## Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'21 Complaint Centre(s) **Appellate Authority** Details of complaints received during Details of appeals received the Quarter and pending complaints of Details of complaints redressed during the Quarter during the Quarter and pending Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total no. Total no. of of Total no. Total no. of Total no. of LSA complaints Total no. of appeals Category of complants complain appeals complaints complaints complaints Total no. of No. of of Pending appeals appeals redressed appeals to decided pending for ts decided complaints pendina to be redressed pending for disposed appeals appeals be decided decision on within redresse within received complaints redressed beyond the redressal on received beyond the during the specified during the the last day d during specified during the of previous during the time limit the last day previous time limit quarter during Quarter [12] time limit the time limit of Quarter Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + during the during the [16] = [12] -Quarter = [10]+ [11] [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] quarter [8] = [6] +quarter [15] [7] 1 3 5 7 9 10 11 12 13 14 15 16 6 8 **Billing Related Complaints** 1 0 0 1 0 0 0 0 0 0 ANDHRA PRADESH **Customer Service Related Complaints** 0 0 0 3 0 3 0 3 3 0 0 0 0 0 3 3 0 Faults and Network Related Complaints 0 3 5583 0 5583 4575 1008 5583 0 2 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 5587 0 5587 4576 1011 5587 0 2 1 3 3 0 3 0 Total Subscriber base (Prepaid)--

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 1,56,777 nos

LSA Category of complants  Total no. of complaints redressed pending received complaints redressed complaints redressed within  Total no. of appeals decided within beyond the decided within					N	ame of Service	e Provider : Ta	ta Teleser	vices Limited							
LSA   Category of complaints   Category of c						(Ba	sic Telephone	Service) :								
Details of complaints received during the Quarter and pending complaints of pending treceived during the Quarter and pending complaints of pending treceived during the Quarter and pending appeals of previous Quarter and pending appeals and pending appeals of previous Quarter and pending appeals and pending appeals of previous Quarter and pending appeals and pend					Customer (	Complaints Re	dressal Repo	t for the Q	uarter ending	- Dec'21						
LSA Category of complants  Total no. of complaints to be ending the Quarter (5]=[3]+[4] (4) (4) (4) (4) (4) (4) (4) (4) (4) (4)					Coi	mplaint Centre	e(s)						Appellate Aut	hority		
Category of complants   Category of Cate			the Quarter a	nd pending o	complaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	e Quarter a	and pending	Details of	appeals dispo	osed during	the Quarter
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         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0	LSA	Category of complants	complaints received during the	pending complaints of previous	complaints to be redressed during the Quarter	complaints redressed within specified time limit during the	complaints redressed beyond the time limit during the	of complain ts redresse d during the Quarter [8] = [6] +	complaints pending for redressal on the last day of Quarter	of appeals received during the	appeals of previous	appeals to be decided during the Quarter [12]	appeals decided within specified time limit during the	appeals decided beyond the time limit during the	appeals disposed during the quarter [15] = [13] +	pending for decision on the last day of Quarter [16] = [12] -
Customer Service Related Complaints   0   0   0   0   0   0   0   0   0	1	2	3	4	5	6	7		9	10	11	12	13	14	15	16
Faults and Network Related Complaints 68 0 68 68 0 68 0 0 0 0 0 0 0 0 0 0 0 0		Billing 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         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         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
VAS Related Complaints         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0	AR	Faults and Network Related Complaints	68	0	68	68	0	68	0	0	0	0	0	0	0	0
Total 68 0 68 68 0 0 68 0 0 0 0 0 0 0 0 0 0 0	BH	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)		VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	68	0	68	68	0	68	0	0	0	0	0	0	0	0

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	):							
				Custome	er Complaints	Redressal Re	ort for the	Quarter endin	g - Dec'21						
				Соі	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redr		g the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	osed during	the Quarter
LSA Category of complaints Total no. of complaints received during the Quarter    1													Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7		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	262	0	262	245	17	262	0	0	0	0	0	0	0	0
DE	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	263	0	263	246	17	263	0	0	0	0	0	0	0	0
	bscriber base (Prepaid)														
Total Su	bscriber base (Postpaid) 1,38,496 nos														

