

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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
ANDHRA PRADESH	Billing Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	22	4	26	25	0	25	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3679	0	3679	3679	0	3679	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	22	0	22	21	0	21	1	0	0	0	0	0	0	0
	Total	3726	4	3730	3728	0	3728	2	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	0													
	Total Subscriber Base (Postpaid)	9800													

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Customer Complaints Redressal Report for the Quarter Ending - Sep'16															
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	4	2	6	6	0	6	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	866	0	866	866	0	866	0	2	0	2	2	0	2	0
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Total	877	2	879	879	0	879	0	2	0	2	2	0	2	0
	Total Subscriber Base (Prepaid)	0													
	Total Subscriber Base (Postpaid)	1564													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Compliants	18	0	18	18	0	18	0	2	0	2	2	0	2	0
	Customer Service Related Compliants	68	9	77	70	6	76	1	2	0	2	2	0	2	0
	Faults and Network Related Compliants	4579	0	4579	4579	0	4579	0	19	0	19	18	0	18	1
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	68	0	68	61	6	67	1	0	0	0	0	0	0	0
Total		4733	9	4742	4728	12	4740	2	23	0	23	22	0	22	1
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		10214													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJRAT	Billing Related Compliants	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	25	3	28	25	2	27	1	0	0	0	0	0	0	0
	Faults and Network Related Compliants	2697	0	2697	2697	0	2697	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
	VAS Related Compliants	25	0	25	22	2	24	1	0	0	0	0	0	0	0
Total		2753	3	2756	2750	4	2754	2	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		4926													

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HARYANA	Billing Related Compliants	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	5	0	5	4	0	4	1	0	0	0	0	0	0	0
	Faults and Network Related Compliants	130	0	130	130	0	130	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
	VAS Related Compliants	5	0	5	4	0	4	1	0	0	0	0	0	0	0
Total		141	0	141	139	0	139	2	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		567													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Compliants	48	0	48	48	0	48	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	115	19	134	127	2	129	5	0	0	0	0	0	0	0
	Faults and Network Related Compliants	3301	0	3301	3301		3301	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
	VAS Related Compliants	115	0	115	108	2	110	5	0	0	0	0	0	0	0
Total		3579	19	3598	3584	4	3588	10	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		11277													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERALA	Billing Related Compliants	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	6	2	8	8	0	8	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	953	0	953	953	0	953	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
	VAS Related Compliants	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total	973	2	975	975	0	975	0	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	0													
	Total Subscriber Base (Postpaid)	1868													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKOTA	Billing Related Compliants	14	0	14	14	0	14	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	19	6	25	21	3	24	1	0	0	0	0	0	0	0
	Faults and Network Related Compliants	3656	0	3656	3656	0	3656	0	9	0	9	4	0	4	5
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	19	0	19	15	3	18	1	0	0	0	0	0	0	0
Total		3708	6	3714	3706	6	3712	2	9	0	9	4	0	4	5
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		7590													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MADHYA PRADESH	Billing Related Compliants	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	3	2	5	3	0	3	2	0	0	0	0	0	0	0
	Faults and Network Related Compliants	261	0	261	261	0	261	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
	VAS Related Compliants	3	0	3	1	0	1	2	0	0	0	0	0	0	0
Total		268	2	270	266	0	266	4	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		668													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Compliants	121	0	121	121	0	121	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	79	10	89	85	2	87	2	0	0	0	0	0	0	0
	Faults and Network Related Compliants	15285	0	15285	15285	0	15285	0	11	0	11	11	0	11	0
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	79	0	79	75	2	77	2	0	0	0	0	0	0	0
Total		15564	10	15574	15566	4	15570	4	11	0	11	11	0	11	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		42961													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	0	0	0	0	0	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
	VAS Related Compliants	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)	0													
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PUNJAB	Billing Related Compliants	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	6	4	10	10	0	10	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	443	0	443	443	0	443	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
	VAS Related Compliants	6	0	6	6	0	6	0	0	0	0	0	0	0	0
Total		458	4	462	462	0	462	0	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		1821													

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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
RAJASTHAN	Billing Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	1	1	2	2	0	2	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	82	0	82	82	0	82	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
	VAS Related Compliants	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total		84	1	85	85	0	85	0	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		421													

Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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
MAHARASHTRA	Billing Related Compliants	180	0	180	180	0	180	0	2	0	2	1	0	1	1
	Customer Service Related Compliants	199	23	222	202	13	215	7	2	0	2	2	0	2	0
	Faults and Network Related Compliants	20382	0	20382	20382	0	20382	0	14	0	14	13	0	13	1
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	199	0	199	179	13	192	7	0	0	0	0	0	0	0
	Total	20960	23	20983	20943	26	20969	14	18	0	18	16	0	16	2
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		56544													

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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
TAMILNADU	Billing Related Compliants	12	0	12	12	0	12	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	35	6	41	39	0	39	2	0	0	0	0	0	0	0
	Faults and Network Related Compliants	1954	0	1954	1954	0	1954	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
	VAS Related Compliants	35	0	35	33	0	33	2	0	0	0	0	0	0	0
Total		2036	6	2042	2038	0	2038	4	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		0													
Total Subscriber Base (Postpaid)		8018													

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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
UPE	Billing Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	0	0	0	0	0	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
	VAS Related Compliants	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)	0													
	Total Subscriber Base (Postpaid)	0													

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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
UPW	Billing Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	0	0	0	0	0	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
	VAS Related Compliants	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)	0													
	Total Subscriber Base (Postpaid)	0													

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	418	0	418	418
	Customer Service Related Complaints	587	91	678	627
	Faults and Network Related Complaints	58268	0	58268	58268
	Internet/ Data Related Complaints	0	0	0	0
	VAS Related Complaints	587	0	587	536
	Total	59860	91	59951	59849
Total Subscriber Base (Prepaid)		0			
Total Subscriber Base (Postpaid)		158239			

of Service Provider : Tata Teleservices Limited

(Broadband Service)

Complaints Redressal Report for the Quarter Ending - Sep'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	418	0	4	0	4	3	0
28	655	23	4	0	4	4	0
0	58268	0	55	0	55	48	0
0	0	0	0	0	0	0	0
28	564	23	0	0	0	0	0
56	59905	46	63	0	63	55	0

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
3	1
4	0
48	7
0	0
0	0
55	8