

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
ANDHRA PRADESH	Billing Related Complaints	305	11	316	230	68	298	18	2	0	2	2	0	2	0
	Customer Service Related Complaints	425	42	467	248	141	389	78	2	0	2	2	0	2	0
	Faults and Network Related Complaints	2473	155	2628	2017	283	2300	328	5	0	5	5	0	5	0
	MNP Related Complaints	33	1	34	29	3	32	2	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	0	3	3	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	15	3	18	5	4	9	9	0	0	0	0	0	0	0
	VAS Related Complaints	36	1	37	36	0	36	1	0	0	0	0	0	0	0
<b>Total</b>	<b>3291</b>	<b>213</b>	<b>3504</b>	<b>2565</b>	<b>502</b>	<b>3067</b>	<b>437</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>697,192</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>88,369</b>													

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<b>1</b>	<b>2</b>														
BIHAR	Billing Related Complaints	45	2	47	37	9	46	1	0	1	1	1	0	1	0
	Customer Service Related Complaints	79	4	83	64	11	75	8	0	3	3	3	0	3	0
	Faults and Network Related Complaints	577	68	645	420	111	531	114	0	2	2	2	0	2	0
	MNP Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	UCC Related Complaints	21	1	22	21	1	22	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	3	12	6	2	8	4	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
<b>Total</b>	<b>741</b>	<b>78</b>	<b>819</b>	<b>558</b>	<b>134</b>	<b>692</b>	<b>127</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>452,557</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>15,287</b>													

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<b>1</b>	<b>2</b>														
DELHI	Billing Related Complaints	871	39	910	548	314	862	48	17	1	18	18	0	18	0
	Customer Service Related Complaints	1454	90	1544	992	419	1411	133	24	2	26	26	0	26	0
	Faults and Network Related Complaints	5688	371	6059	4416	688	5104	955	16	6	22	22	0	22	0
	MNP Related Complaints	95	2	97	87	7	94	3	0	0	0	0	0	0	0
	UCC Related Complaints	316	27	343	260	62	322	21	0	0	0	0	0	0	0
	Internet / Data Related Complaints	203	33	236	73	73	146	90	0	0	0	0	0	0	0
	VAS Related Complaints	34	4	38	37	0	37	1	1	0	1	1	0	1	0
<b>Total</b>	<b>8661</b>	<b>566</b>	<b>9227</b>	<b>6413</b>	<b>1563</b>	<b>7976</b>	<b>1251</b>	<b>58</b>	<b>9</b>	<b>67</b>	<b>67</b>	<b>0</b>	<b>67</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>2,076,441</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>178,538</b>													

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Customer Complaints Redressal Report for the Quarter Ending - Dec'16

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		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
GUJARAT	Billing Related Complaints	210	18	228	160	47	207	21	0	0	0	0	0	0	0
	Customer Service Related Complaints	345	44	389	181	153	334	55	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1140	115	1255	944	118	1062	193	1	0	1	1	0	1	0
	MNP Related Complaints	15	0	15	14	1	15	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	1	8	2	4	6	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	4	25	11	3	14	11	0	0	0	0	0	0	0
	VAS Related Complaints	12	1	13	12	0	12	1	0	0	0	0	0	0	0
<b>Total</b>	<b>1750</b>	<b>183</b>	<b>1933</b>	<b>1324</b>	<b>326</b>	<b>1650</b>	<b>283</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>205,772</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>41,367</b>													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	15	2	17	14	2	16	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	22	1	23	10	9	19	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	61	6	67	30	20	50	17	3	0	3	2	0	2	1
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	2	5	3	0	3	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>104</b>	<b>11</b>	<b>115</b>	<b>60</b>	<b>31</b>	<b>91</b>	<b>24</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Total Subscriber Base (Prepaid)</b>		<b>17,080</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>3,960</b>													

