| | | | | | Name of Serv | ice Provider | : Tata Teles | services Limite | d | | | | | | |
|-----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|--|---|--|
| | | | | | | (Basic Telepho | one Service | e) : | | | | | | | |
| | | | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | g - June'16 | i | | | | | |
| | | | | Cor | nplaint Centre | (s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | omplaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals le Quarter a s of previou | nd pending | Details of | appeals dispo | osed during | 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 | redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | appeals decided beyond the time limit | Total no. of appeals disposed during the quarter [15] = [13] + [14] | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| I | Billing Related Complaints | 67 | 106 | 173 | 120 | 0 | 120 | 53 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DES | Customer Service Related Complaints | 95 | 2 | 97 | 37 | | 37 | 60 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| N PRADESH | Faults and Network Related Complaints | 10173 | 0 | 10173 | 9313 | 860 | 10173 | 0 | 4 | 0 | 4 | 4 | 0 | 4 | 0 |
| H & | UCC Related Complaints | | | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ANDHRA | VAS Related Complaints | 54 | 0 | 54 | 49 | 5 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ⋖ | Total | 10389 | 108 | 10497 | 9519 | 865 | 10384 | 113 | 6 | 0 | 6 | 6 | 0 | 6 | 0 |
| Total Su | bscriber base (Prepaid) | • | | • | | • | • | | • | | | | • | | · |
| Total Su | bscriber base (Postpaid) 67557 nos | | | | | | | | | | | | | | |

| | | | | Na | me of Servic | e Provider : Ta | ata Teleser | vices Limited | | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---------------|---------------------|---|
| | | | | | (Ba | sic Telephone | Service): | | | | | | | | |
| | | | | | | | t for the Qu | uarter ending · | June'16 | | | | | | |
| | | | | Cor | nplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | | • | Details of co | mplaints redro | essed durir | ng the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details of a | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | time limit | appeals disposed | appeals pending for decision on the last day |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | | | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Complaints | | | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| BIHAR | Faults and Network Related Complaints | 18 | 0 | 18 | 17 | 1 | 18 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 |
| 畫 | UCC Related Complaints | | | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | | | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 18 | 0 | 18 | 17 | 1 | 18 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | | | | |
| Total Su | bscriber base (Postpaid) 708 nos | | | | | | | | | | | | | | |

| | | | | | Name of Serv | vice Provider : | Tata Teles | ervices Limited | d | | | | | | |
|------------------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---|---|--|
| | | | | | (| (Basic Telepho | ne Service | e) : | | | | | | | |
| | | | | | | | ort for the | Quarter ending | - June'16 | | | | | | |
| | | | | Coi | mplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals ne Quarter a s of previou | and pending | Details 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 | redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | 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 | 8 | 12 | 7 | 0 | 7 | 5 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| | Customer Service Related Complaints | 8 | 0 | 8 | 7 | 1 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DELHI | Faults and Network Related Complaints | 516 | 0 | 516 | 510 | 6 | 516 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| DE | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 8 | 0 | 8 | 7 | 1 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 536 | 8 | 544 | 531 | 8 | 539 | 5 | 3 | 0 | 3 | 3 | 0 | 3 | 0 |
| Total Sub | scriber base (Prepaid) | | | | | | | | | | | | | | |
| Total Sul | bscriber base (Postpaid) 7092 nos | | | | | | | | | | | | | | |

| | | | | | Name of Ser | vice Provider : | Tata Teles | ervices Limite | d | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---|---|--|
| | | | | | (| (Basic Telepho | one Service | e) : | | | | | | | |
| | | | | | • | | ort for the | Quarter ending | - June'16 | | | | | | |
| | | | | Coi | mplaint Centre | e(s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | emplaints redre | essed durir | ng the Quarter | during th | of appeals le Quarter a s of previou | nd pending | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | 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 | 14 | 10 | 24 | 14 | 0 | 14 | 10 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| - | Customer Service Related Complaints | 12 | | 12 | 12 | | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| JRAT | Faults and Network Related Complaints | 776 | 0 | 776 | 752 | 24 | 776 | 0 | 2 | 0 | 2 | 1 | 0 | 1 | 1 |
|] G | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Complaints | 11 | 0 | 11 | 11 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 813 | 10 | 823 | 789 | 24 | 813 | 10 | 4 | 0 | 4 | 3 | 0 | 3 | 1 |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | <u> </u> | | | |

