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	113	0	113	63	0	63	50	0	0	0	0	0	0	0
l _	Customer Service Related Complaints	33	1	34	34	0	34	0	0	0	0	0	0	0	0
IBA	Faults and Network Related Complaints	6943	0	6943	5943	1000	6943	0	4	0	4	4	0	4	0
Į	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
~	VAS Related Complaints	33	0	33	33	0	33	0	0	0	0	0	0	0	0
	Total	7122	1	7123	6073	1000	7073	50	4	0	4	4	0	4	0
	Total Subscriber Base (Prepaid)	-													

296300

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	eport for the Qua	rter Ending - Dec-16)						
					Complaint Ce	ntre(s)						Appellate A	uthority		
			•	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter			ed during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	anneals decided	beyond the time	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
SSA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SE O	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)	-													

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

					Customer Comp	olaints Redressal Re	port for the Qua	rter Ending - Dec-16	5						
					Complaint Ce	entre(s)						Appellate A	uthority		
			-	eived during the plaints of previous	Detai	ls of complaints redr	essed during the Q	uarter		• •	ved during the eals of previous	Deta	ils of appeals dispos	ed during the Q	uarter
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]	appeals decided	beyond the time	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
	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
JAB	Faults and Network Related Complaints	94	0	94	91	3	94	0	2	0	2	2	0	2	0
ΙΝ̈́Σ	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
l -	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	98	0	98	95	3	98	0	2	0	2	2	0	2	0
	Total Subscriber Base (Prepaid)	-									•			•	

Total Subscriber Base (Postpaid)

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

	Customer Complaints Redressal Report for the Quarter Ending - Dec-16														
	Category of Complants				Complaint Ce	ntre(s)		Appellate Authority							
LSA		Details of complaints received during the Quarter and pending complaints of previous Quarter			Detai	Details of complaints redressed during the Quarter					ed during the eals of previous	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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	beyond the time	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
z	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₽¥	Faults and Network Related Complaints	38	0	38	38	0	38	0	0	0	0	0	0	0	0
JAS	UCC Related Complaints	0	0	0	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	38	0	38	38	0	38	0	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	-													

Total Subscriber Base (Postpaid)

Name of Service Provider : Tata Teleservices(Maharashtra) Limited (Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

	Customer Complaints Redressal Report for the Quarter Ending - Dec-16																
					Complaint Ce	entre(s)			Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Detai	ls of complaints redr	essed during the Q	uarter		• •	ved during the eals of previous	Details of appeals disposed 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]	appeals decided	beyond the time	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	49	0	49	31	0	31	18	0	0	0	0	0	0	0		
TRA	Customer Service Related Complaints	15	1	16	16	0	16	0	0	0	0	0	0	0	0		
-NSA	Faults and Network Related Complaints	2414	0	2414	2098	316	2414	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	15	1	16	16	0	16	0	0	0	0	0	0	0	0		
1 -	Total	2493	2	2495	2161	316	2477	18	0	0	0	0	0	0	0		
	Total Subscriber Base (Prepaid)	-															

Total Subscriber Base (Postpaid)

Name of Service Provider : Tata Teleservices Limited (Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16	Customer Com	plaints Redressal	I Report for the	Quarter Ending	z - Dec-16
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	Customer Complaints Redressal Report for the Quarter Ending - Dec-16																
					Complaint Ce	entre(s)			Appellate Authority								
	Category of Complants	Details of	complaints red	eived during the							ved during the						
		Quarter and pending complaints of previous			Details of complaints redressed during the Quarter Q					pending appo Quarter	eals of previous	Details of appeals disposed during the Quarter					
		Quarter									1						
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	Total no. of appeals to be decided during the Quarter [12] = [10]+	appeals decided	beyond the time	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	16	0	16	13	0	13	3	0	0	0	0	0	0	0		
ρΩ	Customer Service Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0		
MAG	Faults and Network Related Complaints	525	0	525	503	22	525	0	0	0	0	0	0	0	0		
Ĭ	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
₹	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0		
	Total	549	0	549	524	22	546	3	0	0	0	0	0	0	0		
	Total Subscriber Base (Prepaid)	-															

Total Subscriber Base (Postpaid)

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

	Customer Complaints Redressal Report for the Quarter Ending - Dec-16																
	Category of Complants				Complaint Ce	ntre(s)			Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter								Details of appeals received during the Quarter and pending appeals of previous Quarter			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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	anneals decided	beyond the time	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		
a a n	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	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)	-															

(Basic Telephone Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec-16

	Customer Complaints Redressal Report for the Quarter Ending - Dec-16														
					Complaint Ce	ntre(s)		Appellate Authority							
LSA	Category of Complants	Details of complaints received during the Quarter and pending complaints of previous Quarter									ed during the eals of previous	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	redressed during	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	_	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	appeals decided	beyond the time	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
δ	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
B	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)	-			•		•					•		•	