					Name of Se	rvice Provid	der : Tata Tel	eservices Li	mited						·1
							ephone Servi								
				Customer	Complaints Re	edressal Re	port for the C	Quarter endir	ng S	ept'15					-
				Co	mplaint Centre	e(s)						Appellate Auth	ority		-
		Quarter a		eived during the complaints of arter		omplaints redr	essed during t	ne Quarter	Quarter a		ved during the appeals of inter	Details o	f appeals disp	osed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	during the	Total no. of complaints redressed within specified time limit during the quarter		Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	5	1	6	5	0	5	1	6		6	6		6	0
<i>4</i> T	Customer Service Related Complaints	137	25	162	121	14	135	27	2		2	2		2	0
ANDHRA PRADESH	Faults and Network Related Complaints	10087	0	10087	10087	0	10087	0	15		15	15		15	0
AL ND	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
A	VAS Related Complaints	488	21	509	415	82	497	12			0			0	0
	Total	10717	47	10764	10628	96	10724	40	23	0	23	23	0	23	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 71169 nos														

					Name of Se	ervice Provi	der : Tata Te	leservices L	imited						
						(Basic Tel	ephone Serv	ice) :							
				Custome	r Complaints R	edressal Re	eport for the	Quarter endi	ing \$	Sept'15					
				Co	mplaint Centre	e(s)						Appellate Auth	ority		
		Quarter a		eived during the complaints of arter	Details of co	omplaints redr	essed during th	e Quarter	Quarter a		ived during the appeals of arter	Details of	appeals dispo	esed during the	Quarter
ISA	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 beyond the time limit during the Ouarter	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
AR	Faults and Network Related Complaints	47	0	47	47	0	47	0		0	0			0	0
BH	UCC Related Complaints	0	0	0	0	0	0	0		0	0			0	0
	VAS Related Complaints	1	0	1	1	0	1	0		0	0			0	0
	Total	48	0	48	48	0	48	0	0	0	0	0	0	0	0
	Subscriber base (Prepaid) Subscriber base (Postpaid) 3181 nos														

					Name of	Service Pro	vider : Tata	Teleservices Limit	ed						
						(Basic 1	elephone Se	ervice) :							
				Custor	ner Complaints	Redressal	Report for th	e Quarter ending	Sept	t '15					
					Complaint Cen	ntre(s)						Appellate Auth	ority		
		Quarter a		eived during the complaints of arter	Details of	f complaints r	edressed durir	ng the Quarter	Quarter a		ved during the appeals of inter	Details o	f appeals disp	osed during th	e Quarter
ISA	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 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	during the	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	10	0	10	10		10	0
	Customer Service Related Complaints	10	2	12	11	1	12	0	8	0	8	8		8	0
DELHI	Faults and Network Related Complaints	234	0	234	234	0	234	0	14	0	14	14		14	0
ä	UCC Related Complaints		0	0			0	0		0	0			0	0
	VAS Related Complaints	68	0	68	29	39	68	0	1	0	1	1		1	0
	Total	314	2	316	276	40	316	0	33	0	33	33	0	33	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 10736 nos						_		_						

