Name	of the Report						Custor	er Complaints Rec	ressal Repoi	t					
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Andhra Pra	adesh	Repo	rt for quarter e	nding	June	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 previous		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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
ДР	Faults and Network Related Complaints	309	0	309	308	1	309	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	314	313	1	314	0	0	0	0	0	0	0	0		
Total	Subscriber base (Prepaid)		•		•		•	0		•	•	•		•	-
Total	Subscriber base (Postpaid)							2095							

Name	of the Report						Custor	ner Complaints Re	dressal Repo	ort					
Name	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	June	Year (YYYY)	2024
						Broadb	and Service								
				С	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	19	0	19	19	0	19	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	19	0	19	19	0	19	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	ressal Repoi	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	June	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	2	0	2	2	0	2	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
DL	Faults and Network Related Complaints	307	0	307	304	3	307	0	7	0	7	5	0	5	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	317	0	317	314	3	317	0	7	0	7	5	0	5	2
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							636							

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	Gujara	at	Repo	rt for quarter e	nding	June	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	6	0	6	6	0	6	0	0	0	0	0	0	0	0
GJ	Faults and Network Related Complaints	207	0	207	207	0	207	0	2	0	2	1	0	1	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	213	213	0	213	0	2	0	2	1	0	1	1		
Total	Subscriber base (Prepaid)		•			-		0		•	•	•		•	-
Total	Subscriber base (Postpaid)							510							

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	June	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
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		
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	Himachal P	radesh	Repo	rt for quarter e	nding	June	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
нр	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	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	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						Custor	er Complaints Rec	lressal Repor	t					
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the	Circle/Licensed Se	rvice Area	Karnata	ıka	Repo	rt for quarter e	nding	June	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		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	14	0	14	13	1	14	0	0	0	0	0	0	0	0
ктк	Faults and Network Related Complaints	311	0	311	311	0	311	0	2	0	2	2	0	2	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	326	0	326	325	1	326	0	2	0	2	2	0	2	0
Total	Subscriber base (Prepaid)							0							
Total	Subscriber base (Postpaid)							981							

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	June	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
	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		
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	rvice Area	Kolkat	ta	Repo	rt for quarter e	nding	June	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
KOL	Faults and Network Related Complaints	18	0	18	18	0	18	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	18	18	0	18	0	0	0	0	0	0	0	0		
Total S	Subscriber base (Prepaid)		•	•			•	0			•	•	•	•	
Total S	Subscriber base (Postpaid)							104							

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	Madhya Pr	radesh	Repo	rt for quarter e	nding	June	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
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		
Total	Subscriber base (Prepaid)		•	•				0			•	-	•	•	
Total	Subscriber base (Postpaid)							0							

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	Odish	a	Repo	rt for quarter e	nding	June	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
OR	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						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	June	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
PB	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	Т	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Rajast			ian	Repo	rt for quarter e	nding	June	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			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	of the Service Provider	Ta	ata Teleservices	Limited	Name of the	Circle/Licensed Se	vice Area	Tamilna	adu	Report for quarter ending			June	Year (YYYY)	2024	
			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 within specified time limit during the 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	8	0	8	8	0	8	0	0	0	0	0	0	0	0	
TNI	Faults and Network Related Complaints	239	0	239	239	0	239	0	4	0	4	4	0	4	0	
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	247	0	247	247	0	247	0	4	0	4	4	0	4	0	
Total	Subscriber base (Prepaid)		•	•	•	•		0		-	•	-		•		
Total	Subscriber base (Postpaid)			·		1187	_		_							

Name	of the Report		Customer Complaints Redressal Report												
Name	of the Service Provider	Ta	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Uttar Prade			Uttar Prades	esh (East) Report for quarter e			nding June		Year (YYYY) 2024	
						Broadband Service									
				Co	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		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	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	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 S	Subscriber base (Prepaid)		•	•		•	•	0	_	•	•	•	•	•	
Total S	Subscriber base (Postpaid)		•	•		•	•	0	•	•	•		•		

Name of the Report			Customer Complaints Redressal Report															
Name	of the Service Provider	Т	ata Teleservices	Limited	Name of the Circle/Licensed Service Area Uttar Pradesh			sh (West) Report for quarter en			nding	June	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															
Name	of the Service Provider	T	ata Teleservices	Limited	Name of the Circle/Licensed Service Area West Be			ngal	Repo	rt for quarter e	nding	June	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			
WB	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
WB	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										