Name	of the Report						Custon	er Complaints Rec	dressal Repoi	rt					
Name	of the Service Provider	Т	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Andhra Pr	adesh	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)							Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		peals received during appeals of previous		Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the 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 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 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
	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0
ΔР	Faults and Network Related Complaints	2415	0	2415	2413	2	2415	0	2	0	2	2	0	2	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2431	0	2431	2429	2	2431	0	2	0	2	2	0	2	0
Total	Subscriber base (Prepaid)		•	•	•	•		0			•	•	•	•	•
Total:	Subscriber base (Postpaid)							18882							

Name	of the Report						Custon	ner Complaints Rec	dressal Repor	t					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Bihar	r	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						1	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		eals received during appeals of previ	•	Deta	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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	appeals to be		Total no. of appeals decided beyond the time limit during the Quarter		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
	Billing Related Complaints	0	0	0	0	0	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
ВН	Faults and Network Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
DIT	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	25	0	25	25	0	25	0	0	0	0	0	0	0	0
Total :	Subscriber base (Prepaid)		•					0				•	•	•	
Total :	Subscriber base (Postpaid)							1897							

Name	of the Report						Custor	er Complaints Rec	dressal Repor	rt					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Delh	i	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						-	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		peals received duri		Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the 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 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 decided beyond the time limit during the Quarter		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
	Billing Related Complaints	0	0	0	0	0	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
DL	Faults and Network Related Complaints	273	0	273	273	0	273	0	1	0	1	1	0	1	0
DE	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	274	274	0	274	0	1	0	1	1	0	1	0		
Total	Subscriber base (Prepaid)		•					0			•		•	•	
Total	Subscriber base (Postpaid)							1923							

Name	of the Report						Custor	er Complaints Rec	ressal Repor	t					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Gujara	at	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)							Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		peals received during appeals of previ	•	Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the 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 pending for redressal on the last day of Quarter [9]=[5]-[8]		Pending appeals of previous quarter	• • •	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
	Billing Related Complaints	1	0	1	1	0	1	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
GJ	Faults and Network Related Complaints	789	0	789	786	3	789	0	1	0	1	1	0	1	0
03	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	792	0	792	789	3	792	0	1	0	1	1	0	1	0
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							11480							

Name	of the Report						Custom	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Ser	vice Area	Haryar	na	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						ı	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	Quarter		peals received during appeals of previ		Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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	appeals to be		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
	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
HR	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		
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							507							

Name	of the Report						Custon	er Complaints Red	dressal Repor	t					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Himachal P	radesh	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service			•					
				Co	mplaint Centre(s)						ı	Appellate Autho	rity		
			plaints received of complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		eals received dur g appeals of prev		Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the 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]		Pending appeals of previous quarter			Total no. of appeals decided beyond the time limit during the Quarter	disposed during	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
	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
нр	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	
	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 S	Subscriber base (Prepaid)		•	•		•	•	0		•	•	•			
Total S	Subscriber base (Postpaid)														

Name	of the Report						Custor	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Karnata	ıka	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Cor	mplaint Centre(s)						ı	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	Quarter		peals received during appeals of previ		Detai	ils of appeals dispo	osed during the Q	luarter
LSA	Category of complaints	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 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	appeals to be		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
	Billing Related Complaints	0	0	0	0	0	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
ктк	Faults and Network Related Complaints	160	0	160	160	0	160	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		
	Total	162	0	162	162	0	162	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•			•	0		•	•	•	•	•	•
Total	Subscriber base (Postpaid)							12868							

Name	e of the Report						Custor	er Complaints Rec	ressal Repor	t					
Name	e of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Keral	а	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						-	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		peals received during appeals of previ	•	Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the 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 pending for redressal on the last day of Quarter [9]=[5]-[8]		Pending appeals of previous quarter		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 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
	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
KR	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
KIN	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•			•	0		•	•	•	•	•	
Total	Subscriber base (Postpaid)							3170							

Name	of the Report						Custor	er Complaints Rec	dressal Repor	rt					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Kolkat	ta	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)							Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	e Quarter		peals received duri		Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the 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 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 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
	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
KOL	Faults and Network Related Complaints	69	0	69	69	0	69	0	1	0	1	1	0	1	0
KOL	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	69	69	0	69	0	1	0	1	1	0	1	0		
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							3847							

