## Name of Service Provider: Tata Teleservices Limited (Basic Telephone Service): Customer Complaints Redressal Report for the Quarter ending - Sept 2021 Complaint Centre(s) Appellate Authority Details of complaints received during

				Cor	npiaint Centre	(S)						Appellate Aut	nority		
		the Quarter a	•	•	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	sed during	the Quarter
LSA	Category of complants	complaints received during the Quarter [5]=[3]				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	pending for
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
SH	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
ᆷ	Customer Service Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
PRA	Faults and Network Related Complaints	5766	0	5766	4478	1288	5766	0	1	0	1	0	0	0	1
¥	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ANDH	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ā	Total	5770	0	5770	4481	1289	5770	0	1	0	1	0	0	0	1

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 155394 nos

				Na	ame of Service	e Provider : Ta	ta Teleser	vices Limited							
					•	sic Telephon									
					•		for the Qua	arter ending -	Sept 2021						
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter a		•		mplaints redr		ng the Quarter	during th	of appeals e Quarter a 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] +	complaints	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]		appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	appeals 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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BIHAR	Faults and Network Related Complaints	44	0	44	39	5	44	0	1	0	1	1	0	1	0
푧	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	44	0	44	39	5	44	0	1	0	1	1	0	1	0
Total Su	bscriber base (Prepaid)	•	•	•	•					•	•		•		
Total Su	bscriber base (Postpaid) 7804 nos														

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	):							
				Customer	Complaints Re	edressal Repo	rt for the Q	uarter ending	- Sept 202	1					
				Соі	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	•	Details of co	mplaints redre	essed durir	ng the Quarter	during th	of appeals e Quarter a s of previou	and pending	Details of a	appeals dispo	sed 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	appeals decided	appeals disposed	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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
토	Faults and Network Related Complaints	239	227	12	239	0	0	0	0	0	0	0	0		
DEL	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	239	0	239	227	12	239	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 136965 nos

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	:d						
					(	Basic Telepho	ne Service	<del>)</del> ):							
				Customer	Complaints R	edressal Repo	ort for the C	Quarter ending	- Sept 202	1					
				Co	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	complaints	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	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	
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
GUJRA'	Faults and Network Related Complaints	913	0	913	753	160	913	0	0	0	0	0	0	0	0
3	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 913 0 913 753 160 913 0 0 0 0 0 0 0 0														
Total Su	bscriber base (Prepaid)	-		-	-	-	·	-				· · · · · · · · · · · · · · · · · · ·	-		
Total Su	bscriber base (Postpaid) 77684 nos														

					Name of Serv	ice Provider :	Tata Teles	services Limite	ed						
					(	Basic Telepho	ne Service	e) :							
					•	•	ort for the (	Quarter ending	- Sept 202	21					
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua		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 [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	appeals decided	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
≰	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YANA	Faults and Network Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0
HAR	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	2	0	2	0	2	2	0	0	0	0	0	0	0	0
	ubscriber base (Prepaid) ubscriber base (Postpaid) 35433 nos				·			·							

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	):							
				Customer	Complaints R	edressal Repo	ort for the C	uarter ending	- Sept 202	1					
				Со	nplaint Centre	e(s)						Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua		Details of co	mplaints redr		ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	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]	within specified	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
<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	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 Su	bscriber base (Prepaid)	·		<u> </u>	·	·		·		·					-
Total Su	bscriber base (Postpaid) 1620 nos														

					Name of Ser	rvice Provider	: Tata Tele	services Limit	ed						
						(Basic Teleph	one Servic	:e) :							
							ort for the	Quarter ending	g - Sept 20	21					
				Coı	mplaint Centre	(s)						Appellate Aut	hority		
			•	complaints of	Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	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
TAKA	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ΑTA	Faults and Network Related Complaints	240	0	240	213	27	240	0	0	0	0	0	0	0	0
RNA	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	240	0	240	213	27	240	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)	·		<u> </u>	·	·	·	<u> </u>							
Total	Subscriber base (Postpaid) 242814 nos	i													

