Name	of the Report						Custon	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Ser	vice Area	Andhra Pra	adesh	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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		eals received duri ng 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	5	0	5	5	0	5	0	0	0	0	0	0	0	0
ДР	Faults and Network Related Complaints	213	0	213	209	4	213	0	1	0	1	0	0	0	1
	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	218	0	218	214	4	218	0	1	0	1	0	0	0	1
Total	Subscriber base (Prepaid)		•			•		0			•	•	•	•	
Total	Subscriber base (Postpaid)							1862							

Name	e of the Report						Custor	ner Complaints Re	dressal Repo	ort					
Name	e of the Service Provider	Ta	ta Teleservices L	imited	Name of the	Circle/Licensed Se	rvice Area	Bihai	r	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadb	and Service			•					
				C	omplaint Centre(s	i)						Appellate Autho	rity		
			aints received du complaints of pre	ring the Quarter and vious Quarter	Details	of complaints redre	ssed during the	Quarter		peals received dur ng appeals of prev	•	Deta	ils of appeals disp	osed during the C	luarter
LSA	Category of complaints	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]	time limit	Total no. of appeals decided beyond the time limit during the Quarter	disposed during	the last day of
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
ВН	Faults and Network Related Complaints	28	0	28	28	0	28	0	0	0	0	0	0	0	0
Dii	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	28	0	28	28	0	28	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)							0	•						
Total	Subscriber base (Postpaid)		·	·				14					·	·	

Name	of the Report						Custon	er Complaints Rec	dressal Repoi	rt					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Delh	i	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0
DL	Faults and Network Related Complaints	317	0	317	308	9	317	0	7	2	9	9	0	9	0
DL	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	328	0	328	318	10	328	0	7	2	9	9	0	9	0
Total	Subscriber base (Prepaid)		•	•	•	•	•	0			•	•	•	•	•
Total:	Subscriber base (Postpaid)							933							

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	Gujara	at	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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 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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
GJ	Faults and Network Related Complaints	459	0	459	455	4	459	0	1	0	1	0	0	0	1
	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	469	0	469	465	4	469	0	1	0	1	0	0	0	1
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							891							

Name	of the Report						Custon	er Complaints Rec	dressal Repor	rt					
Name	of the Service Provider	Т	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Haryar	na	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
нв	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1111	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•				0		•	•	-	•	•	
Total:	Subscriber base (Postpaid)							0							

Name	of the Report						Custon	er Complaints Red	dressal Repor	rt					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Himachal P	radesh	Repo	ort for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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 dur ng appeals of prev	•	Deta	ils of appeals disp	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	appeals to be		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
μр	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)				•			0	•						
Total	Subscriber base (Postpaid)		•			•	•		•		•	•	•	•	

Name	of the Report						Custon	er Complaints Rec	dressal Repor	rt					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Karnata	aka	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	19	0	19	18	1	19	0	0	0	0	0	0	0	0
ктк	Faults and Network Related Complaints	270	0	270	266	4	270	0	4	1	5	5	0	5	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	290	0	290	285	5	290	0	4	1	5	5	0	5	0
Total :	Subscriber base (Prepaid)		•	•	•	•		0		•	•	•	•	•	
Total S	Subscriber base (Postpaid)					·	-	838	_		_				

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	Keral	a	Repo	ort for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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		eals received dur ng 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
KR	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KIK	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•		•		0		•	•	-		•	
Total	Subscriber base (Postpaid)									·	·	·		·	

Name	e of the Report						Custor	er Complaints Rec	dressal Repor	rt					
Name	e of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Kolkat	ta	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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]	Total No. of appeals received during the Quarter	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
KOL	Faults and Network Related Complaints	36	0	36	36	0	36	0	0	0	0	0	0	0	0
KOL	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	36	0	36	36	0	36	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							81							

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	Madhya Pr	radesh	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MP	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1011	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•				0		•	•	-	•	•	
Total	Subscriber base (Postpaid)							0							

Name	of the Report						Custon	er Complaints Rec	dressal Repor	rt					
Name	of the Service Provider	Т	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Odish	a	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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	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
Oit	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•				0		•	•	-	•	•	
Total	Subscriber base (Postpaid)							0							

Name	of the Report						Custon	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Ser	vice Area	Punja	b	Repo	rt for quarter e	nding	December	Year (YYYY)	2024
						Broadba	nd 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
PR	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•			•		0		•	•	•		•	•
Total	Subscriber base (Postpaid)							3							

Name of the Report			Customer Complaints Redressal Report													
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Rajastha			ian	Repo	rt for quarter e	nding	December	Year (YYYY)	2024		
						Broadband Service										
			Complaint Centre(s)									Appellate Autho	rity			
			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	
RI	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
10	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	Subscriber base (Prepaid)		•	•		•	•	0			•	•	•	•		
Total:	Subscriber base (Postpaid)							1								

Name	of the Report		Customer Complaints Redressal Report														
Name	of the Service Provider	Tata Teleservices Limited			Name of the Circle/Licensed Service Area Tamilna			adu Report for quarter end			nding	December	Year (YYYY)	2024			
						Broadband 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]		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	2	0	2	2	0	2	0	0	0	0	0	0	0	0		
	Customer Service Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0		
TN	Faults and Network Related Complaints	137	0	137	136	1	137	0	3	3	6	6	0	6	0		
111	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	146	0	146	144	2	146	0	3	3	6	6	0	6	0		
Total	Subscriber base (Prepaid)							0									
Total	Subscriber base (Postpaid)							954									

Name of the Report			Customer Complaints Redressal Report															
Name	of the Service Provider	Т	Tata Teleservices Limited		Name of the Circle/Licensed Service Area Uttar Prades			rsh (East) Report for quarter er			nding	December	Year (YYYY)	2024				
						Broadband 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			
LIPE	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Total :	Subscriber base (Prepaid)		•	•	•	•		0			•	•	•	•				
Total S	Subscriber base (Postpaid)							0			_							

Name of the Report			Customer Complaints Redressal Report															
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Uttar Pradesh			sh (West) Report for quarter en			nding	December	Year (YYYY)	2024				
						Broadband 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 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	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			
01 00	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Total	Subscriber base (Prepaid)		•	•				0		•	•	•	-	-				
Total	Subscriber base (Postpaid)							0										

Name	of the Report		Customer Complaints Redressal Report													
Name	of the Service Provider	Tata Teleservices Limited			Name of the Circle/Licensed Service Area			West Be	West Bengal Repo			ort for quarter ending		Year (YYYY) 2024		
						Broadband 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					eals received dur g appeals of prev	-	Details of appeals disposed during the Quarter				
LSA	Category of complaints	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	
	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	Subscriber base (Prepaid)		·					0			·	·				
Total	Subscriber base (Postpaid)							0		·						