					Nan	ne of Service Provid	er : Tata Teles	ervices Limited							
						(Basic Tele	ephone Service								
					Customer Co	mplaints Redressal F	Report for the C	Quarter ending - Mar	17						
				(Complaint Centre(s)							Appellate Auth	ority		
			ints received durin	ng the Quarter and ous Quarter	Details	of complaints redre	ssed during the	· Quarter			uring the Quarter evious Quarter	Deta	ails of appeals dispo	sed during the Q	Jarter
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	Ouarter (8) =	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 decided within specified time limit during the quarter	beyond the time		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	132	82	214	108	0	108	106	2	0	2	2	0	2	0
∢ I	Customer Service Related Complaints	137	0	137	137	0	137	0	1	0	1	1	0	1	0
ANDHRA	Faults and Network Related Complaints	12750	0	12750	11605	1145	12750	0	9	0	9	9	0	9	0
2 ₹	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
∇ Δ	VAS Related Complaints	137	0	137	137	0	137	0	0	0	0	0	0	0	0
	Total	13156	82	13238	11987	1145	13132	106	12	0	12	12	0	12	0
Total Subs	scriber base (Prepaid) - 0									•					

					Name of Se	rvice Provider	: Tata Teleservi	ces Limited							
						(Basic Teleph	one Service)								
				C	ustomer Complaints	Redressal Rep	ort for the Qua	rter ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	dressed during t	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	sposed during the	Quarter
LSA	received during the Quarter [5]=[3]+[4] be redressed within specified time limit during the Quarter [5]=[3]+[4] varied by the quarter [5]=[3]+[4] varied be redressed within specified time limit during the Quarter [5]=[3]+[4] varied beyond the time limit during the Quarter [5]=[3]+[4] varied beyond the time limit during the Quarter [5]=[6]+[7] varied beyond the time limit during the Quarter [6]=[6]+[7] varied beyond the time limit during the Quarter [6]=[6]+[7] varied beyond the time limit during the Quarter [6]=[13]+[14] varied beyond the time limit during the Quarter [15] varied beyond the varied beyond the time limit during the Quarter [15] varied beyond the varied beyond the varied beyond the time limit during the Quarter [15] varied beyond the varied beyo														
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	51	0	51	51	0	51	0	1	0	1	0	0	0	1
	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	51	0	51	51	0	51	0	1	0	1	0	0	0	1
Total Subscriber ba	se (Prepaid) - 0														
Total Subscriber ba	se (Postpaid) - 2693														

					Name of Se	rvice Provider	: Tata Teleservi	es Limited							
						(Basic Teleph	one Service)								
				C	ustomer Complaints	Redressal Rep	ort for the Qua	rter ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	dressed during t	he Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA	received during the Quarter Quarter [5]=[3]+[4] Complaints of during the Quarter [5]=[3]+[4] Complaints of during the Quarter [5]=[3]+[4] Complaints of during the Quarter [5]=[3]+[4] Complaints of during the Quarter [5]=[3]+[4] Complaints of during the Quarter [5]=[3]+[4] Complaints of during the Quarter [5]=[6]+[7] Complaints of during the Quarter [5]=[6]+[7] Complaints of during the Quarter [5]=[6]+[7] Complaints of decided during the Quarter [5]=[6]+[7] Complaints of during the Quarter [6]=[6]+[7] Complaints of during the Quarter [6]=[6]+[7]+[7]+[7]+[7]+[7]+[7]+[7]+[7]+[7]+[7														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	11	4	15	7	0	7	8	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
<u> </u>	Faults and Network Related Complaints	620	0	620	586	34	620	0	2	0	2	2	0	2	0
E	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	637	4	641	599	34	633	8	2	0	2	2	0	2	0
Total Subscriber bas	se (Prepaid) - 0														
Total Subscriber bas	se (Postpaid) - 10161														

