

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Compliants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
ANDHRA PRADESH	Billing Related Compliants	144	0	144	89	0	89	55	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	17	1	18	18	0	18	0	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	2877	0	2877	2577	300	2877	0	0	0	0	0	0	0	0	0
	Internet/Data related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	17	1	18	18	0	18	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>3055</b>	<b>2</b>	<b>3057</b>	<b>2702</b>	<b>300</b>	<b>3002</b>	<b>55</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	27521														

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the 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 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 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
BIHAR	Billing Related Complaints	21	0	21	9	0	9	12	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	657	0	657	589	68	657	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	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>686</b>	<b>0</b>	<b>686</b>	<b>606</b>	<b>68</b>	<b>674</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-													
	Total Subscriber Base (Postpaid)	3933													



Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
GUJRAT	Billing Related Complaints	28	0	28	16	0	16	12	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	30	1	31	31	0	31	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2074	0	2074	1834	240	2074	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	0
	VAS Related Complaints	30	1	31	31	0	31	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2162</b>	<b>2</b>	<b>2164</b>	<b>1912</b>	<b>240</b>	<b>2152</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	13853														

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
HARYANA	Billing Related Complaints	2	0	2	1	0	1	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	101	0	101	88	13	101	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	0
	VAS Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>105</b>	<b>2</b>	<b>107</b>	<b>93</b>	<b>13</b>	<b>106</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	1691														

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
KARNATAKA	Billing Related Complaints	291	0	291	212	0	212	79	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	92	5	97	95	2	97	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2304	0	2304	2084	220	2304	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	0
	VAS Related Complaints	92	5	97	95	2	97	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2779</b>	<b>10</b>	<b>2789</b>	<b>2486</b>	<b>224</b>	<b>2710</b>	<b>79</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	31571														

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
KERALA	Billing Related Complaints	17	0	17	11	0	11	6	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	689	0	689	553	136	689	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	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>720</b>	<b>0</b>	<b>720</b>	<b>578</b>	<b>136</b>	<b>714</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	5095														

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LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
KOLKOTA	Billing Related Complaints	43	0	43	24	0	24	19	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2587	0	2587	2221	366	2587	0	0	5	5	5	0	5	0	
	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2664</b>	<b>2</b>	<b>2666</b>	<b>2281</b>	<b>366</b>	<b>2647</b>	<b>19</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	21429														



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(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
MADHYA PRADESH	Billing Related Complaints	19	0	19	12	0	12	7	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	2	4	4	0	4	0	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	233	0	233	225	8	233	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	2	2	4	4	0	4	0	0	0	0	0	0	0	0	
	<b>Total</b>	<b>256</b>	<b>4</b>	<b>260</b>	<b>245</b>	<b>8</b>	<b>253</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	1789														

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Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
MUMBAI	Billing Related Complaints	391	0	391	237	0	237	154	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	72	2	74	67	7	74	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13190	0	13190	8685	4505	13190	0	12	0	12	12	0	12	0	
	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	72	2	74	67	7	74	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>13725</b>	<b>4</b>	<b>13729</b>	<b>9056</b>	<b>4519</b>	<b>13575</b>	<b>154</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>0</b>	
	Total Subscriber Base (Prepaid)	-														
	Total Subscriber Base (Postpaid)	127936														

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		Details of complaints received during the 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 appeals disposed during the Quarter				
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	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	0
	Faults and Network Related Complaints	0	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Total Subscriber Base (Prepaid)</b>	-														
	<b>Total Subscriber Base (Postpaid)</b>	0														

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		Details of complaints received during the 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 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 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
PUNJAB	Billing Related Complaints	19	0	19	13	0	13	6	2	0	2	2	0	2	0
	Customer Service Related Complaints	7	0	7	6	1	7	0	2	0	2	1	0	1	1
	Faults and Network Related Complaints	401	0	401	358	43	401	0	0	0	0	0	0	0	0
	Internet/Data related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
	VAS Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>434</b>	<b>0</b>	<b>434</b>	<b>383</b>	<b>45</b>	<b>428</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>
	Total Subscriber Base (Prepaid)	-													
	Total Subscriber Base (Postpaid)	5034													