					Name of Serv	vice Provider	: Tata Teles	services Limite	ed						
						(Basic Teleph	one Service	e):							
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	ng - Dec'21						
				Cor	nplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redr	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	be decided	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
BUJRAT	Faults and Network Related Complaints	814	0	814	710	104	814	0	1	0	1	0	0	0	1
l ĝ	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	814	0	814	710	104	814	0	1	0	1	0	0	0	1
Total Su	ubscriber base (Prepaid)		•		•	•					•	•		•	

Total Subscriber base (Postpaid)----- 77,024 nos

					Name of Serv	/ice Provider :	Tata Teles	services Limite	:d						
					(	Basic Telepho	ne Service	e) :							
				Custome	er Complaints	Redressal Re	ort for the	Quarter endin	g - Dec'21						
				Cor	nplaint Centre	(s)					P	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	ind pending	Details of a	appeals dispo	osed during	the Quarter
LSA	Total no. of complaints received during the Quarter Quarter Quarter 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16														
1	2	3	4	5	6	7		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
RYAN	Faults and Network Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0
AR	UCC Related Complaints 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0														
<del>-</del>	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4	0	4	3	1	4	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	·		·	·	·		-			·		·		
Total Su	bscriber base (Postpaid) 33,788 nos	·			·										

					Name of Ser	rvice Provider	: Tata Tele	services Limite	ed						
						(Basic Teleph	one Servic	:e) :							
				Custon	ner Complaints	Redressal Re	eport for th	e Quarter endii	ng - Dec'21						
				Cor	nplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints reco and pending of revious Quart	omplaints 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 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	appeals decided beyond the time limit	Total no. of appeals disposed during the quarter [15] = [13] +	pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́Α	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
ATA	Faults and Network Related Complaints	211	186	25	211	0	0	0	0	0	0	0	0		
R.	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ϋ́	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	212	0	212	187	25	212	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)										<u> </u>	<u> </u>	<u> </u>		

Total Subscriber base (Postpaid)----- 2,45,416 nos

					Name of Serv	vice Provider :	Tata Teles	services Limite	ed						
					(	(Basic Telepho	one Servic	e):							
				Custome	er Complaints	Redressal Re	port for the	Quarter endin	ng - Dec'21						
				Cor	nplaint Centre	e(s)					F	Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redre	essed duri	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] +	complaints pending for	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	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
A	Faults and Network Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
KER	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	17	0	17	17	0	17	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 18,668 nos

## Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'21 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received during the Quarter and pending the Quarter and pending complaints of Details of complaints redressed during the Quarter Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total No. Total no. Total no. of of Total no. of of appeals Total no. of Total no. of Total No. of Total No. Total no. of Total no. of complaints pending LSA Category of complants complain Total no. of appeals Total no. of No. of complaints complaints complaints of Pending appeals appeals redressed appeals to decided ts for decided complaints pending to be redressed pending for appeals disposed appeals be decided within redresse within decision received complaints redressed beyond the redressal on received beyond the during the specified d during specified on the last during the during during the of previous during the time limit the last day previous time limit quarter time limit Quarter [12] time limit day of the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + = [10]+ [11] Quarter during the Quarter during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [8] = [6] +[16] = [12]quarter quarter [7] [15] 2 12 13 14 1 3 4 5 6 7 8 9 10 11 15 16 0 0 0 0 0 0 0 0 0 0 0 0 0 **Billing Related Complaints** 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 KOLKOTA Faults and Network Related Complaints 0 0 0 0 0 0 0 0 0 240 240 237 3 240 **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 0 240 240 237 3 240 Total 0 0 0 0 0 0 0 0 0 Total Subscriber base (Prepaid)--