					Name of Serv	/ice Provider :	Tata Teles	services Limite	ed .						
					(	Basic Telepho	one Service	e):							
							ort for the (	Quarter ending	- Sept 202	21					
				Coi	mplaint Centre	e(s)						Appellate Aut	hority		
				eived during	Datalla at an			th - Ot		of appeals		Dataila at			41 0
			and pending previous Qua	•	Details of Co	mpiaints rear	essea aurii	ng the Quarter		e Quarter a s of previou	and pending us Quarter	Details of	appeals dispo	sea auring	ine 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	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
AL,	Faults and Network Related Complaints	13	0	13	10	3	13	0	0	0	0	0	0	0	0
KERALA	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 13 0 13 10 3 13 0 0 0 0 0 0 0 0 0														
Total Su	bscriber base (Prepaid)	<u> </u>			·	·		·							
Total Su	bscriber base (Postpaid) 18681 nos														

					Name of Serv	ice Provider :	Tata Teles	ervices Limited	d						
					(1	Basic Telepho	ne Service	):							
				Customer	Complaints Re	edressal Repo	rt for the Q	uarter ending	- Sept 2021						
				Cor	nplaint Centre	e(s)					Α	ppellate Auth	ority		
		the Quarter a	omplaints rec and pending or revious Quart	omplaints of	Details of co	mplaints redr	essed durii	ng the Quarter	during th		s received and pending us Quarter	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	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
коцкота	Faults and Network Related Complaints	351	0	351	349	2	351	0	0	0	0	0	0	0	0
Š	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ᇫ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	352	0	352	350	2	352	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)				•							•			

Total Subscriber base (Postpaid)----- 46187 no

					Name of Serv	ice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	):							
					•		rt for the C	uarter ending	- Sept 202	1					
				Coi	mplaint Centre	e(s)					,	Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua	•	Details of co	mplaints redre		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	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	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	pending for	
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
۷ ۲	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	34	33	1	34	0	0	0	0	0	0	0	0		
₽ Z	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	35	0	35	34	1	35	0	0	0	0	0	0	0	0
Total Su	ıbscriber base (Prepaid)														

Total Subscriber base (Postpaid)----- 11059 nos

					Name of Serv	vice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	):							
					•		ort for the C	uarter ending	- Sept 202	1					
				Cor	nplaint Centre	e(s)					Α	ppellate Auth	ority		
		the Quarter a	•		Details of co	mplaints redr		ng the Quarter	during th	of appeals e Quarter a s 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] +	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	0	6	4	0	4	2	0	0	0	0	0	0	0
-	Customer Service Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
MUMBAI	Faults and Network Related Complaints	10218	0	10218	5614	4604	10218	0	48	9	57	48	0	48	9
Į	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	10236	0	10236	5630	4604	10234	2	48	9	57	48	0	48	9
Total Su	bscriber base (Prepaid)														-
Total Su	bscriber base (Postpaid) 479353 nos														

					Name of Serv	rice Provider :	Tata Teles	ervices Limite	d						
					(	Basic Telepho	ne Service	e):							
				Customer	Complaints R	edressal Repo	rt for the C	uarter ending	- Sept 202	<u>:1</u>					
				Со	mplaint Centre	e(s)					ı	Appellate Aut	hority		
		the Quarter	omplaints rec and pending previous Qua		Details of co	mplaints redre		ng the Quarter	during th	of appeals e Quarter a s of previou	nd pending	Details of a	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	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	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SS/	Faults and Network Related Complaints	85	0	85	78	7	85	0	0	0	0	0	0	0	0
ORISSA	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	85	0	85	78	7	85	0	0	0	0	0	0	0	0
Total Su	bscriber base (Prepaid)			•		•				•	•	•	•	•	
Total Su	bscriber base (Postpaid) 8381 nos														

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
	Customer Complaints Redressal Report for the Quarter ending - Sept 2021															
				Co	mplaint Centre	e(s)			Appellate Authority							
	Category of complants	Details of complaints received during the Quarter and pending complaints of complaints redressed during the Quarter of previous Quarter  Details of complaints redressed during the Quarter and appeals of previous							nd pending	Details of a	appeals dispo	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	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	
ω	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
✓	Faults and Network Related Complaints	39	0	39	39	0	39	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	
<u>~</u>	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	39	0	39	39	0	39	0	0	0	0	0	0	0	0	
Total Su	ubscriber base (Prepaid)	·			·	·	·	·								
Total Su	ubscriber base (Postpaid) 12887 nos															

	Name of Service Provider : Tata Teleservices Limited														
	(Basic Telephone Service) :														
	Customer Complaints Redressal Report for the Quarter ending - Sept 2021														
				Complaint Centre(s) Appellate Authority											
	Category of complants	the Quarter	omplaints rec and pending previous Qua		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		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	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
STHAN	Faults and Network Related Complaints	142	0	142	141	1	142	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
RAJ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	142	0	142	141	1	142	0	0	0	0	0	0	0	0
Total Su	Total Subscriber base (Prepaid)														
Total Su	ubscriber base (Postpaid) 12080 nos														

