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

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Cor	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	•	•	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	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	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	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
Ę	Billing Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0
DES	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
PRADESH	Faults and Network Related Complaints	5887	0	5887	4951	936	5887	0	4	0	4	3	0	3	1
₹	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDH	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Αľ	Total	5889	1	5890	4954	936	5890	0	4	0	4	3	0	3	1

Total Subscriber base (Prepaid)-----

				Na	ame of Service	e Provider : Ta	ata Teleser	vices Limited							
					(Ba	sic Telephon	e Service) :								
				Customer (Complaints Re	dressal Repo	rt for the Q	uarter ending	- JAS'20						
				Cor	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•		mplaints redr	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] +	pending for	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] +	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	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	141	0	141	122	19	141	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	141	0	141	122	19	141	0	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 - JAS'20

				Coi	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redr	essed duri	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 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	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	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
DELHI	Faults and Network Related Complaints	302	0	302	262	40	302	0	0	0	0	0	0	0	0
DE	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	302	0	302	262	40	302	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total No. of Total No. Total no. of | Total no. of LSA Category of complants complaints complain Total no. of appeals appeals complaints Pending Total no. of No. of complaints complaints appeals appeals of redressed appeals to decided pending for pending for complaints pending to be redressed appeals appeals decided disposed within redresse be decided within decision on received complaints redressed beyond the redressal on beyond the during the received d during specified during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the of Quarter Quarter Quarter Quarter during the the quarter during the [15] = [13]during the Quarter = [10]+ [11] during the [16] = [12] -[5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter + [14] quarter [8] = [6] +quarter [15] [7] 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

0

1697

0

0

1698

0

0

0

0

0

0

0

0

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0

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0

0

0

0

313

0

0

313

Total Subscriber base (Prepaid)-----

Total

UCC Related Complaints

VAS Related Complaints

GUJRAT

Total Subscriber base (Postpaid)----- 30325 nos

Customer Service Related Complaints

Faults and Network Related Complaints

0

1697

0

0

1698

0

0

0

0

0

0

1697

0

0

1698

0

1384

0

0

1385

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

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	e(s)					A	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	ind 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	redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	pending for redressal on	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals 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
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
⋖	Faults and Network Related Complaints	1	0	1	0	1	1	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
Ì	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1	0	1	0	1	1	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 2893 nos

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redr	essed durir	ng the Quarter	during th	of appeals le 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]	COMPISINE	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
ΑŽ	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ATA	Faults and Network Related Complaints	324	0	324	142	182	324	0	1	1	2	1	0	1	1
RN	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	326	0	326	144	182	326	0	1	1	2	1	0	1	1

Total Subscriber base (Prepaid)-----

					Name of Serv	ice Provider	: Tata Teles	ervices Limite	:d						
					(Basic Teleph	one Service	e) :							
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	g - JAS'20						
				Cor	nplaint Centre	(s)						Appellate Aut	hority		
		Details of con the Quarter an pre	•	complaints of	Details of co	mplaints redr	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		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	of appeals	nravious	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]

[7]

Total Subscriber base (Prepaid)-----

Total

Billing Related Complaints

UCC Related Complaints

VAS Related Complaints

Customer Service Related Complaints

Faults and Network Related Complaints

KERALA

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Coi	mplaint Centre	(s)					Α	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redr	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	ppeals dispo	sed during th	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d 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]	for decision on the last
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
кота	Faults and Network Related Complaints	247	0	247	208	39	247	0	0	0	0	0	0	0	0
KOL	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ž	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	247	0	247	208	39	247	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

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

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	•	•	Details of co	mplaints redr	essed durii	ng 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 received during the Quarter	No. of pending complaints of previous Quarter		Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of 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	i dijarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]		appeals 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
	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
MADHYA PRADESH	Faults and Network Related Complaints	80	0	80	78	2	80	0	0	0	0	0	0	0	0
₽ I	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	80	0	80	78	2	80	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 2214 nos

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total No. of Total no. of Total no. of of appeals Total no. of Total no. of Total No. of Total No. Total no. of Total no. of LSA Category of complants complaints complain Total no. of appeals Total no. of No. of complaints complaints complaints Pending appeals appeals pending for of redressed appeals to decided complaints pending to be redressed pending for appeals decided disposed decision appeals within be decided redresse within beyond the received complaints redressed redressal on received beyond the during the on the last specified d during during the specified during the of previous during the time limit the last day during time limit quarter day of previous Quarter [12] time limit time limit the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +Quarter during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter Quarter [16] = [12][9]=[5] - [8] Quarter [14] [8] = [6] + quarter quarter [15] [7] 1 2 3 4 5 7 9 10 11 12 13 14 15 6 8 16 **Billing Related Complaints** 4 0 4 4 4 0 0 0 0 0 0 0 0 0 **Customer Service Related Complaints** 4 0 4 4 0 4 0 0 1 0 0 0 1 1 MUMBAI Faults and Network Related Complaints 16 1 17 8 0 8 9 0 9633 9633 3640 5993 9633 0 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 9641 0 9641 3648 5993 9641 0 17 1 18 8 0 8 10