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<b>1</b>	<b>2</b>														
HARYANA	Billing Related Complaints	34	3	37	22	13	35	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	91	5	96	61	25	86	10	0	1	1	1	0	1	0
	Faults and Network Related Complaints	376	31	407	212	84	296	111	1	0	1	1	0	1	0
	MNP Related Complaints	36	1	37	37	0	37	0	0	0	0	0	0	0	0
	UCC Related Complaints	6	2	8	7	0	7	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	1	5	3	2	5	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0
<b>Total</b>	<b>548</b>	<b>44</b>	<b>592</b>	<b>344</b>	<b>124</b>	<b>468</b>	<b>124</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>374,166</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>11,098</b>													

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<b>1</b>	<b>2</b>														
KARNATAKA	Billing Related Complaints	66	5	71	61	7	68	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	168	11	179	98	70	168	11	0	1	1	1	0	1	0
	Faults and Network Related Complaints	1759	107	1866	1107	385	1492	374	2	1	3	3	0	3	0
	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	1	3	1	1	2	1	1	0	1	0	0	0	1
	VAS Related Complaints	3	2	5	4	0	4	1	0	0	0	0	0	0	0
<b>Total</b>	<b>2003</b>	<b>126</b>	<b>2129</b>	<b>1276</b>	<b>463</b>	<b>1739</b>	<b>390</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>198,217</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>34,060</b>													

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KERELA	Billing Related Complaints	33	0	33	23	8	31	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	54	2	56	33	17	50	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1184	59	1243	992	99	1091	152	1	0	1	0	0	0	1
	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	1	3	1	0	1	2	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	1	0	1	1	0	0	0	0	0	0	0
<b>Total</b>	<b>1278</b>	<b>62</b>	<b>1340</b>	<b>1053</b>	<b>124</b>	<b>1177</b>	<b>163</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>65,513</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>20,541</b>													



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KOLKATA	Billing Related Complaints	97	12	109	47	54	101	8	0	3	3	3	0	3	0
	Customer Service Related Complaints	136	4	140	96	37	133	7	7	4	11	7	0	7	4
	Faults and Network Related Complaints	1569	41	1610	1295	156	1451	159	0	0	0	0	0	0	0
	MNP Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
	UCC Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	2	9	1	2	3	6	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	5	0	5	1	0	0	0	0	0	0	0
<b>Total</b>	<b>1835</b>	<b>59</b>	<b>1894</b>	<b>1464</b>	<b>249</b>	<b>1713</b>	<b>181</b>	<b>7</b>	<b>7</b>	<b>14</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>4</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>179,056</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>32,506</b>													