	Name of Service Provider : Tata Teleservices(Maharashtra) Limited																
	(Basic Telephone Service):																
	Customer Complaints Redressal Report for the Quarter ending - Sept 2021																
				Cor	nplaint Centre	e(s)						Appellate Authority					
			mplaints rec and pending previous Qua	complaints	Details of	f complaints Quar		during the	during th	of appeals e Quarter a s of previou	nd pending	Details o	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	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
. ₹	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0		
🖺	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
RASHTRA	Faults and Network Related Complaints	2744	0	2744	1893	851	2744	0	2	0	2	2	0	2	0		
AR.	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
MAHA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Σ	Total	2745	0	2745	1894	851	2745	0	2	0	2	2	0	2	0		
S Total Su	ubscriber base (Postpaid) 216790 nos	otal Subscriber base (Postpaid) 216790 nos															

	Name of Service Provider : Tata Teleservices Limited														
	(Basic Telephone Service) :  Customer Complaints Redressal Report for the Quarter ending - Sept 2021														
				Custon	ner Complaints	Redressal Re	eport for th	e Quarter endi	ing - Sept :	2021					
				Coi	mplaint Centre	(s)						Appellate A	uthority		
		the Quarter a	Details of complaints received during ne Quarter and pending complaints of previous Quarter  Details of complaints redressed during the Quarter appeals of previous quarter							and pending	Details	of appeals dis	posed durin	ng 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
2	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TAMILNADU	Faults and Network Related Complaints	159	0	159	133	26	159	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	159	0	159	133	26	159	0	0	0	0	0	0	0	0
	rotal Subscriber base (Prepaid)  Total Subscriber base (Postpaid)  Total Subscriber base (Postpaid)  Total Subscriber base (Postpaid)														

	Name of Service Provider : Tata Teleservices Limited																
	(Basic Telephone Service) :																
	Customer Complaints Redressal Report for the Quarter ending - Sept 2021																
				Cor	nplaint Centre	(s)			Appellate Authority								
		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	Details of appeals disposed during the Qu				
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] + [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	107	0	107	106	1	107	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	107	0	107	106	1	107	0	0	0	0	0	0	0	0		
Total Su	Total Subscriber base (Prepaid)																
Total Su	bscriber base (Postpaid) 7944 nos																

	Name of Service Provider : Tata Teleservices Limited															
	(Basic Telephone Service) :															
				Custome	er Complaints	Redressal Rep	ort for the Qu	arter ending -	Sept 2021							
			Complaint Centre(s)									Appellate Authority				
		the Quarter a	Details of complaints received during he Quarter and pending complaints of previous Quarter  Details of complaints redressed during the Quarter  Details of appeals received during the Quarter and pending appeals of previous Quarter							Details of a	etails 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 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	
UPW	Faults and Network Related Complaints	6	0	6	6	0	6	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	
1	Total	6	0	6	6	0	6	0	0	0	0	0	0	0	0	
	1044.															
Total Su	bscriber base (Prepaid)						Į.	ļ				l .			ļ	

	Name of Service Provider : Tata Teleservices Limited														
	(Wireline):														
	Customer Complaints Redressal Report for the Quarter ending - Sept 2021														
			Complaint Centre(s) Appellate Authority												
		the Month a	omplaints rec nd pending c previous Mont	•	Details of co	omplaints red	essed duri	ng the Month	during th	of appeals ne Month a s of previo	nd pending	Details of a	sed during	he Month	
LSA	Category of complants	Total no. of complaints received during the Month	No. of pending complaints of previous Month	Total no. of complaints to be redressed during the Month [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the Month	Total no. of complaints redressed beyond the time limit during the Month	Total no. of complain ts redresse d during the Month [8] = [6] +	Total No. of complaints pending for redressal on the last day of Month [9]=[5] - [8]	Total No. of appeals received during the Month	Pending appeals of previous Month	Total no. of appeals to be decided during the Month [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the Month	Total no. of appeals decided beyond the time limit during the Month	Total no. of appeals disposed during the Month [15] = [13] + [14]	for decision on the last day of
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	0
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
gal	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bengal	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
St E	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
West	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)														
Total Su	bscriber base (Postpaid)2447														