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 - JAS'20

				Coi	mplaint Centre	e(s)					-	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durii	ng 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 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		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	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
SS/	Faults and Network Related Complaints	185	0	185	143	42	185	0	0	0	0	0	0	0	0
OR.	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	185	0	185	143	42	185	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received Details of complaints redressed during the Quarter during the Quarter and pending the Quarter and pending complaints of Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of Total No. of Total no. of of Total no. of Total no. of Total No. of Total No. Total no. of Total no. of Total no. of LSA Category of complants complaints complain appeals appeals Total no. of complaints complaints complaints Pending appeals appeals No. of of redressed appeals to decided pending for complaints pending to be redressed pending for appeals decided disposed appeals be decided decision on within redresse within beyond the received complaints redressed redressal on received beyond the during the specified d during during the specified the last day during the of previous during the time limit the last day during previous time limit quarter time limit Quarter [12] time limit of Quarter the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +during the = [10]+ [11] Quarter during the [16] = [12] -[5]=[3]+[4] [9]=[5] - [8] Quarter Quarter Quarter [14] quarter [8] = [6] +quarter [15] [7] 1 2 5 7 9 10 11 12 14 3 4 6 8 13 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 **PUNJAB** Faults and Network Related Complaints 0 0 0 0 0 0 0 42 0 42 40 2 42 0 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0

0

2

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42

0

0

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0

0

0

0

0

0

0

0

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0

0

Total Subscriber base (Prepaid)-----

VAS Related Complaints

0

42

0

0

0

42

0

40

Total Subscriber base (Postpaid)-----

Total

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

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durii	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] +	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	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
A	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TH.	Faults and Network Related Complaints	136	0	136	121	15	136	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
R.A	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	136	0	136	121	15	136	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

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

Customer Complaints Redressal Report for the Quarter ending - JAS'20

				Coi	mplaint Centre	e(s)						Appellate Au	uthority		
		the Quarter	omplaints rec and pending previous Qua	•	Details o	f complaints Quai		during the	during th	of appeals e Quarter a s of previou	ind pending	Details o	f appeals disp	oosed during	g 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	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]	of appeals	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
₹.	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
SHTR	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
⋖	Faults and Network Related Complaints	2190	0	2190	1335	855	2190	0	1	0	1	0	0	0	1
AHAR,	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
H H	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Σ	Total	2192	0	2192	1337	855	2192	0	1	0	1	0	0	0	1

Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :														
				Custo	mer Complain	ts Redressal	Report for	the Quarter en	ding - JAS	'20					
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 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] +	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
NADU.	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	114	0	114	69	45	114	0	0	0	0	0	0	0	0
MILN,	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total

Total Subscriber base (Postpaid)-----

VAS Related Complaints

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter Details of appeals disposed during the Quarter during the Quarter and pending previous Quarter appeals of previous Quarter Total no. Total no. of of Total no. Total no. of Total no. of Total No. of LSA **Category of complants** complaints complain Total no. of appeals complaints complaints Total no. of No. of complaints of Pending appeals appeals appeals redressed appeals to decided complaints pending to be redressed pending for appeals appeals decided disposed pending for within be decided within redresse received complaints redressed beyond the redressal on received of beyond the during the decision on specified during the specified d during time limit the last day during the of previous during the during previous time limit quarter the last day of time limit Quarter [12] time limit the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] +Quarter [16] = during the Quarter = [10]+ [11] during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [12] - [15] quarter [8] = [6] +quarter [7] 1 2 3 4 5 6 7 9 10 11 12 13 14 15 16 0 0 0 0 0 Billing Related Complaints 0 0 0 0 0 0 0 0 0 Customer Service Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Faults and Network Related Complaints 0 0 0 0 0 0 UPE 32 0 32 23 9 32 0 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 **VAS Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 32 0 32 23 9 32 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)-----

Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - JAS'20 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total No. of Total No. Total no. of Total no. of LSA complaints Total no. of appeals Category of complants Total no. of appeals complaints Total no. of No. of complaints complaints of Pending appeals appeals decided redressed complaints appeals to pending for complaints pending to be redressed pending for appeals disposed decided appeals within within redressed be decided decision on received complaints redressed beyond the redressal on received beyond the during the during the specified specified during the the last day during during the of previous during the time limit the last day time limit quarter previous time limit Quarter [8] = Quarter [12] time limit of Quarter Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + during the [6] + [7] = [10]+ [11] during the [16] = [12] -[5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [15] quarter quarter 15 1 2 3 4 5 6 7 8 9 10 11 12 13 14 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 Faults and Network Related Complaints 0 0 0 0 0 0 0 26 26 0 26 24 2 0 **UCC Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 VAS Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Total 26 26 24 26 0 2 0 0 0 0 0 0 0

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----