	Quarter a	omplaints rece and pending c		r Complaints Re omplaint Centre	edressal Rep	ephone Servie port for the Q	1	ıg Su	ept'15					i
	Quarter a		Co			oort for the	Quarter endi	ng S	`ept'15					1
	Quarter a			mplaint Centre	v(s)			r						
	Quarter a		vived during the				'			<u> </u>	Appellate Author	ority		!
		previous Qua	complaints of		omplaints redr	ressed during th	he Quarter	Quarter an	opeals receiv and pending a revious Quar		Details of	f appeals dispo	osed during the	e Quarter
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 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	appeals of	during the	appeals decided within specified time limit during the	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]
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Related Complaints	5	0	5	4	1	5	0	0	0	0	0	0	0	0
mer Service Related Complaints	14	3	17	14	0	14	3	0	0	0	0	0	0	0
and Network Related Complaints	1610	0	1610	1610	0	1610	0	0	0	0	0	0	0	0
elated Complaints	· [0	0	0	0	0	0	0	0	0	0	0	0	0
elated Complaints	369	5	374	47	327	374	0	0	0	0	0	0	0	0
	1998	8	2006	1675	328	2003	3	0	0	0	0	0	0	0
m a el	2 Related Complaints her Service Related Complaints and Network Related Complaints lated Complaints	Iteration Iteration 2 3 Related Complaints 5 ter Service Related Complaints 14 and Network Related Complaints 1610 lated Complaints 369 lated Complaints 369 1998 1998	Iotal no. of complaints received during the Quarter No. of pending complaints of previous Quarter 2 3 4 Related Complaints 5 0 ner Service Related Complaints 14 3 and Network Related Complaints 1610 0 lated Complaints 0 0 lated Complaints 369 5 1998 8	Iotal no. of complaints received during the QuarterNo. of pending complaints to pending of previous Quartercomplaints to be redressed during the Quarter [5]=[3]+[4]2345Related Complaints505ter Service Related Complaints14317and Network Related Complaints161001610lated Complaints000lated Complaints36953741998820065	Iotal no. of complaints received during the QuarterNo. of pending complaints to erdressed during the Quartercomplaints to erdressed during the Quartercomplaints to erdressed during the Quartercomplaints redressed during the Quartercomplaints to erdressed during the Quartercomplaints redressed within specified time limit during the quarter23456Related Complaints5054and Network Related Complaints1610016101610Iated Complaints0000lated Complaints369537447	Iotal no. of complaints received during the QuarterNo. of pending of pending of pending of pervious Quartercomplaints to be redressed during the Quartercomplaints to redressed during the Quartercomplaints redressed during the Quartercomplaints redressed time limit during the quartercomplaints redressed time limit during the Quartercomplaints redressed time limit during the Quarter234567Related Complaints50541and Network Related Complaints16100161016100lated Complaints00000lated Complaints369537447327	Iotal no. of complaints received during the QuarterNo. of pending or pending of pending of pervious Quartercomplaints to be redressed during the Quartercomplaints to 	Iotal no. of complaints received during the QuarterNo. of pending or complaints of previous Quartercomplaints the redressed during the Quartercomplaints redressed during the Quartercomplaints redressed during the Quartercomplaints redressed beyond the time limit during the quartercomplaints redressed beyond the during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed the last day of Quarter [6] + [7]complaints redressed the last day of Quarter (PI=151-18123456789Related Complaints14317140143and Network Related Complaints1610016100000lated Complain	Iotal no. of complaints received during the QuarterNo. of pending received during the Quartercomplaints redressed during the Quarterlotal No. of appeals received during the Quarter2345678910Related Complaints50541500and Network Related Complaints16100161016100161000lated Complaints161000000000lated Complaints36953744732737400	Iotal no. of complaints received during the QuarterNo. of pending redressed during the QuarterNo. of pending redressed during the Quartercomplaints redressed during the Quartercomplaints redressed during the Quartercomplaints redressed during the Quartercomplaints redressed during the Quartercomplaints redressed during the Quartercomplaints redressed during the Quartercomplaints redressed beyond the time limit during the quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed during the QuarterTotal No. of appeals redressed during the QuarterPending appeals redressed during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed during the QuarterTotal No. of appeals received during the QuarterPending appeals received during the Quarter234567891011Related Complaints1431714014300and Network Related Complaints161001610161000000lated Complaints3695374473273740000 <td>Iotal no. of complaints received during the QuarterNo. of pending pending QuarterNo. of pending pending of pending Quartercomplaints redressed diving the Quartercomplaints redressed time limit during the Quarterco</td> <td>Iotal no. of complaints received during the QuarterNo. of pending redressed during the QuarterNo. of pending terdressed during the QuarterNo. of pending terdressed during the QuarterNo. of pending redressed during the QuarterNo. of pending redressed during the QuarterNo. of pending redressed during the QuarterComplaints redressed during the QuarterComplaints redressed during the QuarterIotal No. of appeals redressed during the QuarterPending appeals of pervious quarterappeals to be decided during the Quarterappeals decided within specified time quarter2345678910111213Related Complaints50541500000and Network Related Complaints1610016101610016100000000and Network Related Complaints161000000000000000ated Complaints161001610161000</td> <td>Iotal no. of complaints received during the QuarterNo. of pending to complaints to be redressed during the Quartercomplaints redressed dwithin specified time limit during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed during the QuarterPending appeals appeals decided during the Quarterappeals decided during the Quarterappeals decided the during the Quarterappeals decided the during the Quarterappeals decided the<br< td=""><td>I of al no. of complaints received during the QuarterNo. of pending pending to complaints of pending of pending QuarterNo. of pending pending the redressed during the QuarterComplaints redressed during the during the Quartercomplaints redressed beyond this redressed beyond time limit during the Quartercomplaints redressed beyond this redressed beyond time limit during the Quartercomplaints redressed beyond time limit during the Quartercomplaints redressed during the Quarterfolda No. of appeals appeals decided within specified time limit during the Quarterappeals decided within specified time limit during the Quarterappeals decided during the Qua</td></br<></td>	Iotal no. of complaints received during the QuarterNo. of pending pending QuarterNo. of pending pending of pending Quartercomplaints redressed diving the Quartercomplaints redressed time limit during the Quarterco	Iotal no. of complaints received during the QuarterNo. of pending redressed during the QuarterNo. of pending terdressed during the QuarterNo. of pending terdressed during the QuarterNo. of pending redressed during the QuarterNo. of pending redressed during the QuarterNo. of pending redressed during the QuarterComplaints redressed during the QuarterComplaints redressed during the QuarterIotal No. of appeals redressed during the QuarterPending appeals of pervious quarterappeals to be decided during the Quarterappeals decided within specified time quarter2345678910111213Related Complaints50541500000and Network Related Complaints1610016101610016100000000and Network Related Complaints161000000000000000ated Complaints161001610161000	Iotal no. of complaints received during the QuarterNo. of pending to complaints to be redressed during the Quartercomplaints redressed dwithin specified time limit during the Quartercomplaints redressed beyond the time limit during the Quartercomplaints redressed during the QuarterPending appeals appeals decided during the Quarterappeals decided during the Quarterappeals decided the during the Quarterappeals decided the during the Quarterappeals decided the <br< td=""><td>I of al no. of complaints received during the QuarterNo. of pending pending to complaints of pending of pending QuarterNo. of pending pending the redressed during the QuarterComplaints redressed during the during the Quartercomplaints redressed beyond this redressed beyond time limit during the Quartercomplaints redressed beyond this redressed beyond time limit during the Quartercomplaints redressed beyond time limit during the Quartercomplaints redressed during the Quarterfolda No. of appeals appeals decided within specified time limit during the Quarterappeals decided within specified time limit during the Quarterappeals decided during the Qua</td></br<>	I of al no. of complaints received during the QuarterNo. of pending pending to complaints of pending of pending QuarterNo. of pending pending the redressed during the QuarterComplaints redressed during the during the Quartercomplaints redressed beyond this redressed beyond time limit during the Quartercomplaints redressed beyond this redressed beyond time limit during the Quartercomplaints redressed beyond time limit during the Quartercomplaints redressed during the Quarterfolda No. of appeals appeals decided within specified time limit during the Quarterappeals decided within specified time limit during the Quarterappeals decided during the Qua

