

Name of the Report		Customer Complaints Redressal Report														
Name of the Service Provider		Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area			Mumbai		Report for quarter ending			September		Year (YYYY) 2024	
Basic Telephone Service																
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	
MUM	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	67	0	67	67	0	67	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	6629	0	6629	6521	108	6629	0	25	9	34	34	0	34	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	6697	0	6697	6589	108	6697	0	25	9	34	34	0	34	0	
Total Subscriber base (Prepaid)		0														
Total Subscriber base (Postpaid)		37958														

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		3	4	5	6	7	8	9	10	11	12	13	14	15	16	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MH	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	1597	0	1597	1595	2	1597	0	1	0	1	1	0	1	0	
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	1604	0	1604	1602	2	1604	0	1	0	1	1	0	1	0	
Total Subscriber base (Prepaid)		0														
Total Subscriber base (Postpaid)		25595														