Total Subscriber base (Postpaid)----- 30159 nos

| | | | | | Name of Serv | vice Provider : | Tata Teles | ervices Limite | d | | | | | | |
|----------|---------------------------------------|---|---|--|--|--|--|----------------|--|---|--|--|---------------|---|--|
| | | | | | (| (Basic Telepho | ne Service | e): | | | | | | | |
| | | | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | - June'16 | | | | | | |
| | | | | Cor | mplaint Centre | (s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | emplaints reco and pending of evious Quart | omplaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals e Quarter a s of previou | ind pending | Details of | appeals dispo | sed 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 | redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | | 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 | 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 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | | | 0 | | | 0 | 0 |
| ≰ | Customer Service Related Complaints | 2 | 0 | 2 | 2 | 0 | 2 | 0 | | | 0 | | | 0 | 0 |
| YANA | Faults and Network Related Complaints | 21 | 0 | 21 | 20 | 1 | 21 | 0 | | | 0 | | | 0 | 0 |
| HAR | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 |
| Ī | VAS Related Complaints | 2 | 0 | 2 | 2 | 0 | 2 | 0 | | | 0 | | | 0 | 0 |
| | Total | 28 | 0 | 28 | 27 | 1 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | | | | |
| Total Su | bscriber base (Postpaid) 2220 nos | | | | | | | | | | | | | | |

| | | | | | Name of Se | rvice Provider | : Tata Tele | services Limite | ed | | | | | | |
|-------|---------------------------------------|--|---|--|--|--|--|---|--|--|---|---|--|-------------|-------------|
| | | | | | | (Basic Teleph | one Servic | e): | | | | | | | |
| | | | | Custom | er Complaints | Redressal Re | port for the | Quarter endin | g - June'1 | 6 | | | | | |
| | | | | Cor | mplaint Centre | (s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints reco and pending o revious Quart | omplaints of | Details of co | mplaints redre | essed durir | g the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | 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 | 20 | 36 | 56 | 42 | 0 | 42 | 14 | 4 | 5 | 9 | 7 | 0 | 7 | 2 |
| Ϋ́ | Customer Service Related Complaints | 14 | 0 | 14 | 12 | 2 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ATA | Faults and Network Related Complaints | 704 | 0 | 704 | 695 | 9 | 704 | 0 | 8 | 7 | 15 | 11 | 0 | 11 | 4 |
| Z | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ₹ | VAS Related Complaints | 14 | 0 | 14 | 12 | 2 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 752 | 36 | 788 | 761 | 13 | 774 | 14 | 12 | 12 | 24 | 18 | 0 | 18 | 6 |
| Total | Subscriber base (Prepaid) | | | | | | · | | · | | | | | | |

Total Subscriber base (Postpaid)----- 45681 nos

| | | | | | Name of Ser | vice Provider : | Tata Teles | ervices Limite | d | | | | | | |
|----------------|---------------------------------------|--|---|--|--|--|--|---|--|--|--|---|--|--------------|-------------|
| | | | | | | (Basic Telepho | one Service | e): | | | | | | | |
| | | _ | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | g - June'16 | i | | | | | |
| | | | | Coi | mplaint Centre | (s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals le Quarter a s of previou | and pending | Details of | appeals dispo | sed during (| the Quarter |
| LSA | Category of complants | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | appeals decided beyond the time limit | Total no. of appeals disposed during the quarter [15] = [13] + [14] | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | Billing Related Complaints | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 3 | 0 | 3 | 2 | 0 | 2 | 1 |
| < | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KERAL | Faults and Network Related Complaints | 43 | 0 | 43 | 37 | 6 | 43 | 0 | 5 | 0 | 5 | 3 | 0 | 3 | 2 |
| ŒR | 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 | 44 | 0 | 44 | 38 | 6 | 44 | 0 | 8 | 0 | 8 | 5 | 0 | 5 | 3 |

