					Name of Serv	vice Provider	: Tata Tele	services Limite	ed.						
						(Broadband									
				Custome	r Complaints F	Redressal Rep	ort for the	Quarter ending	- Sep 202	1					
				Соі	mplaint Centre	e(s)					ı	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	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	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	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
Ŧ	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
PRADESH	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
PRA	Faults and Network Related Complaints	1114	0	1114	1002	112	1114	0	1	0	1	1	0	1	0
₹	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDHRA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ą	Total	1116	0	1116	1004	112	1116	0	1	0	1	1	0	1	0
Total Su	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 4922 nos														

				N	ame of Servic	e Provider : Ta	ta Teleserv	vices Limited							
					(	(Broadband S	ervice) :								
				Customer C	omplaints Red	Iressal Report	for the Qua	arter ending -	Sep 2021						
				Соі	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	-	Details of co	mplaints redr		ng the Quarter	during th	of appeals e Quarter a s of previou	ind 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] +	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	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
	Billing Related Complaints	1	0	1	1	0	1	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	85	0	85	72	13	85	0	1	0	1	1	0	1	0
ᇤ	Internet/ Data 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	86	0	86	73	13	86	0	1	0	1	1	0	1	0
Total Su	bscriber base (Prepaid)					•	•		•	•	•		•		
Total Su	bscriber base (Postpaid) 171 nos														

					Name of Serv	vice Provider :	Tata Teles	ervices Limited	d						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the (	Quarter ending	- Sep 2021						
				Со	mplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	and pending o	•	Details of co	mplaints redr	essed durii	ng the Quarter	during th		nd pending	Details of	appeals dispo	sed during	the Quarter
		рі	revious Quart	er					appears	of previou	is Quarter				
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	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	1	0	1	1	0	1	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	394	0	394	371	23	394	0	0	0	0	0	0	0	0
DE	Internet/ Data 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	395	0	395	372	23	395	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 2977 nos

					Name of Serv	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	Service):								
				Customer	Complaints R	Redressal Rep	ort for the	Quarter ending	- Sep 202	1					
				Со	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redre	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	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]	appeals pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>-</b>	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
GUJRAT	Faults and Network Related Complaints	216	0	216	187	29	216	0	0	1	1	1	0	1	0
3	Internet/ Data 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	217	0	217	188	29	217	0	0	1	1	1	0	1	0
Total Su	bscriber base (Prepaid)	·	<u> </u>	<u> </u>	<u> </u>	<u> </u>		<u> </u>					·		

Total Subscriber base (Postpaid)----- 1853 nos

					Name of Serv	rice Provider :	Tata Teles	ervices Limited	d						
						(Broadband									
				Customer	Complaints R	edressal Repo	ort for the (	Quarter ending	- Sep 2021						
				Cor	mplaint Centre	e(s)					P	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	ippeals dispo	sed during t	he Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	pending for decision on the last day of		
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
4 표	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIMACHAL PRADESH	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
₽₽	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
= 교	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 Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 34 nos

					Name of Serv	vice Provider	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Customer	r Complaints F	Redressal Rep	ort for the	Quarter ending	<sub>J</sub> - Sep 202	1					
				Cor	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	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	within specified	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	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
YANA	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HARY,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ī	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 Su	ubscriber base (Prepaid)														
Total Su	ıbscriber base (Postpaid) 28 nos														

					Name of Ser	rvice Provider	: Tata Tele	services Limit	ed						
						(Broadban	d Service)	:							
		_		Custome	r Complaints	Redressal Rep	ort for the	Quarter endin	g - Sep 202	21					
				Con	nplaint Centre	(s)					1	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre	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 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]	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] +	the last day		
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
3	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
ATAKA	Faults and Network Related Complaints	397	0	397	346	51	397	0	0	0	0	0	0	0	0
KARN	Internet/ Data 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	399	0	399	348	51	399	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 2907 nos

