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 end		nding	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		Total no. of complaints	Total no. of	Total no. of	Total no. of	Total No. of	Total No. of	Pending appeals		Total no. of	Total no. of	Total no. of	Total No. of		
		complaints		to be redressed during	complaints	complaints	complaints	complaints pending	• •	of previous			appeals decided	appeals	appeals pending		
	Category of complaints	received during	previous	the Quarter [5]=[3]+[4]	redressed within	redressed beyond		for redressal on the	received	quarter	_	· -	beyond the time				
		the Quarter	Quarter		specified time	the time limit	during the	last day of Quarter	during the		the Quarter	time limit	limit during the	the quarter	the last day of		
					limit during the	during the	Quarter	[9]=[5]-[8]	Quarter		[12]=[10]+[11]	during the	Quarter	[15]=[13]+[14]	Quarter		
					quarter	Quarter	[8]=[6]+[7]					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																	

Name of the Report		Customer Complaints Redressal Report															
Name	of the Service Provider	Tata Teleservices(Maharashtra) Ltd.			Name of the Circle/Licensed Service Area Mahara			shtra Report for quarter er			nding	September	Year (YYYY)	2024			
	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		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	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		
мн	Faults and Network Related Complaints	1186	0	1186	1175	11	1186	0	23	8	31	31	0	31	0		
10111	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															