Total Subscriber base (Postpaid)----- 5198 nos

| | | | | | Name of Se | rvice Provider | : Tata Tele | services Limit | ed | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|---|--|---|--|--|---|--|---|
| | | | | | | (Basic Teleph | | | | | | | | | |
| | <u></u> | | | | | | port for the | Quarter endir | ng - June'1 | 6 | | | | | |
| | | | | Coi | nplaint Centre | (s) | | | | | | Appellate Au | thority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details 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 complain ts redresse d during the Quarter [8] = [6] + [7] | pending for redressal on the last day of Quarter | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | 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 | 4 | 1 | 5 | 1 | 0 | 1 | 4 | 1 | 1 | 2 | 1 | 0 | 1 | 1 |
| ⋖ | Customer Service Related Complaints | 3 | 0 | 3 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LKOTA | Faults and Network Related Complaints | 190 | 0 | 190 | 186 | 4 | 190 | 0 | 1 | 3 | 4 | 3 | 0 | 3 | 1 |
| | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | VAS Related Complaints | 3 | 0 | 3 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 200 | 1 | 201 | 189 | 8 | 197 | 4 | 2 | 4 | 6 | 4 | 0 | 4 | 2 |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | | | | |
| Total Su | bscriber base (Postpaid) 11450 nos | · | | ·- | · | · | | · | | | | ·- | | | |

| | | | | | Name of Serv | vice Provider : | Tata Teles | ervices Limited | h | | | | | | |
|-------------------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---------------|---|---|
| - | | | | | | Basic Telepho | | | - | | | | | | |
| | | | | Custome | | · | | Quarter ending | a - June'16 | | | | | | |
| | | | | | mplaint Centre | | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals e Quarter a s of previou | and pending | Details of | appeals dispo | osed during | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | 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 | 14 | 0 | 14 | 12 | 0 | 12 | 2 | | | 0 | | | 0 | 0 |
| αĮ | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 |
| MADHYA PRADESH | Faults and Network Related Complaints | 146 | 0 | 146 | 146 | 0 | 146 | 0 | | | 0 | | | 0 | 0 |
| Z A | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 |
| ≥ ₹ | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 |
| | Total | 160 | 0 | 160 | 158 | 0 | 158 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | bscriber base (Prepaid) | • | | • | | | | • | • | • | | • | | • | |
| Total Su | bscriber base (Postpaid) 3377nos | - | - | | | | | | | | | | | | |

| | | | | | Name of Ser | vice Provider : | Tata Teles | ervices Limite | d | | | | | | |
|----------|---------------------------------------|---|---|--|--|--|--|--|--|---|--|--|---|---|---|
| | | | | | | (Basic Telepho | one Service | e): | | | | | | | - |
| | | | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | g - June'16 | | | | | | |
| | | | | Cor | mplaint Centre | (s) | | | | | | Appellate Aut | hority | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of co | mplaints redre | essed durir | g the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details of | appeals dispo | osed during | :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 complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | 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 | 106 | 0 | 106 | 26 | 0 | 26 | 80 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| = | Customer Service Related Complaints | 48 | 1 | 49 | 42 | 5 | 47 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| MUMBAI | Faults and Network Related Complaints | 6954 | 0 | 6954 | 5380 | 1574 | 6954 | 0 | 12 | 0 | 12 | 12 | 0 | 12 | 0 |
| ≨ | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| _ | VAS Related Complaints | 32 | 0 | 32 | 27 | 5 | 32 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 7140 | 1 | 7141 | 5475 | 1584 | 7059 | 82 | 14 | 0 | 14 | 14 | 0 | 14 | 0 |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | | | | |

