

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the 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 Complaints	4	27	85	4	0	4	81	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2737	0	2737	2659	78	2737	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	11	0	11	11	0	11	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2766</b>	<b>27</b>	<b>2847</b>	<b>2688</b>	<b>78</b>	<b>2766</b>	<b>81</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) - 0																
Total Subscriber base (Postpaid) - 6713																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the 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	10	0	10	10	0	10	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	0
	Faults and Network Related Complaints	500	0	500	447	53	500	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	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>512</b>	<b>0</b>	<b>512</b>	<b>459</b>	<b>53</b>	<b>512</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>
Total Subscriber base (Prepaid) - 0																
Total Subscriber base (Postpaid) - 1019																

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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
DELHI	Billing Related Complaints	6	23	75	6	0	6	69	0	0	0	0	0	0	0
	Customer Service Related Complaints	19	0	19	19	0	19	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1545	0	1545	1529	16	1545	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	19	0	19	19	0	19	0	0	0	0	0	0	0	0
<b>Total</b>		<b>1589</b>	<b>23</b>	<b>1658</b>	<b>1573</b>	<b>16</b>	<b>1589</b>	<b>69</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 7202</b>															

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	8	10	38	8	0	8	30	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1920	0	1920	1830	90	1920	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	26	0	26	26	0	26	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>1980</b>	<b>10</b>	<b>2010</b>	<b>1890</b>	<b>90</b>	<b>1980</b>	<b>30</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 3813</b>																

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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 Compliants	0	2	6	0	0	0	6	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	82	0	82	78	4	82	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0
	VAS Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>88</b>	<b>2</b>	<b>94</b>	<b>84</b>	<b>4</b>	<b>88</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid) - 0</b>																
<b>Total Subscriber base (Postpaid) - 447</b>																

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	
HIMACHAL PRADESH	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) - 0</b>																
<b>Total Subscriber base (Postpaid) - 0</b>																

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	27	34	129	27	0	27	102	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	36	0	36	36	0	36	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1569	0	1569	1472	97	1569	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	36	0	36	36	0	36	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1668</b>	<b>34</b>	<b>1770</b>	<b>1571</b>	<b>97</b>	<b>1668</b>	<b>102</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) - 0																
Total Subscriber base (Postpaid) - 7384																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	4	13	43	4	0	4	39	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	521	0	521	432	89	521	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>539</b>	<b>13</b>	<b>578</b>	<b>450</b>	<b>89</b>	<b>539</b>	<b>39</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) - 0</b>																
<b>Total Subscriber base (Postpaid) - 1559</b>																



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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	7	19	64	7	0	7	57	0	0	0	0	0	0	0
	Customer Service Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2640	0	2640	2544	96	2640	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	17	0	17	17	0	17	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2681</b>	<b>19</b>	<b>2738</b>	<b>2585</b>	<b>96</b>	<b>2681</b>	<b>57</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) - 0</b>															
<b>Total Subscriber base (Postpaid) - 5884</b>															

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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
MADHYA PRADESH	Billing Related Complaints	0	2	6	0	0	0	6	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	187	0	187	186	1	187	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>		<b>189</b>	<b>2</b>	<b>195</b>	<b>188</b>	<b>1</b>	<b>189</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>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 369</b>															

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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	85	140	505	85	0	85	420	6	0	6	6	0	6	0
	Customer Service Related Complaints	216	1	217	207	9	216	0	4	0	4	4	0	4	0
	Faults and Network Related Complaints	13489	0	13489	10263	3226	13489	0	38	0	38	38	0	38	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	4	0	0	0	0	0	0	0
	VAS Related Complaints	59	0	59	59	0	59	0	0	0	0	0	0	0	0
<b>Total</b>		<b>13849</b>	<b>141</b>	<b>14270</b>	<b>10614</b>	<b>3235</b>	<b>13849</b>	<b>424</b>	<b>48</b>	<b>0</b>	<b>48</b>	<b>48</b>	<b>0</b>	<b>48</b>	<b>0</b>
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 5718															

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(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the		Details of complaints redressed during the Quarter					Details of appeals received during the			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	
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) - 0</b>																
<b>Total Subscriber base (Postpaid) - 15</b>																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	4	2	10	4	0	4	6	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	157	0	157	154	3	157	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>161</b>	<b>2</b>	<b>167</b>	<b>158</b>	<b>3</b>	<b>161</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) - 0																
Total Subscriber base (Postpaid) - 761																

Name of Service Provider : Tata Teleservices Limited

(Broadband Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	110	0	110	107	3	110	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>114</b>	<b>0</b>	<b>114</b>	<b>111</b>	<b>3</b>	<b>114</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>

Total Subscriber base (Prepaid) - 0

Total Subscriber base (Postpaid) - 324

Name of Service Provider : Tata Teleservices(Maharashtra) Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	220	233	919	220	0	220	699	4	5	9	8	0	8	1
	Customer Service Related Complaints	228	1	229	226	2	228	1	4	3	7	6	0	6	1
	Faults and Network Related Complaints	13585	0	13585	9025	4560	13585	0	46	16	62	48	0	48	14
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	179	0	179	179	0	179	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>14212</b>	<b>234</b>	<b>14912</b>	<b>9650</b>	<b>4562</b>	<b>14212</b>	<b>700</b>	<b>54</b>	<b>24</b>	<b>78</b>	<b>62</b>	<b>0</b>	<b>62</b>	<b>16</b>
<b>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 7255</b>															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - Mar'18															
LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	9	13	48	9	0	9	39	1	0	1	1	0	1	0
	Customer Service Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1143	0	1143	1073	70	1143	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	11	0	11	11	0	11	0	0	0	0	0	0	0	0
<b>Total</b>		<b>1174</b>	<b>13</b>	<b>1213</b>	<b>1104</b>	<b>70</b>	<b>1174</b>	<b>39</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 4906</b>															



Name of Service Provider : Tata Teleservices Limited

(Broadband Service)

Customer Complaints Redressal Report for the Quarter ending - Mar'18

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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	
UBE	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>

Total Subscriber base (Prepaid) - 0

Total Subscriber base (Postpaid) - 23

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Mar'18															
LSA	Category of complants	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during the			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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<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>Total Subscriber base (Prepaid) - 0</b>															
<b>Total Subscriber base (Postpaid) - 65</b>															