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 45,924 no

## Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Dec'21 Complaint Centre(s) Appellate Authority Details of complaints received during Details of appeals received during the Quarter and pending the Quarter and pending complaints of Details of complaints redressed during the Quarter Details of appeals disposed during the Quarter previous Quarter appeals of previous Quarter Total No. Total no. Total no. of of Total no. of of appeals Total no. of Total no. of Total No. of Total No. Total no. of Total no. of complaints appeals pending LSA Category of complants complain Total no. of Total no. of No. of complaints complaints complaints of Pending appeals appeals redressed appeals to decided ts for decided complaints pending to be redressed pending for appeals appeals disposed be decided within redresse within decision received complaints redressed beyond the redressal on received beyond the during the specified d during during the specified on the last during during the of previous during the time limit the last day previous time limit quarter time limit Quarter [12] time limit day of the Quarter Quarter Quarter during the of Quarter the quarter during the [15] = [13] + = [10]+ [11] Quarter during the Quarter during the [5]=[3]+[4] Quarter [9]=[5] - [8] Quarter Quarter [14] [8] = [6] +[16] = [12]quarter quarter [7] [15] 2 12 13 14 1 3 4 5 6 7 8 9 10 11 15 16 0 0 0 0 0 0 0 0 0 0 0 0 0 **Billing Related Complaints** 0 **Customer Service Related Complaints** 0 0 0 0 0 0 0 0 0 0 0 0 0 0 KOLKOTA 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 0 Total Subscriber base (Prepaid)--

Note: Mentioned subscriber details contains the details of all products.

Total Subscriber base (Postpaid)----- 2,410 no

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	e):							
				Custome	r Complaints	Redressal Rep	ort for the	Quarter endin	g - Dec'21						
				Cor	mplaint Centre	e(s)					A	Appellate Aut	hority		
		the Quarter a	•	•	Details of co	mplaints redro		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 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] + [14]	pending for		
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	17	0	17	17	0	17	0	0	0	0	0	0	0	0
AE AE	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	17	0	17	17	0	17	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)	•		•	•	•		•					•		

Total Subscriber base (Postpaid)----- 10,951 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	d						
					(	Basic Telepho	ne Service	):							
				Custome	er Complaints	Redressal Rep	oort for the	Quarter ending	g - Dec'21						
				Со	mplaint Centre	e(s)					Α	ppellate Auth	nority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	omplaints redr	essed durir	g the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	appeals dispo	sed during t	:he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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 of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	6	2	8	7	0	7	1	0	0	0	0	0	0	0
_	Customer Service Related Complaints	33	0	33	23	10	33	0	1	0	1	1	0	1	0
MUMBAI	Faults and Network Related Complaints	6820	0	6820	6308	512	6820	0	9	9	18	17	0	17	1
1 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	6859	2	6861	6338	522	6860	1	10	9	19	18	0	18	1
Total Su	bscriber base (Prepaid)	•					•		•						
Total Su	bscriber base (Postpaid) 4,80,526 no	s													

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	one Service	e):							
				Custome	er Complaints	Redressal Re	oort for the	Quarter endin	g - Dec'21						
				Со	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	•	•		mplaints redr		ng the Quarter	during th	of appeals le Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	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]	pending for	
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
목표	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
MA Z	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
풀풉	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 S	ıbscriber base (Prepaid)							·	·						

Total Subscriber base (Postpaid)----- 1,587 nos

					Name of Serv	ice Provider :	Tata Teles	services Limite	d						
						Basic Telepho	ne Service	e) :							
				Custome	er Complaints	Redressal Rep	oort for the	Quarter endin	g - Dec'21						
				Coi	nplaint 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	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	appeals disposed	appeals pending for decision on the last day
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SSA	Faults and Network Related Complaints	92	0	92	91	1	92	0	0	0	0	0	0	0	0
ORIS	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	92	0	92	91	1	92	0	0	0	0	0	0	0	0
Total Su	ubscriber base (Prepaid)												<u></u>	<u>-</u>	