					Name of Serv	ice Provider :	Tata Teleservice	s Limited							
					(1	Basic Telephor	ne Service) :								
				Cus	tomer Complaints R	edressal Repo	rt for the Quart	er ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during t	he Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	sposed during the	Quarter
LSA	received during the Quarter Parent of Quarter [5]=[3]+[4] redressed within equarter [5]=[3]+[4] redressed within previous Quarter [5]=[3]+[4] redressed within specified time limit during the Quarter [5]=[3]+[4] redressed within specified time limit during the Quarter [5]=[3]+[4] redressed within specified time limit during the Quarter [5]=[6]+[7] redressed on the time limit during the Quarter [8]=[6]+[7] redressed on the time limit during the Quarter [8]=[10]+[11] redressed during the Quarter [15] redressed during the Quarter [15] redressed during the Quarter [15]=[10]+[11] redressed during the Quarter [15] redressed during the Quarter [15]=[10]+[11] redressed redressed during the Quarter [15]=[10]+[11] redressed redressed during the Quarter [15]=[10]+[11] redressed redressed redressed during the quarter [15]=[10]+[11] redressed redressed redressed redressed during the quarter [15]=[10]+[11] redressed														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	14	8	22	12	0	12	10	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
Æ	Faults and Network Related Complaints	1009	0	1009	967	42	1009	0	0	0	0	0	0	0	0
m _e	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	VAS Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	Total	1039	8	1047	995	42	1037	10	0	0	0	0	0	0	0
Total Subscriber base (I	Prepaid) - 0	•	•			•	•	•	•		•	•	•	•	
Total Subscriber base (I	Postpaid) - 30561		·				·	·			·	·	-	·	

					Name of Service	e Provider : Ta	ta Teleservices	Limited							
					(B	asic Telephone	Service)								
				Custo	mer Complaints Re	dressal Report	for the Quarte	r ending - Mar'17							
					Complaint Centre(s	i)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA	Total no. of complaints received during the Quarter [5]=[3]+[4]														
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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
1 8	Faults and Network Related Complaints	49	0	49	47	2	49	0	0	0	0	0	0	0	0
A.R.	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
i i	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	51	0	51	49	2	51	0	0	0	0	0	0	0	0
Total Subscriber base (Pre	paid) - 0														
Total Subscriber base (Pos	stpaid) - 2475														

					Name of Service Pr	rovider : Tata T	eleservices Lim	ited							
					(Basic	Telephone Se	rvice)								
				Custome	r Complaints Redres	sal Report for	the Quarter en	ding - Mar'17							
					Complaint Centre(s	:)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals di	sposed during the	Quarter
LSA	received during the quarter Quarter Quarter Quarter = [5]=[3]+[4] redressed within the quarter														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	43	16	59	23	0	23	36	10	1	11	6	0	6	5
₹	Customer Service Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
ATV	Faults and Network Related Complaints	952	0	952	910	42	952	0	17	3	20	13	0	13	7
ZŽ.	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₹	VAS Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
	Total	1019	16	1035	957	42	999	36	27	4	31	19	0	19	12
Total Subscriber base (Prepaid) -	0														

					Name of Serv	ice Provider :	Tata Teleservice	s Limited							
						Basic Telepho									
				Cus	tomer Complaints R	edressal Repo	rt for the Quart	er ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during t	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	sposed during the	Quarter
LSA	LSA Category of complaints No. of pending received during the Quarter Quarter Total no. of complaints to be redressed within specified time limit during the Quarter [5]=[3]+[4] Total no. of complaints of previous Quarter Total no. of complaints or perdising the Quarter [6]+[7] Total no. of complaints or pending for redressed during the Quarter [6]+[7] Total no. of complaints or pending for redressed during the Quarter [5]=[3]+[4] Total no. of complaints or pending for redressed during the Quarter [6]+[7] Total no. of complaints or pending for redressed during the quarter [6]+[7] Total no. of complaints or pending for redressed during the quarter [5]=[3]+[4] [5]=[3]+[4] Total no. of complaints or pending for redressed during the quarter [6]+[7] [7] Total no. of complaints or pending for redressed during the quarter [6]+[7] [7] Total no. of complaints or pending for redressed during the quarter [6]+[7] [7] Total no. of complaints or pending for redressed during the quarter [8] [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [8] [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [8] [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the quarter [9]=[5]-[8] Total no. of complaints or pending for redressed during the qua														
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	1	0	1	1	0	1	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Į Ž	Faults and Network Related Complaints	112	0	112	106	6	112	0	4	0	4	4	0	4	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	112	0	112	106	6	112	0	5	0	5	5	0	5	0
Total Subscriber base (Prepaid) - 0														
Total Subscriber base (Postpaid) - 5095				•		·	·				·	-		

