

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Sep 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														
ANDHRA PRADESH	Billing Related Complaints	360	41	401	283	107	390	11	0	0	0	0	0	0	0
	Customer Service Related Complaints	454	34	488	237	209	446	42	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4790	153	4943	4352	436	4788	155	2	0	2	2	0	2	0
	MNP Related Complaints	49	0	49	48	0	48	1	0	0	0	0	0	0	0
	UCC Related Complaints	10	0	10	8	2	10	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	1	21	7	11	18	3	0	0	0	0	0	0	0
	VAS Related Complaints	18	1	19	18	0	18	1	0	0	0	0	0	0	0
Total	5701	230	5931	4953	765	5718	213	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		714,792													
Total Subscriber Base (Postpaid)		94,652													

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(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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			
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1	2														
BIHAR	Billing Related Complaints	112	1	113	93	18	111	2	3	0	3	2	0	2	1
	Customer Service Related Complaints	131	8	139	114	21	135	4	7	0	7	4	0	4	3
	Faults and Network Related Complaints	960	29	989	748	173	921	68	9	1	10	8	0	8	2
	MNP Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
	UCC Related Complaints	21	0	21	19	1	20	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	1	30	22	5	27	3	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
Total	1271	39	1310	1014	218	1232	78	19	1	20	14	0	14	6	
Total Subscriber Base (Prepaid)		468,256													
Total Subscriber Base (Postpaid)		16,458													

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Customer Complaints Redressal Report for the Quarter ending - Sep 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			
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1	2														
DELHI	Billing Related Complaints	973	35	1008	637	332	969	39	33	1	34	33	0	33	1
	Customer Service Related Complaints	1597	77	1674	1146	438	1584	90	48	3	51	49	0	49	2
	Faults and Network Related Complaints	6717	130	6847	5498	978	6476	371	51	0	51	45	0	45	6
	MNP Related Complaints	95	1	96	91	3	94	2	1	0	1	1	0	1	0
	UCC Related Complaints	505	31	536	405	104	509	27	0	0	0	0	0	0	0
	Internet / Data Related Complaints	244	0	244	111	100	211	33	0	0	0	0	0	0	0
	VAS Related Complaints	72	2	74	68	2	70	4	3	0	3	3	0	3	0
Total	10203	276	10479	7956	1957	9913	566	136	4	140	131	0	131	9	
Total Subscriber Base (Prepaid)		2,131,142													
Total Subscriber Base (Postpaid)		187,966													

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1	2														
GUJRAT	Billing Related Complaints	218	3	221	159	44	203	18	0	0	0	0	0	0	0
	Customer Service Related Complaints	452	12	464	213	207	420	44	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1827	62	1889	1512	262	1774	115	0	0	0	0	0	0	0
	MNP Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0
	UCC Related Complaints	33	1	34	25	8	33	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	73	0	73	34	35	69	4	0	0	0	0	0	0	0
	VAS Related Complaints	12	0	12	10	1	11	1	0	0	0	0	0	0	0
Total	2637	78	2715	1975	557	2532	183	1	0	1	1	0	1	0	
Total Subscriber Base (Prepaid)		215,784													
Total Subscriber Base (Postpaid)		46,891													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	29	1	30	26	2	28	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	32	1	33	27	5	32	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	127	3	130	95	29	124	6	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	5	2	7	5	0	5	2	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	201	7	208	159	38	197	11	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		18,808													
Total Subscriber Base (Postpaid)		4,398													

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1	2														
HARYANA	Billing Related Complaints	39	3	42	30	9	39	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	113	5	118	69	44	113	5	4	0	4	2	1	3	1
	Faults and Network Related Complaints	563	22	585	408	146	554	31	0	0	0	0	0	0	0
	MNP Related Complaints	75	3	78	76	1	77	1	0	0	0	0	0	0	0
	UCC Related Complaints	9	1	10	8	0	8	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	0	8	5	2	7	1	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
Total	811	34	845	599	202	801	44	5	0	5	3	1	4	1	
Total Subscriber Base (Prepaid)		391,112													
Total Subscriber Base (Postpaid)		13,731													