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the 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 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 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
RAJASTHAN	Billing Related Complaints	4	0	4	2	0	2	2	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
	Faults and Network Related Complaints	75	0	75	73	2	75	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
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>81</b>	<b>0</b>	<b>81</b>	<b>77</b>	<b>2</b>	<b>79</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-													
	Total Subscriber Base (Postpaid)	1336													

Name of Service Provider : Tata Teleservices(Maharashtra) Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the 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 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 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
MAHARASHTRA	Billing Related Complaints	567	0	567	359	0	359	208	29	1	30	20	0	20	10
	Customer Service Related Complaints	133	7	140	134	6	140	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	15280	0	15280	9318	5962	15280	0	30	1	31	23	0	23	8
	Internet/Data related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	133	7	140	134	6	140	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>16113</b>	<b>14</b>	<b>16127</b>	<b>9945</b>	<b>5974</b>	<b>15919</b>	<b>208</b>	<b>60</b>	<b>2</b>	<b>62</b>	<b>44</b>	<b>0</b>	<b>44</b>	<b>18</b>
	Total Subscriber Base (Prepaid)	-													
	Total Subscriber Base (Postpaid)	169957													

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the 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 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 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
TAMILNADU	Billing Related Complaints	96	0	96	31	0	31	65	0	0	0	0	0	0	0
	Customer Service Related Complaints	23	2	25	23	2	25	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1607	0	1607	1516	91	1607	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	23	2	25	23	2	25	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1749</b>	<b>4</b>	<b>1753</b>	<b>1593</b>	<b>95</b>	<b>1688</b>	<b>65</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Total Subscriber Base (Prepaid)	-													
	Total Subscriber Base (Postpaid)	20993													

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
UPE	Billing Related Complaints	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	0
	Faults and Network Related Complaints	0	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Total Subscriber Base (Prepaid)</b>	-														
	<b>Total Subscriber Base (Postpaid)</b>	0														



Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of Complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the 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 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 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	
UPW	Billing Related Complaints	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	0
	Faults and Network Related Complaints	0	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Total Subscriber Base (Prepaid)</b>	<b>-</b>														
	<b>Total Subscriber Base (Postpaid)</b>	<b>0</b>														

Name

Customer Com

Complaint Ce

LSA	Category of Complaints	Details of complaints received during the Quarter and pending complaints of previous Quarter			
					Detail
		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
1	2	3	4	5	6
PAN INDIA	Billing Related Complaints	1730	0	1730	1062
	Customer Service Related Complaints	458	23	481	461
	Faults and Network Related Complaints	45325	0	45325	33065
	Internet/Data related Complaints	0	0	0	0
	VAS Related Complaints	458	23	481	461
	<b>Total</b>	<b>47971</b>	<b>46</b>	<b>48017</b>	<b>35049</b>
<b>Total Subscriber Base (Prepaid)</b>		<b>0</b>			
<b>Total Subscriber Base (Postpaid)</b>		<b>461024</b>			

of Service Provider : Tata Teleservices Limited

(Broadband Service)

Complaints Redressal Report for the Quarter Ending - Dec'16

Complaints Redressed during the Quarter			Appellate Authority				
Details of complaints redressed during the Quarter			Details of appeals received during the Quarter and pending appeals of previous Quarter			Details of appeals disposed 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
7	8	9	10	11	12	13	14
0	1062	668	35	1	36	26	0
20	481	0	8	0	8	7	0
12260	45325	0	54	7	61	53	0
0	0	0	1	0	1	1	0
20	481	0	0	0	0	0	0
<b>12300</b>	<b>47349</b>	<b>668</b>	<b>98</b>	<b>8</b>	<b>106</b>	<b>87</b>	<b>0</b>


ed 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]
15	16
26	10
7	1
53	8
1	0
0	0
<b>87</b>	<b>19</b>