					Name of Service	Provider : Tata	Teleservices Li	mited							
					(Bas	sic Telephone S	ervice)								
				Custon	ner Complaints Redr	essal Report fo	or the Quarter e	ending - Mar'17							
					Complaint Centre(s	i)						Appellate Authori	ty		
		Details of	complaints receiv	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details o	f appeals dispo	osed during the Q	
LSA	received during the Quarter Quarter Specified time Good or complaints of previous Complaints of during the Quarter Specified Specified time Specifi														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	2	4	3	0	3	1	1	1	2	1	0	1	1
<	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
.от	Faults and Network Related Complaints	583	0	583	573	10	583	0	5	0	5	2	0	2	3
) Š	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ž	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Total	589	2	591	580	10	590	1	6	1	7	3	0	3	4
Total Subscriber base (Pro	epaid) - 0														
Total Subscriber base (Po	stpaid) - 11456	·	·	<u> </u>		·	·		·		·	·			·

					Name of Se	rvice Provider	Tata Teleservio	es Limited							
						(Basic Teleph									
				Cı	stomer Complaints	Redressal Rep	ort for the Qua	ter ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	ressed during t	he Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed 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 decided within specified time limit during the quarter	beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1	1	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
МАБНҮА	Faults and Network Related Complaints	155	0	155	154	1	155	0	0	0	0	0	0	0	0
R A	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
< a	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	158	1	159	158	1	159	0	0	0	0	0	0	0	0
Total Subscriber bas	se (Prepaid) - 0														
Total Subscriber bas	se (Postpaid) - 1261														

					Name of Serv	ice Provider : T	ata Teleservice	s Limited							
						Basic Telephor	ne Service)								
				Cust	tomer Complaints R	edressal Repor	t for the Quart	er ending - Mar'17							
					Complaint Centre(s	:)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during	the Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	beyond the	Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	88	50	138	78	60	138	0	0	0	0	0	0	0	0
7	Customer Service Related Complaints	38	0	38	38	0	38	0	0	0	0	0	0	0	0
√B/	Faults and Network Related Complaints	6853	0	6853	5955	898	6853	0	0	0	0	0	0	0	0
Į.	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	VAS Related Complaints	38	0	38	38	0	38	0	0	0	0	0	0	0	0
	Total	7017	50	7067	6109	958	7067	0	0	0	0	0	0	0	0
Total Subscriber base (

					Name of Se	rvice Provider	: Tata Teleservi	ces Limited							
						(Basic Teleph	one Service)								
				C	ustomer Complaints	Redressal Rep	ort for the Qua	rter ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints red	ressed during t	he Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA	received complaints of during the Quarter Quarter Specified time limit during the Specified time limit during the Quarter Specified time limit during the Specified time														
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
<i>†</i> 8	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
O.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 ba	se (Prepaid) - 0														
Total Subscriber ba	se (Postpaid) 436 nos														

					Name of Serv	ice Provider :	Tata Teleservice	s Limited							
						Basic Telepho									
				Cus	tomer Complaints R	edressal Repo	rt for the Quart	er ending - Mar'17							
					Complaint Centre(s)						Appellate Autho	rity		
		Details of	complaints receive	ed during the	Details of	complaints re	dressed during t	he Quarter	Details of	appeals rece	ived during the	Details	of appeals dis	sposed during the	Quarter
LSA	Category of complants No. of pending received during the Quarter Quarter 1 2 3 4 5 6 6 7 8 9 9 10 11 12 13 14 15 16														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2	0	2	1	0	1	1	0	0	0	0	0	0	0
m	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	Faults and Network Related Complaints	194	0	194	190	4	194	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	196	0	196	191	4	195	1	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0														
Total Subscriber base (Postpaid) - 3290														