							der : Tata Tele		mited						
							ephone Servi								<u> </u>
	ı				r Complaints Re		port for the C	uarter endir	<u>ig5</u>	ept'15					
	1	ļ		Co	omplaint Centre	.(s)		'			F	Appellate Auth	ority		
		Quarter a	omplaints rece and pending c previous Qua			mplaints redr	ressed during th	ne Quarter	Quarter an	ppeals receiv and pending revious Qua			f appeals dispo	osed during the	e Quarter
ISA	Category of complants		No. of pending complaints of previous Quarter	during the	redressed		complaints redressed	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals	appeals of	during the	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Ouarter	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	1	1	1	0		0	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	1	0	1	0	0	0		0	0	0	0	0	0	0
IAN	Faults and Network Related Complaints	38	0	38	38	1	38	0	0	0	0	0	0	0	0
AR)	UCC Related Complaints	· · · · ·	0	0	· · · ·	1	0	0	0	0	0	0	0	0	0
Ï	VAS Related Complaints	1	0	1 1	1	0	1	0	0	0	0	0	0	0	0
	Total	40	1	41	40		40	1 1	0	0	0	0	0	0	0

_					Name of Se		der : Tata Tele		mited						
							ephone Servi								!
					r Complaints Re		port for the C	Juarter endir	<u>ıg S</u>	ept'15					!
	1			Co	omplaint Centre	(s) <u>د</u>		'			/	Appellate Auth	ority		'
l		Quarter a	omplaints rece and pending c previous Qua			omplaints redr	ressed during th	ne Quarter	Quarter an		eived during the g appeals of arter		of appeals disp	oosed during the	e Quarter
LSA	Category of complants		pending complaints	during the	Total no. of complaints redressed within specified 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	appeals of	appeals to be decided during the	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]	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	2	1	3	0	6	· []	6	6	· · · · · · · · · · · · · · · · · · ·	6	0
KA	Customer Service Related Complaints	14	5	19	17	0	17	2	2	·'	2	2	<u> </u>	2	0
ATA	Faults and Network Related Complaints	609	0	609	609	0	609	0	6	· · ·	6	6	· · · · · · · · · · · · · · · · · · ·	6	0
RNJ	UCC Related Complaints	0	0	0	0	0	0	0	0	,	0	0	1	0	0
KA	VAS Related Complaints	19	2	21	14	5	19	2	0	· ['	0	0	· · · · · · · · · · · · · · · · · · ·	0	0
	Total	645	7	652	642	6	648	4	14	0	14	14	0	14	0
	Subscriber base (Prepaid) Subscriber base (Postpaid) 49025 nos]

					Name of Se	rvice Provid	ler : Tata Tel	eservices Li	mited						
						(Basic Tele	phone Servi	ce) :							
				Customer	Complaints Re	edressal Re	port for the C	Quarter endi	ng S	ept'15					
				Co	mplaint Centre	e(s)					1	Appellate Auth	nority		
		Quarter a	•	eived during the complaints of arter	Details of co	omplaints redr	essed during t	ne Quarter	Quarter a	•	ved during the appeals of rter	Details o	f appeals disp	osed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	complaints	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	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
ALA	Faults and Network Related Complaints	4	1	5	5	0	5	0			0			0	0
KERAL	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
-	VAS Related Complaints	1	1	2	1	1	2	0			0			0	0
	Total	5	2	7	6	1	7	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 4926 nos														

					Name of Se	ervice Provid	der : Tata Tel	eservices Li	mited						
						(Basic Tel	ephone Servi	ce) :							
				Customer	Complaints Re	edressal Re	port for the C	Quarter endir	ng S	Sept'15					
				Co	mplaint Centre	e(s)						Appellate Auth	ority		
		Quarter a	omplaints rec and pending o previous Qua			omplaints red	essed during t	ne Quarter	Quarter a		ved during the appeals of arter	Details o	f appeals disp	osed during th	e Quarter
ISA	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	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	0	4	4	0	4	0	1	0	1	1	0	1	0
∢	Customer Service Related Complaints	2	1	3	3	0	3	0	1	0	1	1	0	1	0
кота	Faults and Network Related Complaints	598	2	600	600	0	600	0	1	0	1	1	0	1	0
GĽ	UCC Related Complaints	0	0	0			0	0	0	0	0	0	0	0	0
Ŷ	VAS Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0
	Total	607	3	610	608	2	610	0	3	0	3	3	0	3	0
-	Subscriber base (Prepaid) Subscriber base (Postpaid) 12066 no														

