

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Jun'18															
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	36	2	38	34	4	38	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	58	4	62	14	39	53	9	0	0	0	0	0	0	0
	Faults and Network Related Complaints	38	4	42	36	4	40	2	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	0	1	1	0	0	0	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
	Total	144	11	155	96	47	143	12	1	0	1	1	0	1	0
Total Subscriber Base (Prepaid)	525195														
Total Subscriber Base (Postpaid)	32778														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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														
BIHAR	Billing Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	17	0	17	11	5	16	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	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	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	29	0	29	22	6	28	1	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		317929													
Total Subscriber Base (Postpaid)		2104													

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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														
DELHI	Billing Related Complaints	45	8	53	40	13	53	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	114	10	124	43	75	118	6	7	0	7	7	0	7	0
	Faults and Network Related Complaints	36	15	51	35	7	42	9	0	0	0	0	0	0	0
	MNP Related Complaints	87	2	89	80	9	89	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	3	3	0	3	3	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	2	1	3	1	2	3	0	0	0	0	0	0	0	0
Total	286	39	325	200	110	310	15	7	0	7	7	0	7	0	
Total Subscriber Base (Prepaid)		1431848													
Total Subscriber Base (Postpaid)		44745													

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Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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															
GUJRAT	Billing Related Complaints	5	0	5	3	2	5	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	22	1	23	7	14	21	2	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	1	2	3	1	1	2	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	0	1	1	0	0	0	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	
Total	30	4	34	13	17	30	4	0	0	0	0	0	0	0		
Total Subscriber Base (Prepaid)		117891														
Total Subscriber Base (Postpaid)		3														

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	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	3	0	3	2	1	3	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)	11128														
Total Subscriber Base (Postpaid)	0														

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Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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															
HARYANA	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	8	0	8	5	2	7	1	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	0	3	3	0	0	0	3	0	0	0	0	0	0	0	
	MNP Related Complaints	0	0	0	0	0	0	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	8	3	11	5	2	7	4	0	0	0	0	0	0	0		
Total Subscriber Base (Prepaid)		314235														
Total Subscriber Base (Postpaid)		2														

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		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														
KARNATAKA	Billing Related Complaints	20	0	20	17	3	20	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	42	8	50	25	21	46	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	20	4	24	13	10	23	1	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	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	86	12	98	59	34	93	5	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		177609													
Total Subscriber Base (Postpaid)		16102													

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Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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															
KERELA	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	2	0	2	1	1	2	0	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	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	6	0	6	4	2	6	0	0	0	0	0	0	0	0		
Total Subscriber Base (Prepaid)		3826														
Total Subscriber Base (Postpaid)		3														

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1	2														
MAHARASHTRA	Billing Related Complaints	62	9	71	56	9	65	6	0	0	0	0	0	0	0
	Customer Service Related Complaints	43	8	51	23	26	49	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	26	5	31	21	8	29	2	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	0	0	0	0	0	0	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	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	142	22	164	110	44	154	10	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		1402467													
Total Subscriber Base (Postpaid)		16143													

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1	2														
MADHYA PRADESH	Billing Related Complaints	1	1	2	1	0	1	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	2	3	1	2	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1	0	1	0	1	1	0	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	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	5	3	8	4	3	7	1	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		290247													
Total Subscriber Base (Postpaid)		4													

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1	2														
MUMBAI	Billing Related Complaints	70	2	72	66	6	72	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	97	7	104	43	56	99	5	0	0	0	0	0	0	0
	Faults and Network Related Complaints	42	6	48	36	8	44	4	0	0	0	0	0	0	0
	MNP Related Complaints	17	0	17	17	0	17	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	227	15	242	163	70	233	9	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		441350													
Total Subscriber Base (Postpaid)		38053													

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1	2														
ORISSA	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	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	1	1	2	1	1	2	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		64091													
Total Subscriber Base (Postpaid)		0													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	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	3	0	3	2	1	3	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		409849													
Total Subscriber Base (Postpaid)															

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Jun'18															
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	0	1	1	0	0	0	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	8	0	8	4	4	8	0	2	0	2	2	0	2	0
	Faults and Network Related Complaints	1	1	2	1	1	2	0	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	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	16	2	18	12	5	17	1	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		784847													
Total Subscriber Base (Postpaid)		1													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	7	3	10	5	5	10	0	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	1	1	2	1	0	1	1	0	0	0	0	0	0	0	
	MNP Related Complaints	0	0	0	0	0	0	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	11	4	15	9	5	14	1	1	0	1	1	0	1	0		
Total Subscriber Base (Prepaid)		45001														
Total Subscriber Base (Postpaid)		10														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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	2	2	4	2	0	2	2	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	0	1	1	0	1	1	0	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	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	2	3	5	2	1	3	2	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)	308669														
Total Subscriber Base (Postpaid)	0														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'18

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	1	2	3	1	2	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	1	7	1	5	6	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	MNP Related Complaints	2	1	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	10	4	14	6	7	13	1	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)	329826														
Total Subscriber Base (Postpaid)	3														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Jun'18															
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	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	
	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	
	UCC Related Complaints	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	
	VAS Related Complaints	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	
Total Subscriber Base (Prepaid)		24434													
Total Subscriber Base (Postpaid)		1													