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1	2														
KARNATAKA	Billing Related Complaints	80	3	83	67	11	78	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	108	4	112	52	49	101	11	1	0	1	0	0	0	1
	Faults and Network Related Complaints	1372	101	1473	1056	310	1366	107	4	0	4	3	0	3	1
	MNP Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	0	11	4	6	10	1	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	1	0	1	2	0	0	0	0	0	0	0
Total	1582	108	1690	1188	376	1564	126	5	0	5	3	0	3	2	
Total Subscriber Base (Prepaid)		202,704													
Total Subscriber Base (Postpaid)		35,007													

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1	2														
KERELA	Billing Related Complaints	40	3	43	34	9	43	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	42	2	44	24	18	42	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1406	59	1465	1283	123	1406	59	1	2	3	3	0	3	0
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	1	6	4	1	5	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
Total	1500	65	1565	1352	151	1503	62	1	2	3	3	0	3	0	
Total Subscriber Base (Prepaid)		70,556													
Total Subscriber Base (Postpaid)		21,530													

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1	2														
KOLKATA	Billing Related Complaints	138	7	145	75	58	133	12	4	0	4	1	0	1	3
	Customer Service Related Complaints	190	4	194	135	55	190	4	14	2	16	12	0	12	4
	Faults and Network Related Complaints	2054	43	2097	1890	166	2056	41	1	2	3	3	0	3	0
	MNP Related Complaints	26	0	26	26	0	26	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	13	0	13	8	3	11	2	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
Total	2431	54	2485	2144	282	2426	59	19	4	23	16	0	16	7	
Total Subscriber Base (Prepaid)		184,794													
Total Subscriber Base (Postpaid)		33,478													

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1	2														
MAHARASHTRA	Billing Related Complaints	517	15	532	476	50	526	6	0	0	0	0	0	0	0
	Customer Service Related Complaints	429	26	455	269	154	423	32	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3357	168	3525	2588	757	3345	180	1	1	2	2	0	2	0
	MNP Related Complaints	69	0	69	68	0	68	1	0	0	0	0	0	0	0
	UCC Related Complaints	61	2	63	48	14	62	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	91	5	96	54	30	84	12	0	0	0	0	0	0	0
	VAS Related Complaints	34	1	35	34	1	35	0	0	0	0	0	0	0	0
Total	4558	217	4775	3537	1006	4543	232	1	1	2	2	0	2	0	
Total Subscriber Base (Prepaid)		1,892,060													
Total Subscriber Base (Postpaid)		72,730													

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1	2														
MADHYA PRADESH	Billing Related Complaints	32	3	35	23	10	33	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	97	5	102	73	21	94	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	999	36	1035	894	114	1008	27	0	0	0	0	0	0	0
	MNP Related Complaints	13	0	13	12	1	13	0	0	0	0	0	0	0	0
	UCC Related Complaints	11	0	11	9	1	10	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	1	4	5	1	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	1160	44	1204	1014	151	1165	39	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		379,634													
Total Subscriber Base (Postpaid)		16,937													

