

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	67	106	173	120	0	120	53	0	0	0	0	0	0	0
	Customer Service Related Complaints	95	2	97	37		37	60	2	0	2	2	0	2	0
	Faults and Network Related Complaints	10173	0	10173	9313	860	10173	0	4	0	4	4	0	4	0
	UCC Related Complaints			0			0	0	0	0	0	0	0	0	0
	VAS Related Complaints	54	0	54	49	5	54	0	0	0	0	0	0	0	0
	Total	10389	108	10497	9519	865	10384	113	6	0	6	6	0	6	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 67557 nos															

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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
BHAR	Billing Related Complaints			0			0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints			0			0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18	0	18	17	1	18	0	0	1	1	1	0	1	0
	UCC Related Complaints			0			0	0	0	0	0	0	0	0	0
	VAS Related Complaints			0			0	0	0	0	0	0	0	0	0
	Total	18	0	18	17	1	18	0	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 708 nos															

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(Basic Telephone Service) :															
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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
DELHI	Billing Related Complaints	4	8	12	7	0	7	5	1	0	1	1	0	1	0
	Customer Service Related Complaints	8	0	8	7	1	8	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	516	0	516	510	6	516	0	2	0	2	2	0	2	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	8	0	8	7	1	8	0	0	0	0	0	0	0	0
	Total	536	8	544	531	8	539	5	3	0	3	3	0	3	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 7092 nos															

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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
GUJRAT	Billing Related Complaints	14	10	24	14	0	14	10	2	0	2	2	0	2	0
	Customer Service Related Complaints	12		12	12		12	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	776	0	776	752	24	776	0	2	0	2	1	0	1	1
	UCC 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
Total		813	10	823	789	24	813	10	4	0	4	3	0	3	1
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 30159 nos															

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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] +	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	3	0	3	3	0	3	0			0			0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0			0			0	0
	Faults and Network Related Complaints	21	0	21	20	1	21	0			0			0	0
	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
	VAS Related Complaints	2	0	2	2	0	2	0			0			0	0
	Total	28	0	28	27	1	28	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 2220 nos															

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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	20	36	56	42	0	42	14	4	5	9	7	0	7	2
	Customer Service Related Complaints	14	0	14	12	2	14	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	704	0	704	695	9	704	0	8	7	15	11	0	11	4
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	14	0	14	12	2	14	0	0	0	0	0	0	0	0
	Total	752	36	788	761	13	774	14	12	12	24	18	0	18	6
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 45681 nos															

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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
KERALA	Billing Related Complaints	1	0	1	1	0	1	0	3	0	3	2	0	2	1
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	43	0	43	37	6	43	0	5	0	5	3	0	3	2
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		44	0	44	38	6	44	0	8	0	8	5	0	5	3
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 5198 nos															

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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
KOLKOTA	Billing Related Complaints	4	1	5	1	0	1	4	1	1	2	1	0	1	1
	Customer Service Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	190	0	190	186	4	190	0	1	3	4	3	0	3	1
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0
Total	200	1	201	189	8	197	4	2	4	6	4	0	4	2	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 11450 nos															

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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
MADHYA PRADESH	Billing Related Complaints	14	0	14	12	0	12	2			0			0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0			0			0	0
	Faults and Network Related Complaints	146	0	146	146	0	146	0			0			0	0
	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
	VAS Related Complaints	0	0	0	0	0	0	0			0			0	0
	Total	160	0	160	158	0	158	2	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 3377nos															

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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
MUMBAI	Billing Related Complaints	106	0	106	26	0	26	80	2	0	2	2	0	2	0
	Customer Service Related Complaints	48	1	49	42	5	47	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6954	0	6954	5380	1574	6954	0	12	0	12	12	0	12	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	32	0	32	27	5	32	0	0	0	0	0	0	0	0
Total		7140	1	7141	5475	1584	7059	82	14	0	14	14	0	14	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 97457 nos															

Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	29	30	59	40	0	40	19			0			0	0
	Customer Service Related Complaints	28	0	28	25	3	28	0			0			0	0
	Faults and Network Related Complaints	1925	0	1925	1609	316	1925	0			0			0	0
	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
	VAS Related Complaints	26	0	26	23	3	26	0			0			0	0
	Total	2008	30	2038	1697	322	2019	19	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 70267 nos															

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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
	Customer Service Related Complaints			0			0	0			0			0	0
	Faults and Network Related Complaints			0			0	0			0			0	0
	UCC Related Complaints			0			0	0			0			0	0
	VAS Related Complaints			0			0	0			0			0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 1434 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
PUNJAB	Billing Related Complaints	2	1	3	2	0	2	1			0			0	0
	Customer Service Related Complaints	4	0	4	4	0	4	0			0			0	0
	Faults and Network Related Complaints	71	0	71	69	2	71	0			0			0	0
	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
	VAS Related Complaints	4	0	4	4	0	4	0			0			0	0
Total	81	1	82	79	2	81	1	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 3270 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
	Customer Service Related Complaints	0	0	0	0	0	0	0			0			0	0
	Faults and Network Related Complaints	22	0	22	22	0	22	0			0			0	0
	UCC Related Complaints	0	0	0	0	0	0	0			0			0	0
	VAS Related Complaints	0	0	0	0	0	0	0			0			0	0
	Total	22	0	22	22	0	22	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 743 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
TAMILNADU	Billing Related Complaints	3	0	3	2	0	2	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	287	0	287	278	9	287	0	2	0	2	2	0	2	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	Total	296	0	296	284	11	295	1	2	0	2	2	2	0	2
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 14890 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
UPE	Billing Related Complaints			0			0	0			0			0	0
	Customer Service Related Complaints			0			0	0			0			0	0
	Faults and Network Related Complaints			0			0	0			0			0	0
	UCC Related Complaints			0			0	0			0			0	0
	VAS Related Complaints			0			0	0			0			0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 1071 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
UPW	Billing Related Complaints			0			0	0			0			0	0
	Customer Service Related Complaints			0			0	0			0			0	0
	Faults and Network Related Complaints			0			0	0			0			0	0
	UCC Related Complaints			0			0	0			0			0	0
	VAS Related Complaints			0			0	0			0			0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 109 nos															