					Name of Se	rvice Provi	der : Tata Tel	eservices Li	mited						
						(Basic Tel	ephone Servi	ce) :							
				Customer	Complaints Re	edressal Re	port for the Q	Quarter endir	ng S	ept'15					
				Co	mplaint Centre	e(s)					1	Appellate Auth	ority		
		Quarter a	omplaints reco and pending c previous Qua			omplaints red	ressed during t	ne Quarter	Quarter a	•	ved during the appeals of rter	Details o	f appeals disp	osed during th	e Quarter
ISA	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	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	0	2	2	0	0	0	0	0	0	0	0
⊲ ⊥	Customer Service Related Complaints	1	0	1	1		1	0	0	0	0	0	0	0	0
MADHYA PRADESH	Faults and Network Related Complaints	79	0	79	79		79	0	0	0	0	0	0	0	0
RAL	UCC Related Complaints		0	0	0		0	0	0	0	0	0	0	0	0
2 ₫	VAS Related Complaints	121	0	121	25	96	121	0	0	0	0	0	0	0	0
	Total	203	0	203	105	98	203	0	0	0	0	0	0	0	0
	Subscriber base (Prepaid) Subscriber base (Postpaid) 2107 nos														

				Nam	e of Service P	rovider : Ta	ta Teleservic	es (Maharas	htra) Limited	1					
							ephone Servi	,	,	-					
				Customer	Complaints Re	edressal Re	port for the C	Quarter endir	ng S	Sept'15					·
				Co	mplaint Centre	e(s)				-		Appellate Auth	nority		
		Quarter a	omplaints reco and pending o previous Qua		Details of co	omplaints redr	essed during t	ne Quarter	Quarter a		ved during the appeals of rter	Details o	f appeals disp	osed during th	e Quarter
ISA	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	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	27	7	34	21	13	34	0	22		22	22		22	0
-	Customer Service Related Complaints	179	21	200	167	15	182	18	24		24	24		24	0
ABA	Faults and Network Related Complaints	8123	0	8123	8123		8123	0	79		79	79		79	0
ľ,	UCC Related Complaints	1	0	1	1	0	1	0	79		79	79		79	0
2	VAS Related Complaints	464	11	475	280	190	470	5	46		46	46		46	0
	Total	8793	39	8832	8591	218	8809	23	250	0	250	250	0	250	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 101037 nos														

				Nam	e of Service P	rovider : Ta	a Teleservic	es (Maharas	htra) Limited	1					
							phone Servi	,	,						
				Customer	Complaints Re	edressal Re	port for the Q	Quarter endir	ng S	ept'15					
				Co	mplaint Centre	e(s)				•		Appellate Auth	ority		
		Quarter a	omplaints reco and pending o previous Qua		Details of co	omplaints redr	essed during tl	ne Quarter	Quarter a		ved during the appeals of rter	Details o	f appeals disp	osed during th	e Quarter
ISA	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	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
٩	Billing Related Complaints	3	1	4	1	3	4	0	1	0	1	1	0	1	0
TR	Customer Service Related Complaints	37	5	42	36	4	40	2		0	0		0	0	0
ASH	Faults and Network Related Complaints	2879	0	2879	2879		2879	0	2	0	2	2	0	2	0
AR	UCC Related Complaints	14	0	14	14	0	14	0		0	0		0	0	0
IAH	VAS Related Complaints	602	7	609	451	157	608	1		0	0		0	0	0
2	Total	3521	13	3534	3367	164	3531	3	3	0	3	3	0	3	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 73387 nos														

					Name of Se	ervice Provid	der : Tata Tel	eservices Li	mited						
						(Basic Tel	ephone Servi	ce) :							
				Customer	Complaints Re	edressal Re	port for the C	Quarter endi	ng S	Sept'15					
				Co	mplaint Centre	e(s)						Appellate Auth	ority		
		Quarter a	omplaints rec and pending o previous Qua			omplaints red	essed during t	ne Quarter	Quarter a		ved during the appeals of arter	Details o	f appeals disp	osed during th	e Quarter
ISA	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	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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORISSA	Faults and Network Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0
SRI 1	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ū	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Total	44	0	44	43	1	44	0	0	0	0	0	0	0	0
	Subscriber base (Prepaid) Subscriber base (Postpaid) 1776 nos														