					Name of Serv	vice Provider :	Tata Teles	services Limite	d						
						(Broadband	l Service) :								
				Customer	r Complaints F	Redressal Rep	ort for the	Quarter ending	- Sep 202	1					
				Cor	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre		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	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]	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
	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
AL.	Faults and Network Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
KER,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>×</b>	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6	0	6	5	1	6	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	<u> </u>	·	·	·	<u> </u>		<u> </u>			·		<u> </u>		

Total Subscriber base (Postpaid)----- 246 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	ı						
						(Broadband	Service):								
		_			•		ort for the C	uarter ending	- Sep 2021						
				Cor	mplaint Centre	e(s)					A	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a of previou	and pending	Details of a	ppeals dispo	sed during t	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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] +	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
⋖	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
KOLKOTA	Faults and Network Related Complaints	289	0	289	256	33	289	0	0	2	2	2	0	2	0
<u> </u>	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
조	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	291	0	291	258	33	291	0	0	2	2	2	0	2	0
Total Su	ibscriber base (Prepaid)											•			
Total Su	bscriber base (Postpaid) 1110 no						-								

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	t						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- Sep 2021						
				Со	mplaint Centre	(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	appeals decided beyond the time limit	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
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>₹</b>	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
RAI	Internet/ Data 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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 173 nos

				Name	of Service Pro	ovider : Tata T	eleservices	s (Maharshtra)	Limited						
						(Broadband	Service):								
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- Sep 202	1					
				Coi	mplaint Centre	e(s)					P	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of co	mplaints redr		ng the Quarter	during th	e Quarter a	s received and pending us Quarter	Details of a	appeals dispo	sed during t	the Quarter
LSA	Category of complants  Total no. of complaints received during the Quarter  Category of complants  Total no. of pending to be complaints of previous during Quarter  [5]=[3]				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	quarter [15] = [13] +	day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	15	2	17	16	0	16	1	0	0	0	0	0	0	0
=	Customer Service Related Complaints	10	0	10	8	2	10	0	0	0	0	0	0	0	0
ΙΒΑ	Faults and Network Related Complaints	7192	0	7192	4617	2575	7192	0	28	10	38	35	0	35	3
MUMBAI	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	7217	2	7219	4641	2577	7218	1	28	10	38	35	0	35	3
Total Su	ubscriber base (Prepaid)		•		•	•				•	•	•	•		•

Total Subscriber base (Postpaid)----- 15506 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
						(Broadband	Service) :								
				Customer	Complaints R	edressal Repo	ort for the	Quarter ending	- Sep 202	1					
				Coi	mplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre		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	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	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
ORISS,	Internet/ Data 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 Su	ıbscriber base (Prepaid)						·								

Total Subscriber base (Postpaid)----- 92 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Sep 2021															
	Category of complants			Cor	nplaint Centre	e(s)		Appellate Authority								
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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]	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	
	Billing Related Complaints	0	0	0	0	0	0	0	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	
UNJAB	Faults and Network Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0	
\$	Internet/ Data 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	10	0	10	9	1	10	0	0	0	0	0	0	0	0	
Total Su	ubscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 239 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Sep 2021															
1	Category of complants			Cor	mplaint Centre	e(s)				,	Appellate Aut	hority				
		the Quarter a	omplaints rec and pending o evious Quart	omplaints of	Details of co	Details of complaints redressed during the Quarter					s received and pending as Quarter	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] + [14]	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	
STHAN	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
- ■	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RAJ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
Total Su	ubscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 268 nos