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<b>1</b>	<b>2</b>														
MAHARASHTRA	Billing Related Complaints	380	6	386	346	27	373	13	3	0	3	2	0	2	1
	Customer Service Related Complaints	466	32	498	324	117	441	57	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2358	180	2538	1691	376	2067	471	12	0	12	9	0	9	3
	MNP Related Complaints	57	1	58	54	3	57	1	0	0	0	0	0	0	0
	UCC Related Complaints	50	1	51	42	2	44	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	33	12	45	13	14	27	18	0	0	0	0	0	0	0
	VAS Related Complaints	30	0	30	29	1	30	0	1	0	1	1	0	1	0
<b>Total</b>	<b>3374</b>	<b>232</b>	<b>3606</b>	<b>2499</b>	<b>540</b>	<b>3039</b>	<b>567</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>4</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>1,809,741</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>70,337</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2														
MADHYA PRADESH	Billing Related Complaints	30	2	32	19	11	30	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	81	8	89	51	32	83	6	1	0	1	1	0	1	0
	Faults and Network Related Complaints	430	27	457	351	51	402	55	1	0	1	1	0	1	0
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	1	8	5	2	7	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	1	5	2	2	4	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>561</b>	<b>39</b>	<b>600</b>	<b>437</b>	<b>98</b>	<b>535</b>	<b>65</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>373,491</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>15,754</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
MUMBAI	Billing Related Complaints	305	14	319	253	45	298	21	3	1	4	3	0	3	1
	Customer Service Related Complaints	383	47	430	200	157	357	73	6	1	7	7	0	7	0
	Faults and Network Related Complaints	3041	108	3149	2699	202	2901	248	20	2	22	20	0	20	2
	MNP Related Complaints	31	0	31	29	0	29	2	1	0	1	1	0	1	0
	UCC Related Complaints	53	3	56	50	5	55	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	42	3	45	27	10	37	8	0	0	0	0	0	0	0
	VAS Related Complaints	11	1	12	11	1	12	0	3	0	3	3	0	3	0
<b>Total</b>	<b>3866</b>	<b>176</b>	<b>4042</b>	<b>3269</b>	<b>420</b>	<b>3689</b>	<b>353</b>	<b>33</b>	<b>4</b>	<b>37</b>	<b>34</b>	<b>0</b>	<b>34</b>	<b>3</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>575,241</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>68,290</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
ORISSA	Billing Related Complaints	30	0	30	24	5	29	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	39	2	41	32	8	40	1	0	3	3	3	0	3	0
	Faults and Network Related Complaints	240	17	257	180	34	214	43	0	0	0	0	0	0	0
	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	0	0	0	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	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
<b>Total</b>	<b>318</b>	<b>19</b>	<b>337</b>	<b>244</b>	<b>47</b>	<b>291</b>	<b>46</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>100,215</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>7,195</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
PUNJAB	Billing Related Complaints	95	6	101	84	12	96	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	152	12	164	98	53	151	13	1	0	1	1	0	1	0
	Faults and Network Related Complaints	320	22	342	195	65	260	82	0	0	0	0	0	0	0
	MNP Related Complaints	20	0	20	19	1	20	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
<b>Total</b>	<b>615</b>	<b>40</b>	<b>655</b>	<b>424</b>	<b>131</b>	<b>555</b>	<b>100</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>441,584</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>13,755</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
RAJASTHAN	Billing Related Complaints	82	7	89	55	27	82	7	5	0	5	5	0	5	0
	Customer Service Related Complaints	229	21	250	166	62	228	22	3	0	3	3	0	3	0
	Faults and Network Related Complaints	802	80	882	534	177	711	171	5	0	5	5	0	5	0
	MNP Related Complaints	29	3	32	29	1	30	2	0	0	0	0	0	0	0
	UCC Related Complaints	6	0	6	3	2	5	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	48	9	57	14	21	35	22	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	6	0	6	1	0	0	0	0	0	0	0
<b>Total</b>	<b>1203</b>	<b>120</b>	<b>1323</b>	<b>807</b>	<b>290</b>	<b>1097</b>	<b>226</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>956,678</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>33,078</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
TAMIL NADU	Billing Related Complaints	104	3	107	84	18	102	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	179	8	187	127	53	180	7	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1403	107	1510	1072	217	1289	221	0	0	0	0	0	0	0
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	1	1	2	1	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1694</b>	<b>118</b>	<b>1812</b>	<b>1289</b>	<b>289</b>	<b>1578</b>	<b>234</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>60,311</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>34,913</b>													



Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
UTTAR PRADESH EAST	Billing Related Complaints	9	2	11	7	0	7	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	32	6	38	27	5	32	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	153	9	162	116	17	133	29	0	0	0	0	0	0	0
	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	0	0	0	1	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>201</b>	<b>17</b>	<b>218</b>	<b>156</b>	<b>22</b>	<b>178</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber Base (Prepaid)</b>		<b>341,924</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>3,523</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
UTAR PRADESH WEST	Billing Related Complaints	58	2	60	44	13	57	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	117	11	128	69	43	112	16	0	0	0	0	0	0	0
	Faults and Network Related Complaints	359	29	388	275	53	328	60	0	0	0	0	0	0	0
	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	1	3	1	0	1	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	0	9	4	1	5	4	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>560</b>	<b>43</b>	<b>603</b>	<b>408</b>	<b>110</b>	<b>518</b>	<b>85</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber Base (Prepaid)</b>		<b>439,099</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>16,020</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		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 complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	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 [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
<b>1</b>	<b>2</b>														
WEST BENGAL	Billing Related Complaints	1	0	1	1	0	1	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
	Faults and Network Related Complaints	16	0	16	16	0	16	0	0	1	1	1	0	1	0
	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	1	0	1	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
<b>Total</b>	<b>25</b>	<b>0</b>	<b>25</b>	<b>25</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>45,777</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>34</b>													