

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
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														
ANDHRA PRADESH	Billing Related Complaints	352	11	363	273	78	351	12	3	0	3	3	0	3	0
	Customer Service Related Complaints	435	34	469	189	239	428	41	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2352	55	2407	1807	503	2310	97	11	0	11	11	0	11	0
	MNP Related Complaints	43	0	43	40	3	43	0	1	0	1	1	0	1	0
	UCC Related Complaints	30	0	30	16	12	28	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	1	8	2	5	7	1	0	0	0	0	0	0	0
	VAS Related Complaints	23	1	24	21	0	21	3	0	0	0	0	0	0	0
Total	3242	102	3344	2348	840	3188	156	15	0	15	15	0	15	0	
Total Subscriber Base (Prepaid)		674809													
Total Subscriber Base (Postpaid)		82608													

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1	2														
BIHAR	Billing Related Complaints	45	0	45	38	5	43	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	39	3	42	30	10	40	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	416	9	425	301	94	395	30	1	0	1	1	0	1	0
	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	1	15	7	4	11	4	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	531	13	544	393	113	506	38	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		431225													
Total Subscriber Base (Postpaid)		13892													

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(Cellular Mobile Telephone Service) - CDMA

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1	2														
DELHI	Billing Related Complaints	1168	28	1196	856	294	1150	46	5	0	5	3	0	3	2
	Customer Service Related Complaints	1691	72	1763	921	725	1646	117	13	0	13	12	0	12	1
	Faults and Network Related Complaints	5496	199	5695	3841	1360	5201	494	3	0	3	3	0	3	0
	MNP Related Complaints	155	1	156	144	10	154	2	0	0	0	0	0	0	0
	UCC Related Complaints	281	13	294	227	55	282	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	196	15	211	40	119	159	52	0	0	0	0	0	0	0
	VAS Related Complaints	39	0	39	38	1	39	0	0	0	0	0	0	0	0
Total	9026	328	9354	6067	2564	8631	723	21	0	21	18	0	18	3	
Total Subscriber Base (Prepaid)		2039793													
Total Subscriber Base (Postpaid)		164668													

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1	2														
GUJRAT	Billing Related Complaints	174	6	180	135	37	172	8	2	0	2	1	0	1	1
	Customer Service Related Complaints	223	16	239	80	140	220	19	1	0	1	1	0	1	0
	Faults and Network Related Complaints	966	36	1002	740	182	922	80	0	0	0	0	0	0	0
	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	UCC Related Complaints	135	2	137	101	32	133	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	5	25	9	10	19	6	0	0	0	0	0	0	0
	VAS Related Complaints	8	1	9	8	0	8	1	0	0	0	0	0	0	0
Total	1534	66	1600	1081	401	1482	118	3	0	3	2	0	2	1	
Total Subscriber Base (Prepaid)		199232													
Total Subscriber Base (Postpaid)		38948													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	27	0	27	23	4	27	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	21	4	25	10	12	22	3	0	0	0	0	0	0	0
	Faults and Network Related Complaints	59	5	64	25	34	59	5	2	1	3	2	0	2	1
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	0	1	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
Total	115	9	124	63	53	116	8	2	1	3	2	0	2	1	
Total Subscriber Base (Prepaid)		16330													
Total Subscriber Base (Postpaid)		3347													

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HARYANA	Billing Related Complaints	31	1	32	25	4	29	3	1	0	1	0	0	0	1
	Customer Service Related Complaints	67	7	74	34	34	68	6	2	0	2	2	0	2	0
	Faults and Network Related Complaints	299	31	330	141	143	284	46	4	0	4	3	0	3	1
	MNP Related Complaints	46	0	46	45	0	45	1	1	0	1	1	0	1	0
	UCC Related Complaints	2	0	2	0	1	1	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
Total	446	39	485	246	182	428	57	8	0	8	6	0	6	2	
Total Subscriber Base (Prepaid)		335740													
Total Subscriber Base (Postpaid)		8158													

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1	2														
KARNATAKA	Billing Related Complaints	79	1	80	65	12	77	3	2	0	2	0	0	0	2
	Customer Service Related Complaints	199	4	203	87	95	182	21	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1345	56	1401	815	475	1290	111	4	0	4	4	0	4	0
	MNP Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	1	3	4	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	1	2	3	0	2	1	3	1	0	1	2
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	1635	61	1696	973	588	1561	135	8	1	9	5	0	5	4
Total Subscriber Base (Prepaid)		182159													
Total Subscriber Base (Postpaid)		33023													

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1	2														
KERELA	Billing Related Complaints	35	2	37	24	10	34	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	85	4	89	55	27	82	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	754	30	784	613	130	743	41	3	1	4	2	0	2	2
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	83	0	83	83	0	83	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	0	4	2	2	4	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	964	36	1000	780	169	949	51	3	1	4	2	0	2	2	
Total Subscriber Base (Prepaid)		64183													
Total Subscriber Base (Postpaid)		19779													

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1	2														
KOLKATA	Billing Related Complaints	112	2	114	83	27	110	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	103	4	107	63	42	105	2	5	4	9	9	0	9	0
	Faults and Network Related Complaints	1312	46	1358	1138	165	1303	55	0	0	0	0	0	0	0
	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
	UCC Related Complaints	11	0	11	10	1	11	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	1	3	1	2	3	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	1555	53	1608	1310	237	1547	61	5	4	9	9	0	9	0	
Total Subscriber Base (Prepaid)		174511													
Total Subscriber Base (Postpaid)		31486													

