

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	4	0	4	4	0	4	0	19	0	19	19	0	19	0
	Customer Service Related Complaints	108	23	131	109	13	122	9	8	0	8	8	0	8	0
	Faults and Network Related Complaints	22434	0	22434	22434	0	22434	0	23	0	23	23	0	23	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	425	5	430	388	39	427	3	6	0	6	6	0	6	0
	<b>Total</b>	<b>22971</b>	<b>28</b>	<b>22999</b>	<b>22935</b>	<b>52</b>	<b>22987</b>	<b>12</b>	<b>56</b>	<b>0</b>	<b>56</b>	<b>56</b>	<b>0</b>	<b>56</b>	<b>0</b>
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 70003 nos															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	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	263	0	263	263	0	263	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	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>264</b>	<b>0</b>	<b>264</b>	<b>264</b>	<b>0</b>	<b>264</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)-----																
Total Subscriber base (Postpaid)----- 3171 nos																

**Name of Service Provider : Tata Teleservices Limited**

**(Basic Telephone Service) :**

**Customer Complaints Redressal Report for the Quarter ending - June'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
DELHI	Billing Related Complaints	0	0	0	0	0	0	0	26	0	26	26	0	26	0
	Customer Service Related Complaints	9	2	11	9	2	11	0	74	0	74	74	0	74	0
	Faults and Network Related Complaints	673	0	673	673	0	673	0	2	0	2	2	0	2	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	54	0	54	51	3	54	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>737</b>	<b>2</b>	<b>739</b>	<b>734</b>	<b>5</b>	<b>739</b>	<b>0</b>	<b>102</b>	<b>0</b>	<b>102</b>	<b>102</b>	<b>0</b>	<b>102</b>	<b>0</b>

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 10160 nos

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	2	0	2	2	0	2	0	2	0	2	2	0	2	0
	Customer Service Related Complaints	11	6	17	10	6	16	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2267	0	2267	2267	0	2267	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	36	0	36	28	8	36	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2316</b>	<b>6</b>	<b>2322</b>	<b>2307</b>	<b>14</b>	<b>2321</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 30641 nos															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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] +	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	0	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	0
	Faults and Network Related Complaints	37	0	37	37	0	37	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	0
	VAS Related Complaints	4	0	4	1	3	4	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>42</b>	<b>0</b>	<b>42</b>	<b>39</b>	<b>3</b>	<b>42</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)-----																
Total Subscriber base (Postpaid)----- 2291 nos																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'16

LSA	Category of complants	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	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	13	3	16	12	1	13	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1247	0	1247	1247	0	1247	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	0
	VAS Related Complaints	33	2	35	27	8	35	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1298</b>	<b>5</b>	<b>1303</b>	<b>1291</b>	<b>9</b>	<b>1300</b>	<b>3</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)----- 49762 nos																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	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	115	0	115	115	0	115	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	0
	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>116</b>	<b>0</b>	<b>116</b>	<b>115</b>	<b>1</b>	<b>116</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)-----																
Total Subscriber base (Postpaid)----- 5203 nos																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	
KOLKOTA	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	1	4	4	0	4	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1395	0	1395	1395	0	1395	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	0
	VAS Related Complaints	5	2	7	3	4	7	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1404</b>	<b>3</b>	<b>1407</b>	<b>1403</b>	<b>4</b>	<b>1407</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)-----																
Total Subscriber base (Postpaid)----- 11684 no																



Name of Service Provider : Tata Teleservices Limited															
(Basic Telephone Service) :															
Customer Complaints Redressal Report for the Quarter ending - June'16															
LSA	Category of complants	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	234	0	234	234	0	234	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	60	46	106	45	61	106	0	0	0	0	0	0	0	0
<b>Total</b>	<b>300</b>	<b>46</b>	<b>346</b>	<b>284</b>	<b>62</b>	<b>346</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)----- 1928 nos															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'16