Name	of the Report						Custor	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Madhya Pr	adesh	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						,	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	Quarter		peals received during appeals of previous		Deta	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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	appeals to be		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
	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
MP	Faults and Network Related Complaints	3	0	3	3	0	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	0	3	3	0	3	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							473							

Name	of the Report						Custor	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Odish	a	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						ı	Appellate Autho	rity		
			plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	Quarter		peals received during appeals of previ		Detai	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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	appeals to be		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
	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
OR	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)							0							
Total	Subscriber base (Postpaid)							668							

Name	of the Report						Custor	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Punja	b	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Basic Telep	hone Service								
				Co	mplaint Centre(s)						ı	Appellate Autho	rity		
		-	plaints received d complaints of pr	uring the Quarter and evious Quarter	Details	of complaints redre	ssed during the	Quarter		peals received during appeals of previ		Deta	ils of appeals dispo	osed during the Q	uarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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	appeals to be		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
	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
PR	Faults and Network Related Complaints	20	0	20	20	0	20	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	20	20	0	20	0	0	0	0	0	0	0	0		
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							976							

Name of the Report							Custo	mer Complaints Ro	edressal Rep	ort						
Name	of the Service Provider	Т	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Rajastha			nan	Rep	ort for quarter en	ding	September	Year (YYYY)	2024		
						Basic Telephone Service										
				Coi	mplaint Centre(s)				Appellate Authority							
			plaints received d complaints of pr	uring the Quarter and evious 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				
LSA	Category of complaints	Total no. of complaints received during the 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 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	
	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	
RI	Faults and Network Related Complaints	100	0	100	100	0	100	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	100	0	100	100	0	100	0	0	0	0	0	0	0	0	
Total	Subscriber base (Prepaid)			·				0								
Total	Subscriber base (Postpaid)							1165								

Name of the Report			Customer Complaints Redressal Report															
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Tamilna			adu Report for quarter ending				September	Year (YYYY)	2024				
						Basic Telephone Service												
			Complaint Centre(s)								Appellate Authority							
			plaints received d complaints of pr	uring the Quarter and evious 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						
LSA	Category of complaints	Total no. of complaints received during the 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 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 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			
	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			
TN	Faults and Network Related Complaints	35	0	35	35	0	35	0	2	0	2	2	0	2	0			
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	Total	35	0	35	35	0	35	0	2	0	2	2	0	2	0			
Total	Subscriber base (Prepaid)							0										
Total	Subscriber base (Postpaid)							4594										

Name of the Report			Customer Complaints Redressal Report														
Name	e of the Service Provider	Ta	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Uttar Prades			sh (East) Report for quarter endin			nding	September	Year (YYYY)	2024			
						Basic Telephone Service											
		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					
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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	appeals to be		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		
	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		
UPE	Faults and Network Related Complaints	34	0	34	34	0	34	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	34	0	34	34	0	34	0	0	0	0	0	0	0	0		
Total	Subscriber base (Prepaid)		•	•	•			0		•	•	•	•	•	-		
Total	Subscriber base (Postpaid)						1004										

Name	of the Report						Custom	er Complaints Rec	lressal Repor												
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Uttar Pradesh			h (West)	Repo	rt for quarter e	nding	September	Year (YYYY)	2024							
						Basic Telephone Service															
		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									
LSA	Category of complaints	Total no. of complaints received during the Quarter	complaints of	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 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 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						
	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						
UPW	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)							0													
Total Subscriber base (Postpaid) 24																					

Name of the Report			Customer Complaints Redressal Report															
Name	of the Service Provider	Tata Teleservices Limited		Name of the Circle/Licensed Service Area West E			West Be	lengal Report for quarter e			nding	September	Year (YYYY)	2024				
						Basic Telephone Service												
			Complaint Centre(s)								Appellate Authority							
			plaints received d complaints of pr	uring the Quarter and evious 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						
LSA	Category of complaints	Total no. of complaints received during the 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 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 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			
	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			
WB	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
VVD	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)		•	•				0		•	•	•	•	•				
Total	Subscriber base (Postpaid)							0										