

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	
Broadband Service															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8]=[6]+[7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5]-[8]	Total No. of appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12]=[10]+[11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15]=[13]+[14]	Total No. of appeals pending for decision on the last day of Quarter [16]=[12]-[15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUM	Billing Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	48	0	48	47	1	48	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2426	0	2426	2403	23	2426	0	14	1	15	15	0	15	0
	Internet/Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2476	0	2476	2452	24	2476	0	14	1	15	15	0	15	0
Total Subscriber base (Prepaid)		0													
Total Subscriber base (Postpaid)		9478													

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Broadband 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
MH	Billing Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	35	0	35	35	0	35	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1186	0	1186	1175	11	1186	0	23	8	31	31	0	31	0
	Internet/Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1223	0	1223	1212	11	1223	0	23	8	31	31	0	31	0
Total Subscriber base (Prepaid)		0													
Total Subscriber base (Postpaid)		5235													