LSA	Category of complants	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	10	0	10	10	0	10	0	23	0	23	23	0	23	0
	Customer Service Related Complaints	183	19	202	167	21	188	14	61	0	61	61	0	61	0
	Faults and Network Related Complaints	14789	0	14789	14789	0	14789	0	48	0	48	48	0	48	0
	UCC Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	VAS Related Complaints	438	8	446	330	111	441	5	21	0	21	21	0	21	0
<b>Total</b>	<b>15428</b>	<b>27</b>	<b>15455</b>	<b>15304</b>	<b>132</b>	<b>15436</b>	<b>19</b>	<b>153</b>	<b>0</b>	<b>153</b>	<b>153</b>	<b>0</b>	<b>153</b>	<b>0</b>	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 99527 nos															

Name of Service Provider : Tata Teleservices Limited															
(Basic Telephone Service) :															
Customer Complaints Redressal Report for the Quarter ending - June'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			
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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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	121	0	121	121	0	121	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	1	1	2	2	0	2	0	0	0	0	0	0	0	0
<b>Total</b>	<b>122</b>	<b>1</b>	<b>123</b>	<b>123</b>	<b>0</b>	<b>123</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)----- 1711 nos															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	
PUNJAB	Billing Related Complaints	0	0	0	0	0	0	0	8	0	8	8	0	8	0	
	Customer Service Related Complaints	6	0	6	5	1	6	0	33	0	33	33	0	33	0	
	Faults and Network Related Complaints	190	0	190	190	0	190	0	1	0	1	1	0	1	0	
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>200</b>	<b>0</b>	<b>200</b>	<b>198</b>	<b>2</b>	<b>200</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>42</b>	<b>42</b>	<b>0</b>	<b>42</b>	<b>0</b>		
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 2240 nos																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	0	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	0
	Faults and Network Related Complaints	41	0	41	41	0	41	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>42</b>	<b>0</b>	<b>42</b>	<b>42</b>	<b>0</b>	<b>42</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)-----																
Total Subscriber base (Postpaid)----- 935 nos																

Name of Service Provider : Tata Teleservices(Maharashtra) Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	34	0	34	34	0	34	0	1	0	1	1	0	1	0	
	Customer Service Related Complaints	52	5	57	49	5	54	3	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	4276	0	4276	4276	0	4276	0	1	0	1	1	0	1	0	
	UCC Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	
	VAS Related Complaints	458	16	474	78	391	469	5	0	0	0	0	0	0	0	
	<b>Total</b>	<b>4826</b>	<b>21</b>	<b>4847</b>	<b>4443</b>	<b>396</b>	<b>4839</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 69727 nos																

**Name of Service Provider : Tata Teleservices Limited**

**(Basic Telephone Service) :**

**Customer Complaints Redressal Report for the Quarter ending - June'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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	6	18	14	3	17	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	876	0	876	876	0	876	0	9	0	9	9	0	9	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	57	1	58	43	15	58	0	4	0	4	4	0	4	0	0
<b>Total</b>	<b>945</b>	<b>7</b>	<b>952</b>	<b>933</b>	<b>18</b>	<b>951</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid)-----</b>																
<b>Total Subscriber base (Postpaid)----- 15014 nos.</b>																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'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	163	0	163	163	0	163	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>163</b>	<b>0</b>	<b>163</b>	<b>163</b>	<b>0</b>	<b>163</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)-----																
Total Subscriber base (Postpaid)----- 2836 nos																



Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'16

LSA	Category of complants	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	4	0	4	4	0	4	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</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)----- 326 no</b>																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - June'16

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
UPW	Billing Related Complaints	56	0	56	56	0	56	0	79	0	79	79	0	79	0
	Customer Service Related Complaints	405	65	470	386	53	439	31	176	0	176	176	0	176	0
	Faults and Network Related Complaints	49125	0	49125	49125	0	49125	0	84	0	84	84	0	84	0
	UCC Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
	VAS Related Complaints	1577	81	1658	1000	645	1645	13	31	0	31	31	0	31	0
<b>Total</b>	<b>51178</b>	<b>146</b>	<b>51324</b>	<b>50582</b>	<b>698</b>	<b>51280</b>	<b>44</b>	<b>370</b>	<b>0</b>	<b>370</b>	<b>370</b>	<b>0</b>	<b>370</b>	<b>0</b>	

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 377159 nos.