	Name of Service Provider: Tata Teleservices Limited														
	(Basic Telephone Service)														
	Customer Complaints Redressal Report for the Quarter ending - Mar'17														
					Complaint Centre(s	i)		Appellate Authority							
		Details of	complaints receive	ed during the	Details of complaints redressed during the Quarter				Details of	appeals rece	ived during the	Details	of appeals dis	posed during the	Quarter
LSA	Category of complants complaints			Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	to complaints d redressed within specified time limit during the		Total no. of complaints redressed during the Quarter [8] = [6] + [7]	complaints pending for redressal on the last day of Quarter last day of Quarter		Total No. of appeals received during the Quarter		Total no. of appeals decided within specified time limit during the quarter Total no. appeal decide beyond time lim during the Quarte		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
N N	Customer Service Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
Ę	Faults and Network Related Complaints	131	0	131	131	0	131	0	0	0	0	0	0	0	0
) AS	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	131	0	131	131	0	131	0	1	0	1	1	0	1	0
Total Subscriber	base (Prepaid) - 0		•			•	•	· · · · · · · · · · · · · · · · · · ·	•	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	•	-	•	•

	Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
						(Basic	Telephone Ser	vice)								
	Customer Complaints Redressal Report for the Quarter ending - Mar'17															
					Complaint Centre(s	i)		Appellate Authority								
		Details of	complaints receiv	ed during the	Details of complaints redressed during the Quarter				Details of	appeals rece	ived during the	Deta	ils of appeals	disposed during t	ne Quarter	
LSA	SA Category of complants		Total no. of complaints or com		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]	received appeals of		Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	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	
4	Billing Related Complaints	50	18	68	38	0	38	30	0	0	0	0	0	0	0	
l ≝	Customer Service Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0	
AS.	Faults and Network Related Complaints	2522	0	2522	2170	352	2522	0	0	0	0	0	0	0	0	
I AR	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
₹	VAS Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0	
2	Total	2606	18	2624	2242	352	2594	30	0	0	0	0	0	0	0	
Total Sub	scriber base (Prepaid) - 0	•		•	•						•			•		

	Name of Service Provider: Tata Teleservices Limited															
						(Bas	sic Telephone S	ervice)								
	Customer Complaints Redressal Report for the Quarter ending - Mar'17															
					Complaint Centre(s	i)			Appellate Authority							
		Details of	complaints receiv	ed during the	Details of	the Quarter	Details of	appeals rece	ived during the	De	Details of appeals disposed during the Quarter					
LSA	Category of complants	Total no. of complaints received during the Quarter Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]		Total no. of complaints redressed within specified time limit during the quarter Total no. of complaints redressed beyond the time limit during the Quarter [8] = [6] + [7]			Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	during the previous		Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	time limit		Total no. of appeals disposed during the quarter [15] = [13] + [14]	the last day of Quarter 11611		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	13	3	16	12	4	16	0	6	0	6	6	0	6	0	
2	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	
Ϋ́	Faults and Network Related Complaints	496	0	496	477	19	496	0	7	0	7	7	0	7	0	
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
₹	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	
	Total	513	3	516	493	23	516	0	13	0	13	13	0	13	0	
	bscriber base (Prepaid) - 0															

					Name	of Service Pro	vider : Tata Tel	eservices Limited							
						(Basic 1	Telephone Serv	ice)							
	Customer Complaints Redressal Report for the Quarter ending - Mar'17														
					Complaint Centre(s	i)		Appellate Authority							
		Details of	complaints receiv	ed during the	Details of	Details of complaints redressed during the Quarter				appeals rece	ived during the	Deta		lisposed during th	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	during the	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	decided beyond the	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
出	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 Subsc	riber base (Prepaid) - 0									-					
Total Subsc	tal Subscriber base (Postpaid) - 0														

	Name of Service Provider : Tata Teleservices Limited														
						(Basic Te	elephone Service)							
	Customer Complaints Redressal Report for the Quarter ending - Mar'17														
					Complaint Centre(s)		Appellate Authority							
		Details of	complaints receiv	ed during the	Details of	he Quarter	Details of	appeals rece	ived during the	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	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	anneals to be	Total no. of appeals decided within specified time limit during the quarter	decided beyond the	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
WAN	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 Subsc	riber base (Prepaid) - 0														
Total Subsc	riber base (Postpaid) - 0				•					•	•	•			•