

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Mar'17															
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	48	55	103	62	0	62	41	0	0	0	0	0	0	0
	Customer Service Related Complaints	33	0	33	33	0	33	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3306	0	3306	3082	224	3306	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	33	0	33	33	0	33	0	0	0	0	0	0	0	0
	Total	3420	55	3475	3210	224	3434	41	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 9042															

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		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	4	12	16	13	0	13	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	645	0	645	596	49	645	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	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	655	12	667	615	49	664	3	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 1137															

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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
DELHI	Billing Related Compliants	43	42	85	59	0	59	26	2	0	2	2	0	2	0
	Customer Service Related Compliants	59	0	59	59	0	59	0	3	0	3	3	0	3	0
	Faults and Network Related Compliants	2980	0	2980	2807	173	2980	0	1	0	1	1	0	1	0
	Internet/ Data Related Compliants	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Compliants	59	0	59	59	0	59	0	0	0	0	0	0	0	0
	Total	3141	42	3183	2984	173	3157	26	6	0	6	6	0	6	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 9188															

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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
GUJARAT	Billing Related Complaints	33	12	45	33	0	33	12	1	0	1	0	0	0	1
	Customer Service Related Complaints	42	0	42	42	0	42	0	1	0	1	0	0	0	1
	Faults and Network Related Complaints	2223	0	2223	2107	116	2223	0	5	0	5	4	0	4	1
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	42	0	42	42	0	42	0	0	0	0	0	0	0	0
Total		2340	12	2352	2224	116	2340	12	7	0	7	4	0	4	3
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 4430															

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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
HARYANA	Billing Related Complaints	1	1	2	1	1	2	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
	Faults and Network Related Complaints	107	0	107	104	3	107	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
Total		110	1	111	107	4	111	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 513															

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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	129	79	208	135	0	135	73	0	0	0	0	0	0	0
	Customer Service Related Complaints	144	0	144	144	0	144	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3110	0	3110	2898	212	3110	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	144	0	144	144	0	144	0	0	0	0	0	0	0	0
	Total	3527	79	3606	3321	212	3533	73	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 9727															

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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
KERALA	Billing Related Complaints	14	6	20	14	0	14	6	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	720	0	720	600	120	720	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
Total		768	6	774	648	120	768	6	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) -1717															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKOTA	Billing Related Complaints	16	19	35	23	0	23	12	0	0	0	0	0	0	0
	Customer Service Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2663	0	2663	2449	214	2663	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
	Total	2725	19	2744	2518	214	2732	12	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 7392															

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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	2	7	9	8	0	8	1	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	233	0	233	226	7	233	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total		237	7	244	236	7	243	1	0	0	0	0	0	0	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) -502															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	202	154	356	258	0	258	98	0	0	0	0	0	0	0
	Customer Service Related Complaints	124	0	124	124	0	124	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13917	0	13917	10159	3758	13917	0	9	0	9	9	0	9	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	124	0	124	124	0	124	0	0	0	0	0	0	0	0
	Total	14367	154	14521	10665	3758	14423	98	9	0	9	9	0	9	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 43490															

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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
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Total Subscriber base (Postpaid) - 0															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	8	6	14	8	0	8	6	2	0	2	2	0	2	0
	Customer Service Related Complaints	6	0	6	6	0	6	0	0	1	1	1	0	1	0
	Faults and Network Related Complaints	329	0	329	309	20	329	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	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total	349	6	355	329	20	349	6	2	1	3	3	0	3	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 1443															

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RAJASTHAN	Billing Related Complaints	2	2	4	2	2	4	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	126	0	126	122	4	126	0	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total		132	2	134	128	6	134	0	1	0	1	1	0	1	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 400															

Name of Service Provider : Tata Teleservices(Maharashtra) Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Mar'17															
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
MAHARASHTRA	Billing Related Complaints	398	208	606	464	0	464	142	12	10	22	17	0	17	5
	Customer Service Related Complaints	278	0	278	278	0	278	0	11	0	11	5	0	5	6
	Faults and Network Related Complaints	18448	0	18448	11330	7118	18448	0	16	8	24	22	0	22	2
	Internet/ Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	278	0	278	278	0	278	0	0	0	0	0	0	0	0
	Total	19402	208	19610	12350	7118	19468	142	39	18	57	44	0	44	13
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 56679															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service) :															
Customer Complaints Redressal Report for the Quarter ending - Mar'17															
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 Compliants	300	65	365	344	0	344	21	1	0	1	1	0	1	0
	Customer Service Related Compliants	39	0	39	39	0	39	0	0	0	0	0	0	0	0
	Faults and Network Related Compliants	1578	0	1578	1360	218	1578	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	39	0	39	39	0	39	0	0	0	0	0	0	0	0
	Total	1956	65	2021	1782	218	2000	21	1	0	1	1	0	1	0
Total Subscriber base (Prepaid) - 0															
Total Subscriber base (Postpaid) - 6279															

Name of Service Provider : Tata Teleservices Limited															
(Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Mar'17															
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
UP	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
	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 - Mar'17															
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
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
	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															