					Name of Se		der : Tata Tele		mited							
							ephone Servi				<u> </u>					
					r Complaints Re		port for the C	Juarter endir	<u>ig5</u>	ept'15						
	1			0	omplaint Centre	<i>:</i> (s)		'			F	Appellate Auth	ority		I	
		Details of complaints received during the Quarter and pending complaints of previous Quarter				Details of complaints redressed during the Quarter				ppeals receiv and pending revious Qua			Details of appeals disposed during the Quarter			
ISA	Category of complants		No. of pending complaints of previous Quarter	during the	Total no. of complaints redressed within specified time limit during the quarter		complaints redressed	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received	appeals of	during the	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Ouarter	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	
6	Customer Service Related Complaints	1	0	1	1	0	1	0	· ['	0	0	<u>'</u> '	0	0	0	
IJAE	Faults and Network Related Complaints	79	0	79	79	0	79	0	2	0	2	2	0	2	0	
Ň	UCC Related Complaints	0	0	0	0	0	0	0	·	0	0	,	0	0	0	
-	VAS Related Complaints	1	0	1	0	1	1	0	· []	0	0	·	0	0	0	
	Total	82	0	82	81	1	82	0	2	0	2	2	0	2	0	

					Name of Se	ervice Provid	der : Tata Tel	eservices Li	mited						
						(Basic Tel	ephone Servi	ce) :							
				Customer	Complaints Re	edressal Re	port for the O	Quarter endir	ng S	Sept'15					
				Co	mplaint Centre	e(s)					Appellate Auth	nority			
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Quarter a		ved during the appeals of Inter	Details of appeals disposed during the Quarter			
ISA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12]-[15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0		0	0		0	0	0
Z	Customer Service Related Complaints	0	0	0	0	0	0	0		0	0		0	0	0
H	Faults and Network Related Complaints	8	0	8	8	0	8	0	1	0	1	1	0	1	0
JAS	UCC Related Complaints	0	0	0	0	0	0	0		0	0		0	0	0
RA	VAS Related Complaints	1	0	1	0	1	1	0		0	0		0	0	0
	Total	9	0	9	8	1	9	0	1	0	1	1	0	1	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 731 nos														

					Name of Se	rvice Provid	ler : Tata Tel	eservices Li	mited						r
						(Basic Tele	phone Servi	ce) :							
				Customer	Complaints Re	edressal Re	port for the C	Quarter endi	ng S	ept'15					
				Co	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				Quarter a		ved during the appeals of rter	Details of appeals disposed during the Quarter			
ISA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	3	2	5	5	0	5	0	5	0	5	5		5	0
Ы	Customer Service Related Complaints	9	1	10	8	0	8	2	6	0	6	6		6	0
NAI	Faults and Network Related Complaints	155	0	155	155		155	0	24	0	24	24		24	0
MIL	UCC Related Complaints		0	0			0	0	9	0	9	9		9	0
TAI	VAS Related Complaints	46	2	48	36	12	48	0	8	0	8	8		8	0
	Total	213	5	218	204	12	216	2	52	0	52	52	0	52	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 13004 nos.														

					Name of	Service Pro	ovider : Tata	Teleservices	s Limited						
						(Basic]	Felephone Se	ervice) :							
				Custor	ner Complaints	Redressal	Report for th	ne Quarter er	nding	Sept'15	5				
				Co	mplaint Centre	e(s)						Appellate Au	thority		
		Quarter a		eived during the complaints of arter	Details of complaints redressed during the Quarter				Quarter a		ived during the appeals of arter	Details of appeals disposed during the Quarter			
ISA	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 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	decided beyond	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
UPE	Faults and Network Related Complaints	213	116	329	329	0	329	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	213	116	329	329	0	329	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 3038 nos														

					Name of Se	rvice Provid	ler : Tata Tel	eservices Li	mited						
						(Basic Tele	ephone Servi	ce) :							
		-		Customer	Complaints Re	edressal Re	port for the C	Quarter endir	<u>ng S</u>	ept'15					
				Co	mplaint Centre	e(s)					Appellate Auth	ority			
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Quarter a	•	ived during the Jappeals of arter	Details of appeals disposed during the Quarter			
ISA	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	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
	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	0	0	0	0	0	0	0	0
Ľ,	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
	ubscriber base (Prepaid) ubscriber base (Postpaid) 327 no														