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	vice Area	Andhra Pr	adesh	Repo	rt for quarter e	nding	September	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 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	3	0	3	3	0	3	0	0	0	0	0	0	0	0
ΛD	Faults and Network Related Complaints	296	0	296	296	0	296	0	1	0	1	1	0	1	0
A	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	299	0	299	299	0	299	0	1	0	1	1	0	1	0
Total	Subscriber base (Prepaid)							0	•			•			
Total	Subscriber base (Postpaid)		•	•				1988	•	•	•	•			

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	Biha	r	Repo	ort for quarter e	nding	September	Year (YYYY)	2024
						Broadb	and Service								
				С	omplaint Centre(s	5)						Appellate Autho	rity		
			aints received du complaints of pre	ring the Quarter and vious Quarter	Details	of complaints redre	essed during the	e 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	12	0	12	12	0	12	0	0	0	0	0	0	0	0
БП	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	12	0	12	12	0	12	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)				•	•		0	•		•				
Total	Subscriber base (Postpaid)							14							

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	Delhi	i	Repo	rt for quarter e	nding	September	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	11	0	11	11	0	11	0	0	0	0	0	0	0	0
DL	Faults and Network Related Complaints	310	0	310	309	1	310	0	3	2	5	3	0	3	2
	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	321	0	321	320	1	321	0	3	2	5	3	0	3	2
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)														

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	Gujara	at	Repo	rt for quarter e	nding	September	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 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 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	8	0	8	8	0	8	0	0	0	0	0	0	0	0
GJ	Faults and Network Related Complaints	340	0	340	337	3	340	0	2	1	3	3	0	3	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	349	0	349	346	3	349	0	2	1	3	3	0	3	0
Total S	Subscriber base (Prepaid)		•	•	•	•		0			•	•	-	-	
Total S	Subscriber base (Postpaid)					·	-	775			_				

Name	e of the Report						Custon	er Complaints Rec	dressal Repoi	rt					
Name	e of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Haryar	na	Repo	rt for quarter e	nding	September	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]		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
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 Rec	dressal Repoi	rt					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Himachal P	radesh	Repo	rt for quarter e	nding	September	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 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
нр	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)							0							

Name	of the Report						Custon	er Complaints Rec	dressal Repor	rt					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Karnata	aka	Repo	rt for quarter e	nding	September	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 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	15	0	15	15	0	15	0	0	0	0	0	0	0	0
ктк	Faults and Network Related Complaints	340	0	340	339	1	340	0	3	0	3	2	0	2	1
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	356	0	356	355	1	356	0	3	0	3	2	0	2	1
Total	Subscriber base (Prepaid)		•	•		•	•	0			•	•	•	•	
Total:	Subscriber base (Postpaid)							913							

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	Keral	a	Repo	rt for quarter e	nding	September	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
KR	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KIX	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	e of the Report						Custor	er Complaints Rec	ressal Repor	t					
Name	e of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Kolkat	a	Repo	rt for quarter e	nding	September	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]		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
KOL	Faults and Network Related Complaints	32	0	32	32	0	32	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	32	0	32	32	0	32	0	0	0	0	0	0	0	0
Total	Subscriber base (Prepaid)		•	•	•	•	•	0		•	•	-	-		
Total	Subscriber base (Postpaid)							92							

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	rvice Area	Madhya Pr	radesh	Repo	rt for quarter e	nding	September	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 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
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	September	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	dressal Repor	rt					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Punja	b	Repo	rt for quarter e	nding	September	Year (YYYY)	2024
						Broadba	nd Service								
				Co	mplaint Centre(s)							Appellate Autho	rity		
			plaints received of 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		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	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
PR	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FB	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 Se	rvice Area	Rajasth	ian	Repo	rt for quarter e	nding	September	Year (YYYY)	2024	
						Broadband Service										
				Co		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			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	
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							Custon	er Complaints Rec	dressal Repor	rt						
Name	e of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Tamilna	adu	Repo	rt for quarter e	nding	September	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 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	18	0	18	18	0	18	0	0	0	0	0	0	0	0	
TNI	Faults and Network Related Complaints	185	0	185	183	2	185	0	8	0	8	5	0	5	3	
1114	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	203	0	203	201	2	203	0	8	0	8	5	0	5	3	
Total	Subscriber base (Prepaid)		•	•	•			0		•	•	•				
Total	Subscriber base (Postpaid)					·		1047								

Name of the Report			Customer Complaints Redressal Report  Tata Teleservices Limited Name of the Circle/Licensed Service Area Uttar Pradesh (East) Report for quarter ending September Year (YYYY) 2024															
Name	of the Service Provider	Т	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Uttar Prades	sh (East)	Repo	rt for quarter e	nding	September	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			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			
LIPE	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
OIL	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	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Uttar Prades	h (West)	Repo	rt for quarter e	nding	September	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			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			
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  The Talescript State of the State Management of the State Manage													
Name	e of the Service Provider	T	ata Teleservices	Limited	Name of the Circle/Licensed Service Area West Ber			ngal	Repo	rt for quarter e	nding	September	Year (YYYY)	2024		
						Broadband Service										
				Co	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 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	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	
W	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								