



14<sup>th</sup> August 2013

**Telecom Regulatory Authority of India,**  
Mahanagar Door Sanchar Bhawan,  
Jawahar Lal Nehru Marg,  
Old Minto Road,  
New Delhi – 110002

**Kind Attn: Mr. A Robert J. Ravi**  
**Advisor (CA & QOS)**

**Subject: Telecom Consumers Complaint Redressal (Second Amendment)**  
**Regulations, 2013.**

Dear Sir,

We appreciate Authority's continuous efforts for regularly reviewing regulations to safe guard the interest of consumers. We as an operator has no concerns pertaining to the draft Telecom Consumers Complaint Redressal (Second Amendment) Regulations, 2013. However we would like to bring to your notice that most of the suggestions given in the draft Regulation are already being followed in Tata Teleservices as a part of complaint redressal process.

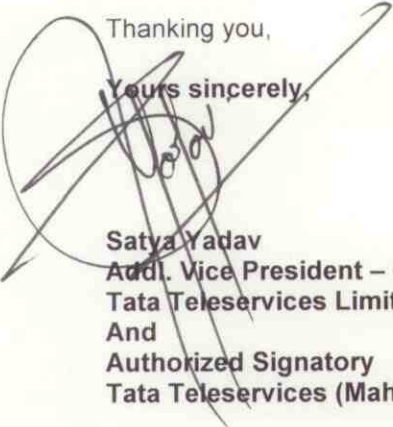
The only point that we need to implement is SMS communication for appellate complaints, which will be implemented within a time frame of three to four months.

This is for your information and records please.

Thanking you and assuring you of our best attention always

Thanking you,

Yours sincerely,

  
**Satya Yadav**  
**Addl. Vice President – Corporate Regulatory Affairs**  
**Tata Teleservices Limited**  
**And**  
**Authorized Signatory**  
**Tata Teleservices (Maharashtra) Limited**

**TATA TELESERVICES LIMITED**

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