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1	2														
MUMBAI	Billing Related Complaints	383	28	411	326	71	397	14	10	2	12	11	0	11	1
	Customer Service Related Complaints	502	48	550	275	228	503	47	12	4	16	15	0	15	1
	Faults and Network Related Complaints	4442	106	4548	4033	407	4440	108	34	3	37	35	0	35	2
	MNP Related Complaints	67	1	68	68	0	68	0	0	0	0	0	0	0	0
	UCC Related Complaints	68	1	69	52	14	66	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	43	1	44	26	15	41	3	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	6	0	6	1	3	1	4	4	0	4	0
Total	5512	185	5697	4786	735	5521	176	59	10	69	65	0	65	4	
Total Subscriber Base (Prepaid)		603,896													
Total Subscriber Base (Postpaid)		72,787													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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														
ORISSA	Billing Related Complaints	31	1	32	29	3	32	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	35	2	37	18	17	35	2	8	0	8	4	1	5	3
	Faults and Network Related Complaints	371	19	390	290	83	373	17	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	0	0	0	0	0	0	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	452	22	474	351	104	455	19	8	0	8	4	1	5	3	
Total Subscriber Base (Prepaid)		106,894													
Total Subscriber Base (Postpaid)		7,617													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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														
PUNJAB	Billing Related Complaints	90	3	93	74	13	87	6	3	0	3	3	0	3	0
	Customer Service Related Complaints	164	12	176	107	57	164	12	0	0	0	0	0	0	0
	Faults and Network Related Complaints	332	19	351	224	105	329	22	0	0	0	0	0	0	0
	MNP Related Complaints	22	0	22	21	1	22	0	1	0	1	1	0	1	0
	UCC Related Complaints	8	2	10	10	0	10	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	0	10	5	5	10	0	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
Total	633	36	669	448	181	629	40	4	0	4	4	0	4	0	
Total Subscriber Base (Prepaid)		448,424													
Total Subscriber Base (Postpaid)		18,317													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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														
RAJASTHAN	Billing Related Complaints	114	10	124	80	37	117	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	309	15	324	223	80	303	21	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1014	35	1049	668	301	969	80	3	0	3	3	0	3	0
	MNP Related Complaints	42	0	42	39	0	39	3	0	0	0	0	0	0	0
	UCC Related Complaints	17	0	17	16	1	17	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	49	2	51	25	17	42	9	0	0	0	0	0	0	0
	VAS Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
Total	1554	62	1616	1060	436	1496	120	4	0	4	4	0	4	0	
Total Subscriber Base (Prepaid)		970,137													
Total Subscriber Base (Postpaid)		34,177													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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														
TAMIL NADU	Billing Related Complaints	95	7	102	73	26	99	3	3	0	3	3	0	3	0
	Customer Service Related Complaints	170	10	180	126	46	172	8	4	0	4	4	0	4	0
	Faults and Network Related Complaints	2074	107	2181	1433	641	2074	107	0	0	0	0	0	0	0
	MNP Related Complaints	6	0	6	6	0	6	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	4	0	4	4	0	4	0	0	0	0	0	0	0	0
Total	2354	124	2478	1647	713	2360	118	7	0	7	7	0	7	0	
Total Subscriber Base (Prepaid)		63,283													
Total Subscriber Base (Postpaid)		35,705													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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															
UTTAR PRADESH EAST	Billing Related Complaints	34	5	39	33	4	37	2	0	0	0	0	0	0	0	
	Customer Service Related Complaints	46	9	55	31	18	49	6	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	213	8	221	184	28	212	9	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	1	0	1	1	0	1	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	300	22	322	255	50	305	17	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		351,929														
Total Subscriber Base (Postpaid)		3,963														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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														
UTAR PRADESH WEST	Billing Related Complaints	65	2	67	57	8	65	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	144	9	153	99	43	142	11	0	0	0	0	0	0	0
	Faults and Network Related Complaints	633	23	656	495	132	627	29	0	1	1	1	0	1	0
	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	UCC Related Complaints	10	1	11	8	2	10	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	12	0	12	10	2	12	0	0	1	1	1	0	1	0
	VAS Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	Total	875	35	910	679	188	867	43	0	2	2	2	0	2	0
Total Subscriber Base (Prepaid)		456,639													
Total Subscriber Base (Postpaid)		18,191													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep 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														
WEST BENGAL	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
	Faults and Network Related Complaints	10	0	10	10	0	10	0	1	0	1	0	0	0	1
	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	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	14	0	14	14	0	14	0	1	0	1	0	0	0	1	
Total Subscriber Base (Prepaid)		48,570													
Total Subscriber Base (Postpaid)		35													