

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 | |
| ANDHRA PRADESH | Billing Related Compliants | 16 | 0 | 16 | 16 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Compliants | 40 | 9 | 49 | 46 | 2 | 48 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 11160 | 0 | 11160 | 11160 | 0 | 11160 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Compliants | 40 | 3 | 43 | 40 | 2 | 42 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 11256 | 12 | 11268 | 11262 | 4 | 11266 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber Base (Prepaid) | | - | | | | | | | | | | | | | | |
| Total Subscriber Base (Postpaid) | | 52800 | | | | | | | | | | | | | | |

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(Basic Telephone Service)

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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 |
| BIHAR | 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 | 53 | 0 | 53 | 53 | 0 | 53 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 2 |
| | UCC 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 | 53 | 0 | 53 | 53 | 0 | 53 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 2 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 1398 | | | | | | | | | | | | | |

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 | |
| DELHI | Billing Related Compliants | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | |
| | Customer Service Related Compliants | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | |
| | Faults and Network Related Compliants | 379 | 0 | 379 | 379 | 0 | 379 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | UCC 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 | 383 | 0 | 383 | 383 | 0 | 383 | 0 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | | |
| Total Subscriber Base (Prepaid) | | - | | | | | | | | | | | | | | |
| Total Subscriber Base (Postpaid) | | 4053 | | | | | | | | | | | | | | |

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 | |
| GUJRAT | Billing Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Compliants | 4 | 1 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 1352 | 0 | 1352 | 1352 | 0 | 1352 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 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 | 0 |
| | Total | 1360 | 1 | 1361 | 1361 | 0 | 1356 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 13156 | | | | | | | | | | | | | | |

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(Basic Telephone 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 | |
| HARYANA | Billing Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Compliants | 4 | 0 | 4 | 4 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 39 | 0 | 39 | 39 | 0 | 39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 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 | 0 |
| | Total | 47 | 0 | 47 | 47 | 0 | 47 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber Base (Prepaid) | | - | | | | | | | | | | | | | | |
| Total Subscriber Base (Postpaid) | | 498 | | | | | | | | | | | | | | |

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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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KARNATAKA | Billing Related Compliants | 8 | 0 | 8 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Compliants | 9 | 3 | 12 | 12 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 566 | 0 | 566 | 566 | 0 | 566 | 0 | 4 | 2 | 6 | 2 | 0 | 2 | 4 |
| | UCC Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Compliants | 9 | 0 | 9 | 9 | 0 | 9 | 0 | 1 | 1 | 6 | 1 | 0 | 2 | 4 |
| | Total | 592 | 3 | 595 | 595 | 0 | 595 | 0 | 5 | 3 | 12 | 3 | 0 | 4 | 8 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 17745 | | | | | | | | | | | | | |

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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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| KERALA | 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 | 71 | 0 | 71 | 71 | 0 | 71 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| | UCC 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 | 1 | 0 | 0 | 0 | 1 |
| | Total | 71 | 0 | 71 | 71 | 0 | 71 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 2 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 2654 | | | | | | | | | | | | | |

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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 |
| KOLKOTA | Billing Related Compliants | 1 | 0 | 1 | 1 | 0 | 1 | 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 | 230 | 0 | 230 | 230 | 0 | 230 | 0 | 23 | 16 | 39 | 16 | 0 | 16 | 23 |
| | UCC 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 | 231 | 0 | 231 | 231 | 0 | 231 | 0 | 23 | 16 | 39 | 16 | 0 | 16 | 23 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 4753 | | | | | | | | | | | | | |

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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 | |
| MADHYA PRADESH | Billing Related Compliants | 0 | 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 | 0 |
| | Faults and Network Related Compliants | 152 | 0 | 152 | 152 | 0 | 152 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 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 | 0 |
| | Total | 152 | 0 | 152 | 152 | 0 | 152 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 1385 | | | | | | | | | | | | | | |

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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 |
| MUMBAI | Billing Related Compliants | 47 | 0 | 47 | 47 | 0 | 47 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 |
| | Customer Service Related Compliants | 33 | 14 | 47 | 40 | 6 | 46 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 9656 | 0 | 9656 | 9656 | 0 | 9656 | 0 | 4 | 0 | 4 | 4 | 0 | 4 | 0 |
| | UCC Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Compliants | 33 | 5 | 38 | 38 | 0 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 9769 | 19 | 9788 | 9781 | 6 | 9787 | 1 | 6 | 0 | 6 | 6 | 0 | 6 | 0 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 64506 | | | | | | | | | | | | | |

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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 | |
| ORISSA | Billing Related Compliants | 0 | 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 | 0 |
| | Faults and Network Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 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 | 0 |
| | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Subscriber Base (Prepaid) | | - | | | | | | | | | | | | | | |
| Total Subscriber Base (Postpaid) | | 436 | | | | | | | | | | | | | | |

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(Basic Telephone 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 | |
| PUNJAB | Billing Related Compliants | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Compliants | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 79 | 0 | 79 | 79 | 0 | 79 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 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 | 0 |
| | Total | 82 | 0 | 82 | 82 | 0 | 82 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 1268 | | | | | | | | | | | | | | |

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 |
| RAJASTHAN | 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 | 13 | 0 | 13 | 13 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC 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 | 13 | 0 | 13 | 13 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 702 | | | | | | | | | | | | | |

| Name of Service Provider : Tata Teleservices(Maharashtra) Limited | | | | | | | | | | | | | | | |
|--|---------------------------------------|--|---|--|--|--|--|--|--|-------------------------------------|---|---|---|---|---|
| (Basic Telephone 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 | 15 | 0 | 15 | 15 | 0 | 15 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| | Customer Service Related Compliants | 12 | 3 | 15 | 13 | 1 | 14 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 2712 | 0 | 2712 | 2712 | 0 | 2712 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Compliants | 12 | 5 | 17 | 15 | 1 | 16 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 2751 | 8 | 2759 | 2755 | 2 | 2757 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 0 |
| Total Subscriber Base (Prepaid) | | - | | | | | | | | | | | | | |
| Total Subscriber Base (Postpaid) | | 44872 | | | | | | | | | | | | | |

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 | 3 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Customer Service Related Compliants | 2 | 1 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Faults and Network Related Compliants | 584 | 0 | 584 | 584 | 0 | 584 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | UCC Related Compliants | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | VAS Related Compliants | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 591 | 1 | 592 | 592 | 0 | 592 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Subscriber Base (Prepaid) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 6676 | | | | | | | | | | | | | |

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 |
| UPIE | 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 |
| | UCC 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) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 0 | | | | | | | | | | | | | |

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone 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 |
| | UCC 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) | - | | | | | | | | | | | | | |
| | Total Subscriber Base (Postpaid) | 0 | | | | | | | | | | | | | |