Total Subscriber base (Postpaid)----- 8,353 nos

					Name of Ser	vice Provider :	Tata Teles	services Limite	d						
					-	(Basic Telepho	one Servic	e):							
				Custom	er Complaints	Redressal Re	port for the	Quarter endin	g - Dec'21						
				Cor	nplaint Centre	(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending o revious Quart	omplaints of	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	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
m	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JAB	Faults and Network Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
PUNJ,	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	6	0	6	5	1	6	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)							·	·						

Total Subscriber base (Postpaid)----- 13,223 nos

					Name of Ser	vice Provider	: Tata Teles	services Limite	ed						
						(Basic Teleph	one Servic	e) :							
				Custom	er Complaints	Redressal Re	port for the	e Quarter endin	ng - Dec'21						
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a	omplaints rec and pending or revious Quart	complaints of	Details of co	mplaints redre	essed durii	ng the Quarter	during th	of appeals ne Quarter a s of previou	and pending	Details of	appeals dispo	osed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complain ts redresse d during the Quarter [8] = [6] +	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	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
Z	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
STH/	Faults and Network Related Complaints	140	0	140	139	1	140	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
RA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	140	0	140	139	1	140	0	0	0	0	0	0	0	0
Total S	ubscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 12,197 nos

	Name of Service Provider: Tata Teleservices(Maharashtra) Limited																
	(Basic Telephone Service) :																
	Customer Complaints Redressal Report for the Quarter ending - Dec'21																
				Cor	nplaint Centre	e(s)			Appellate Authority								
		the Quarter	mplaints reco and pending previous Qua	complaints	Details o	f complaints Quar		during the	during th	of appeals e Quarter a s of previou	and pending	Details o	of appeals dis	posed during	g the Quarter		
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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	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		
SHTRA	Customer Service Related Complaints	5	0	5	2	3	5	0	0	0	0	0	0	0	0		
< 4	Faults and Network Related Complaints	2353	0	2353	2241	112	2353	0	0	0	0	0	0	0	0		
AR	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
AHAR,	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Σ	Total	2359	0	2359	2244	115	2359	0	0	0	0	0	0	0	0		
S	· —————————		· -		· -	- <u> </u>		·			•	-	· -	•			

Total Subscriber base (Postpaid)----- 2,13,806 nos

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Dec'21															
				Со	mplaint Centre	(s)						Appellate A	uthority			
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter					of appeals e Quarter a s of previou	nd pending	Details of appeals disposed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	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	appeals decided beyond the time limit	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	
ADU	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
N A	Faults and Network Related Complaints	106	0	106	81	25	106	0	0	0	0	0	0	0	0	
TAMILN	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Ι¥	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	106	0	106	81	25	106	0	0	0	0	0	0	0	0	
	ubscriber base (Prepaid) ubscriber base (Postpaid) 1,17,937 nos				-											

	Name of Service Provider : Tata Teleservices Limited														
	(Basic Telephone Service) :														
	Customer Complaints Redressal Report for the Quarter ending - Dec'21														
	A Category of complants			Coi	mplaint Centre		Appellate Authority								
		the Quarter a	omplaints rec and pending o revious Quart	complaints of	Details of co	mplaints redro	essed durir	ng the Quarter	during th	of appeals le Quarter a s of previou	nd pending	Details of	f appeals disp	oosed 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]	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	48	0	48	46	2	48	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	48	0	48	46	2	48	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)	•			•			· · · · · · · · · · · · · · · · · · ·	· -	<u> </u>	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·			
Total Su	bscriber base (Postpaid) 7,979 nos														

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Dec'21															
				С	omplaint Cent	re(s)		Appellate Authority								
	Category of complants	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of o	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	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]	of Quarter	
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	
UPW	Faults and Network Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0	
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	7	0	7	6	1	7	0	0	0	0	0	0	0	0	
Total Su	bscriber base (Prepaid)	• •		<u> </u>	-	<u> </u>	<u> </u>	<u> </u>	•		-					
Total Su	bscriber base (Postpaid) 4,427 no															