	Name of Service Provider: Tata Teleservices (Maharashtra) Limited															
	(Broadband Service):															
	Customer Complaints Redressal Report for the Quarter ending - Sep 2021  Complaint Centre(s)  Appellate Authority															
	Category of complants			Cor	nplaint Centre	e(s)		Appellate Authority								
LSA		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of co	during th	of appeals e Quarter a s of previou	and pending	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] +	appeals pending for decision on the last day of	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
4	Billing Related Complaints	6	0	6	5	0	5	1	0	0	0	0	0	0	0	
Ë	Customer Service Related Complaints	8	0	8	8	0	8	0	2	0	2	0	0	0	2	
MAHARASHTRA	Faults and Network Related Complaints	3081	0	3081	2105	976	3081	0	6	8	14	12	0	12	2	
AR,	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
AH,	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Σ	Total	3095	0	3095	2118	976	3094	1	8	8	16	12	0	12	4	
	bscriber base (Prepaid)															
Total Su	bscriber base (Postpaid) 9891 nos															

					Name of S	ervice Provide	er : Tata Te	leservices Lim	ited							
						(Broadba	and Service	e) :								
				Custor	ner Complaint	s Redressal R	eport for th	e Quarter endi	ing - Sep 2	021						
				Coi	nplaint Centre		Appellate Authority									
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of co	Details of complaints redressed during the Quarter					s received and pending us Quarter	Details of appeals disposed during the Quarter				
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	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	
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ADU	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
¥	Faults and Network Related Complaints	171	0	171	117	54	171	0	2	2	4	3	0	3	1	
TAMILN	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Ĭ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	172	0	172	118	54	172	0	2	2	4	3	0	3	1	
	bscriber base (Prepaid) bscriber base (Postpaid) 2366 nos.								• —							

	Name of Service Provider : Tata Teleservices Limited															
	(Broadband Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Sep 2021															
	Category of complants			Coi	mplaint Centre	e(s)		Appellate Authority								
		the Quarter a	omplaints reco and pending of evious Quart	complaints of	Details of co	Details of complaints redressed during the Quarter					received ind pending is Quarter	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	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]	appeals pending for decision on the last day of	
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
5	Internet/ Data 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 Su	bscriber base (Prepaid)															

Total Subscriber base (Postpaid)----- 110 nos

					Name of Se	rvice Provider	: Tata Teleser	vices Limited								
						(Broadbar	nd Service) :									
	Customer Complaints Redressal Report for the Quarter ending - Sep 2021															
	Category of complants			С	omplaint Cent	re(s)		Appellate Authority								
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of o	Details of complaints redressed during the Quarter					s received and pending us Quarter	Details of appeals disposed during the Quarte				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the guarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] -	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	0	0	0	0	0	0	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	
WPW	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
5	Internet/ Data 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 Su	ıbscriber base (Prepaid)	•	•	•	•	•		•	·			•	•			

Total Subscriber base (Postpaid)----- 84 no

## Name of Service Provider: Tata Teleservices Limited (Broadband Service): Customer Complaints Redressal Report for the Quarter ending - Sep 2021 Complaint Centre(s) Appellate Authority Details of complaints received Details of appeals received Details of complaints redressed during the Details of appeals disposed during the during the Month and pending during the Month and pending Month Month complaints of previous Month appeals of previous Month Total No. of Total no. Total no. Total no. of Total No. of of of of appeals No. of complaint complaint Total No. appeals complaints LSA Category of complants of complaint complaints Pending appeals appeals pending pending of decided appeals appeals complaint to be pending for to be decided for complaint redresse redresse appeals beyond disposed redressed redresse redressal on decided within decision s of d within d beyond received the time during s of during received during the d during the last day previous specified on the previous specified the time during limit the Month Month during the Month of Month Month the Month time limit last day Month time limit limit the Month during [15] = [13] of Month during the Month [5]=[3]+[4] [8] = [6] +[9]=[5] - [8] [12] = during during the + [14] [10]+ [11] the Month [16] = [12][7] the Month the Month Month - [15] 5 11 12 1 2 3 4 6 7 8 9 10 13 14 15 0 0 Billing Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 West Bengal 0 0 0 0 0 Customer Service Related Complaints 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 **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 Total Subscriber base (Prepaid)-----Total Subscriber base (Postpaid)----- 63