Total Subscriber base (Postpaid)----- 97457 nos

| | | | | Nan | ne of Service | Provider : Ta | ta Teleserv | ices(Maharash | tra) Limite | d | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---|---|--|
| | | | | | | (Basic Tele | | | | | | | | | |
| | | | | | | | Report for | the Quarter en | ding - Jun | e'16 | | | | | |
| | | | | Cor | nplaint Centre | e(s) | | | | | | Appellate A | luthority | | |
| | | | mplaints rece and pending previous Quar | complaints | Details o | f complaints Quar | | during the | during th | of appeals e Quarter a s of previou | ind pending | Details | of appeals dis | sposed durir | ng the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | 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 |
| 4 | Billing Related Complaints | 29 | 30 | 59 | 40 | 0 | 40 | 19 | | | 0 | | | 0 | 0 |
| ITRA | Customer Service Related Complaints | 28 | 0 | 28 | 25 | 3 | 28 | 0 | | | 0 | | | 0 | 0 |
| ARASH | Faults and Network Related Complaints | 1925 | 0 | 1925 | 1609 | 316 | 1925 | 0 | | | 0 | | | 0 | 0 |
| AR, | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 |
| | VAS Related Complaints | 26 | 0 | 26 | 23 | 3 | 26 | 0 | | | 0 | | | 0 | 0 |
| | Total | 2008 | 30 | 2038 | 1697 | 322 | 2019 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Su | bscriber base (Prepaid) | | | | · | | | · | | | | | | | |
| Total Su | bscriber base (Postpaid) 70267 nos | | | | | | | | | | | | | | |

| | | | | | Name of Serv | vice Provider : | Tata Teles | ervices Limited | d | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|--|--|---|--|--|---|---|--|
| | | | | | (| Basic Telepho | ne Service | e): | | | | | | | |
| | | _ | | Custome | er Complaints | Redressal Rep | ort for the | Quarter ending | - June'16 | | | | | | |
| | | | | Cor | mplaint Centre | (s) | | | | | , | Appellate Aut | hority | | |
| | | the Quarter a | omplaints reco and pending of revious Quart | complaints of | Details of co | mplaints redre | essed durir | ng the Quarter | during th | of appeals e Quarter a s of previou | nd pending | Details of | appeals dispo | sed during t | the Quarter |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | Total no. of appeals decided beyond the time limit during the Quarter | Total no. of appeals disposed during the quarter [15] = [13] + [14] | 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 |
| _ | Customer Service Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| ORISSA | Faults and Network Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| N. | UCC Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| " | VAS Related Complaints | | | 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) 1434 nos | | | | | | | | | | | | | | |

| | Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | | | |
|----------|--|--|---|--|--|--|--|--|--|---|--|--|---|---|---|--|--|--|
| | | | | | | (Basic Telep | hone Servi | ce) : | | | | | | | | | | |
| | | | | | • | | port for th | e Quarter endii | ng - June'1 | 6 | | | | | | | | |
| | De | | 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 | | | | | | |
| LSA | Category of complants | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | 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 | 1 | 3 | 2 | 0 | 2 | 1 | | | 0 | | | 0 | 0 | | | |
| m | Customer Service Related Complaints | 4 | 0 | 4 | 4 | 0 | 4 | 0 | | | 0 | | | 0 | 0 | | | |
| PUNJAB | Faults and Network Related Complaints | 71 | 0 | 71 | 69 | 2 | 71 | 0 | | | 0 | | | 0 | 0 | | | |
| 5 | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 | | | |
| L | VAS Related Complaints | 4 | 0 | 4 | 4 | 0 | 4 | 0 | | | 0 | | | 0 | 0 | | | |
| | Total | 81 | 1 | 82 | 79 | 2 | 81 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | | | | | | | |
| Total Su | bscriber base (Postpaid) 3270 nos | | | | | | | | | | | | | | | | | |

| | Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | | |
|----------|--|---|---|--|---|--|--|--|--|---|--|--|--|---|---|--|
| | | | | | | (Basic Teleph | none Servic | :e) : | | | | | | | | |
| | | | | Custom | er Complaints | Redressal Re | port for the | Quarter endin | g - June'10 | 6 | | | | | | |
| | | | | Со | mplaint Centre | (s) | | Appellate Authority | | | | | | | | |
| | | the Quarter a | omplaints rec and pending o revious Quart | complaints of | Details of complaints redressed during the Quarter | | | | during th | of appeals e Quarter a s of previou | nd pending | Details of appeals disposed during the Quarter | | | | |
| LSA | | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | appeals decided beyond the time limit | Total no. of appeals disposed during the quarter [15] = [13] + [14] | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15] | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | |
| | Billing Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 | |
| AN | Customer Service Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 | |
| STHAN | Faults and Network Related Complaints | 22 | 0 | 22 | 22 | 0 | 22 | 0 | | | 0 | | | 0 | 0 | |
| | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 | |
| RAJA | VAS Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | | | 0 | 0 | |
| | Total | 22 | 0 | 22 | 22 | 0 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total Su | bscriber base (Prepaid) | | | | | | | | | | | | | | | |

