

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	12	0	12	12	0	12	0	3	0	3	3	0	3	0
	Customer Service Related Complaints	19	0	19	19	0	19	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	12081	0	12081	11933	0	11933	148	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	18	0	18	8	0	8	10	1	0	1	1	0	1	0
Total	12130	0	12130	11972	0	11972	158	5	0	5	5	0	5	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 56900 no's															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	
BIHAR	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	82	0	82	81	0	81	1	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	82	0	82	81	0	81	1	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 2948 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	0	6	6	0	6	0	1	1	2	2	0	2	0	
	Faults and Network Related Complaints	423	0	423	420	0	420	3	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	6	0	6	6	0	6	0	0	0	0	0	0	0	0	0
	Total	442	0	442	439	0	439	3	1	1	2	2	0	2	0	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 9398 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1161	0	1161	1146	0	1146	15	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	Total	1169	0	1169	1154	0	1154	15	1	0	1	1	0	1	0	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 24722 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	
HARYANA	Billing Related Complaints	1	0	1	1	0	1	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	35	0	35	35	0	35	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
	Total	38	0	38	38	0	38	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 1922 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	4	7	11	10	1	11	0
	Customer Service Related Complaints	4	0	4	4		4	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	723	0	723	716	0	716	7	12	3	15	10	0	10	5
	UCC 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	735	0	735	728	0	728	7	16	10	26	20	1	21	5
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 37721 no's															

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	2	2	2	0	2	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	302	0	302	292	0	292	10	4	6	10	8	0	8	2	2
	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
	Total	302	0	302	292	0	292	10	4	8	12	10	0	10	2	2
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 5171 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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				
			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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	348	0	348	344	0	344	4	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	2	0	2	0	2	2	0
Total	349	0	349	345	0	345	4	2	0	2	0	2	2	2	0	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 10669 no's																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	
MADHYA PRADESH	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	116	0	116	115	0	115	1	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
	Total	116	0	116	115	0	115	1	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 706 no's

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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
MUMBAI	Billing Related Complaints	59	0	59	59	0	59	0	6	0	6	6	0	6	0
	Customer Service Related Complaints	79	0	79	79	0	79	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	10630	0	10630	8924	0	8924	1706	18	0	18	18	0	18	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	68	0	68	68	0	68	0	4	0	4	1	3	4	0
Total	10836	0	10836	9130	0	9130	1706	29	0	29	26	3	29	0	
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 89091 no's															

Name of Service Provider : Tata Teleservices Limited
(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	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	61	0	61	61	0	61	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
	Total	61	0	61	61	0	61	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 1366 no's																

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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	
PUNJAB	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	56	0	56	56	0	56	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
	Total	56	0	56	56	0	56	0	0	0	0	0	0	0	0	0

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 2065 no's

Name of Service Provider : Tata Teleservices Limited

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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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	48	0	48	48	0	48	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
Total	48	0	48	48	0	48	0	0	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)----- 1195 no's

Name of Service Provider : Tata Teleservices(Maharashtra) Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	29	2	31	31	0	31	0	1	0	1	1	0	1	0	
	Customer Service Related Complaints	21	0	21	21		21	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	3145	0	3145	2791	0	2791	354	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	19	0	19	19	0	19	0	0	0	0	0	0	0	0	
	Total	3214	2	3216	2862	0	2862	354	1	0	1	1	0	1	0	
Total Subscriber base (Prepaid)-----																
Total Subscriber base (Postpaid)----- 66383 no																

Name of Service Provider : Tata Teleservices Limited

(Basic Telephone Service) :

Customer Complaints Redressal Report for the Quarter ending - Mar'18

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	2	0	2	2	0	2	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	393	0	393	390	0	390	3	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	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Total	403	0	403	400	0	400	3	1	0	1	1	0	1	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 12656 no															

Name of Service Provider : Tata Teleservices Limited															
(Basic Telephone Service) :															
Customer Complaints Redressal Report for the Quarter ending - Mar'18															
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
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	90	0	90	90	0	90	0	0	0	0	0	0	0	0
	UCC Related Complaints		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		90	0	90	90	0	90	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 1057 no															

Name of Service Provider : Tata Teleservices Limited															
(Basic Telephone Service) :															
Customer Complaints Redressal Report for the Quarter ending - Mar'18															
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
	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
	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- 105 no's															