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1	2														
MAHARASHTRA	Billing Related Complaints	339	8	347	287	50	337	10	1	1	2	2	0	2	0
	Customer Service Related Complaints	287	16	303	177	114	291	12	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1817	108	1925	1304	496	1800	125	5	3	8	7	0	7	1
	MNP Related Complaints	50	0	50	48	1	49	1	0	0	0	0	0	0	0
	UCC Related Complaints	149	4	153	140	12	152	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	26	1	27	16	8	24	3	0	0	0	0	0	0	0
	VAS Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0
Total	2694	137	2831	1998	681	2679	152	6	4	10	9	0	9	1	
Total Subscriber Base (Prepaid)		1677557													
Total Subscriber Base (Postpaid)		67087													

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1	2														
MADHYA PRADESH	Billing Related Complaints	47	0	47	40	6	46	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	50	2	52	21	24	45	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	410	9	419	325	61	386	33	0	0	0	0	0	0	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	17	0	17	14	3	17	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	526	11	537	402	94	496	41	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		339855													
Total Subscriber Base (Postpaid)		14134													

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1	2														
MUMBAI	Billing Related Complaints	373	14	387	294	83	377	10	6	1	7	7	0	7	0
	Customer Service Related Complaints	258	23	281	150	113	263	18	16	0	16	16	0	16	0
	Faults and Network Related Complaints	2786	57	2843	2392	365	2757	86	16	2	18	18	0	18	0
	MNP Related Complaints	31	0	31	30	0	30	1	1	0	1	1	0	1	0
	UCC Related Complaints	53	1	54	47	5	52	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	18	2	20	8	11	19	1	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	4	0	4	3	0	3	1
Total	3523	97	3620	2925	577	3502	118	43	3	46	45	0	45	1	
Total Subscriber Base (Prepaid)		553806													
Total Subscriber Base (Postpaid)		64557													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
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														
ORISSA	Billing Related Complaints	10	1	11	6	2	8	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	20	0	20	12	8	20	0	2	0	2	2	0	2	0
	Faults and Network Related Complaints	177	4	181	121	44	165	16	0	0	0	0	0	0	0
	MNP Related Complaints	9	0	9	8	0	8	1	0	0	0	0	0	0	0
	UCC Related Complaints	0	1	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
Total	216	6	222	148	54	202	20	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		97145													
Total Subscriber Base (Postpaid)		6910													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
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														
PUNJAB	Billing Related Complaints	117	2	119	102	12	114	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	136	2	138	66	58	124	14	0	0	0	0	0	0	0
	Faults and Network Related Complaints	268	20	288	128	118	246	42	1	0	1	1	0	1	0
	MNP Related Complaints	39	0	39	35	3	38	1	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	2	0	2	0	2	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
Total	574	24	598	343	193	536	62	1	0	1	1	0	1	0	
Total Subscriber Base (Prepaid)		401756													
Total Subscriber Base (Postpaid)		11318													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Mar'17

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														
RAJASTHAN	Billing Related Complaints	85	3	88	75	10	85	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	118	6	124	72	45	117	7	3	0	3	3	0	3	0
	Faults and Network Related Complaints	582	36	618	329	226	555	63	1	0	1	1	0	1	0
	MNP Related Complaints	30	0	30	30	0	30	0	0	0	0	0	0	0	0
	UCC Related Complaints	19	1	20	14	4	18	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	16	6	22	6	14	20	2	0	0	0	0	0	0	0
	VAS Related Complaints	8	1	9	8	1	9	0	0	0	0	0	0	0	0
Total	858	53	911	534	300	834	77	5	0	5	5	0	5	0	
Total Subscriber Base (Prepaid)		881506													
Total Subscriber Base (Postpaid)		26180													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Mar'17

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														
TAMIL NADU	Billing Related Complaints	111	4	115	82	26	108	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	186	4	190	112	68	180	10	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1145	45	1190	821	313	1134	56	3	0	3	3	0	3	0
	MNP Related Complaints	11	0	11	11	0	11	0	1	0	1	1	0	1	0
	UCC Related Complaints	23	0	23	18	5	23	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	1	1	2	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	1478	53	1531	1045	413	1458	73	6	0	6	6	0	6	0	
Total Subscriber Base (Prepaid)		58508													
Total Subscriber Base (Postpaid)		33435													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Mar'17

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														
UTTAR PRADESH EAST	Billing Related Complaints	21	3	24	18	6	24	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	13	1	14	5	6	11	3	1	0	1	0	0	0	1
	Faults and Network Related Complaints	125	3	128	104	15	119	9	2	0	2	1	0	1	1
	MNP Related Complaints	3	0	3	3	0	3	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	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	162	7	169	130	27	157	12	3	0	3	1	0	1	2
Total Subscriber Base (Prepaid)		310989													
Total Subscriber Base (Postpaid)		3160													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
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														
UTAR PRADESH WEST	Billing Related Complaints	46	1	47	34	9	43	4	1	0	1	1	0	1	0
	Customer Service Related Complaints	104	5	109	59	39	98	11	0	0	0	0	0	0	0
	Faults and Network Related Complaints	309	9	318	202	79	281	37	1	0	1	1	0	1	0
	MNP Related Complaints	25	0	25	25	0	25	0	0	0	0	0	0	0	0
	UCC Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	0	7	3	2	5	2	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Total	502	15	517	332	131	463	54	2	0	2	2	0	2	0
Total Subscriber Base (Prepaid)		411594													
Total Subscriber Base (Postpaid)		14202													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
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														
WEST BENGAL	Billing Related Complaints	4	0	4	4	0	4	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	10	0	10	9	0	9	1	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	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	17	0	17	16	0	16	1	1	0	1	0	0	0	1	
Total Subscriber Base (Prepaid)		43766													
Total Subscriber Base (Postpaid)		29													