Total Subscriber base (Postpaid)----- 743 nos

| | | | | | Name of | Service Provid | der : Tata T | eleservices Lir | nited | | | | | | | |
|----------|---------------------------------------|---|---|--|---|--|--|-----------------|--|---|--|--|------------|---------------------|---|--|
| | | | | | | (Basic Tele | phone Ser | vice) : | | | | | | | | |
| | | | | Custo | omer Complair | nts Redressal | Report for | the Quarter en | ding - Jun | e'16 | | | | | | |
| | | | | Coi | nplaint Centre | | Appellate Authority | | | | | | | | | |
| | Category of complants | the Quarter a | omplaints rec and pending o revious Quart | omplaints of | Details of complaints redressed during the Quarter | | | | during th | of appeals e Quarter a s of previou | nd pending | Details of appeals disposed during the Quarter | | | | |
| LSA | | Total no. of complaints received during the Quarter | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | | Total No. of 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 | time limit | appeals disposed | Total No. of appeals pending for decision on the last day of Quarter | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | |
| | Billing Related Complaints | 3 | 0 | 3 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Customer Service Related Complaints | 3 | 0 | 3 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| A | Faults and Network Related Complaints | 287 | 0 | 287 | 278 | 9 | 287 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | |
| M | UCC Related Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| TA | VAS Related Complaints | 3 | 0 | 3 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Total | 296 | 0 | 296 | 284 | 11 | 295 | 1 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | |
| Total Su | bscriber base (Prepaid) | | • | | | | • | | | • | | • | | • | | |
| Total Su | bscriber base (Postpaid) 14890 nos | | | | | | | | | | | | | | | |

| | | | | | Name of S | ervice Provide | er : Tata Te | eservices Lim | ited | | | | | | |
|----------|---|--|---|--|---|--|--|--|--|---|--|--|---|---|---|
| | | | | | | (Basic Telep | | | | | | | | | |
| | Customer Complaints Redressal Report for the Quarter ending - June'16 | | | | | | | | | | | | | | |
| | | | | Coi | mplaint Centre | e(s) | | Appellate Authority | | | | | | | |
| | Category of complants | Details of complaints received during the Quarter and pending complaints of previous Quarter | | | Details of complaints redressed during the Quarter | | | | during th | of appeals e Quarter a s of previou | nd pending | Details of appeals disposed during the Quarter | | | |
| LSA | | | No. of pending complaints of previous Quarter | Total no. of complaints to be redressed during the Quarter [5]=[3]+[4] | Total no. of complaints redressed within specified time limit during the quarter | Total no. of complaints redressed beyond the time limit during the Quarter | Total no. of complain ts redresse d during the Quarter [8] = [6] + | Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8] | Total No. of appeals received during the Quarter | Pending appeals of previous quarter | Total no. of appeals to be decided during the Quarter [12] = [10]+ [11] | Total no. of appeals decided within specified time limit during the quarter | 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 |
| | Customer Service Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| UPE | Faults and Network Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| 5 | UCC Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| | VAS Related Complaints | | | 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 | | | | | | | | | | | | | | |

| | Name of Service Provider : Tata Teleservices Limited | | | | | | | | | | | | | | |
|----------|--|---|--|--|--|--|---|--|--|---|--|---|---|---------------------|--|
| | | | | | | (Basic Teleph | one Service) | | | | | | | | |
| | | | | Custom | er Complaints | Redressal Re | port for the Q | uarter ending | - June'16 | | | | | | |
| | | | | С | omplaint Cent | | Appellate Authority | | | | | | | | |
| | | the Quarter a | Details of complaints received during the Quarter and pending complaints of previous Quarter | | | Details of complaints redressed during the Quarter | | | | | received and pending as Quarter | 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 | 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 | Total no. of appeals decided beyond the time limit during the Quarter | appeals disposed | Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - |
| 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 |
| | Customer Service Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| UPW | Faults and Network Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| 5 | UCC Related Complaints | | | 0 | | | 0 | 0 | | | 0 | | | 0 | 0 |
| | VAS Related Complaints | | | 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) 109 nos | | | | | | | | | | | | | | |