

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	389	7	396	378	15	393	3	2	0	2	2	0	2	0
	Customer Service Related Complaints	264	4	268	247	14	261	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1083	81	1164	987	161	1148	16	1	0	1	1	0	1	0
	MNP Related Complaints	201	1	202	201	1	202	0	0	0	0	0	0	0	0
	UCC Related Complaints	132	9	141	91	37	128	13	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	2	26	26	0	26	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2099</b>	<b>104</b>	<b>2203</b>	<b>1936</b>	<b>228</b>	<b>2164</b>	<b>39</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,760,933													
<b>Total Subscriber Base (Postpaid)</b>		1													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	34	0	34	29	5	34	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	29	1	30	30	0	30	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	125	8	133	121	10	131	2	0	0	0	0	0	0	0
	MNP Related Complaints	58	0	58	58	0	58	0	0	0	0	0	0	0	0
	UCC Related Complaints	29	0	29	27	2	29	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
<b>Total</b>	<b>276</b>	<b>9</b>	<b>285</b>	<b>266</b>	<b>17</b>	<b>283</b>	<b>2</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>		346,408													
<b>Total Subscriber Base (Postpaid)</b>		0													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJARAT	Billing Related Complaints	137	7	144	132	10	142	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	83	4	87	79	8	87	0	6	0	6	5	0	5	1
	Faults and Network Related Complaints	346	16	362	318	34	352	10	1	0	1	1	0	1	0
	MNP Related Complaints	74	0	74	72	0	72	2	0	0	0	0	0	0	0
	UCC Related Complaints	78	4	82	45	29	74	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	17	0	17	17	0	17	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>735</b>	<b>31</b>	<b>766</b>	<b>663</b>	<b>81</b>	<b>744</b>	<b>22</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,036,229													
<b>Total Subscriber Base (Postpaid)</b>		90													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HIMACHAL PRADESH	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	1	0	1	0	0	0	1
	Faults and Network Related Complaints	3	0	3	2	1	3	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
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total Subscriber Base (Prepaid)</b>		4,442													
<b>Total Subscriber Base (Postpaid)</b>		0													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	92	0	92	91	1	92	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	94	0	94	93	1	94	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	273	21	294	268	21	289	5	1	0	1	1	0	1	0
	MNP Related Complaints	104	3	107	106	0	106	1	1	0	1	1	0	1	0
	UCC Related Complaints	6	3	9	4	3	7	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	0	5	5	0	5	0	1	0	1	1	0	1	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
<b>Total</b>	<b>577</b>	<b>27</b>	<b>604</b>	<b>570</b>	<b>26</b>	<b>596</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		953,212													
<b>Total Subscriber Base (Postpaid)</b>		60													

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - GSM																
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KARNATAKA	Billing Related Complaints	501	8	509	494	10	504	5	3	2	5	5	0	5	0	
	Customer Service Related Complaints	327	11	338	296	39	335	3	0	1	1	1	0	1	0	
	Faults and Network Related Complaints	1348	100	1448	1294	131	1425	23	5	0	5	3	0	3	2	
	MNP Related Complaints	299	4	303	299	0	299	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	323	23	346	191	96	287	59	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	37	1	38	37	1	38	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	7	1	8	6	1	7	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2842</b>	<b>148</b>	<b>2990</b>	<b>2617</b>	<b>278</b>	<b>2895</b>	<b>95</b>	<b>8</b>	<b>3</b>	<b>11</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>2</b>		
<b>Total Subscriber Base (Prepaid)</b>		3,478,273														
<b>Total Subscriber Base (Postpaid)</b>		287														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	340	3	343	339	1	340	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	34	0	34	33	0	33	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	200	12	212	196	13	209	3	0	0	0	0	0	0	0
	MNP Related Complaints	138	0	138	138	0	138	0	0	0	0	0	0	0	0
	UCC Related Complaints	20	0	20	12	3	15	5	0	1	1	1	0	1	0
	Internet / Data Related Complaints	5	1	6	6	0	6	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
<b>Total</b>	<b>739</b>	<b>16</b>	<b>755</b>	<b>726</b>	<b>17</b>	<b>743</b>	<b>12</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>360,621</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>9</b>													

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - GSM																
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KOLKATA	Billing Related Complaints	119	8	127	118	9	127	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	135	2	137	134	2	136	1	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	273	19	292	267	22	289	3	0	0	0	0	0	0	0	
	MNP Related Complaints	64	0	64	63	1	64	0	0	0	0	0	0	0	0	
	UCC Related Complaints	48	10	58	26	25	51	7	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	9	0	9	9	0	9	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	0
<b>Total</b>	<b>649</b>	<b>39</b>	<b>688</b>	<b>618</b>	<b>59</b>	<b>677</b>	<b>11</b>	<b>0</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>1,166,007</b>														
<b>Total Subscriber Base (Postpaid)</b>		<b>0</b>														



Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	309	4	313	290	21	311	2	3	0	3	3	0	3	0
	Customer Service Related Complaints	259	20	279	222	52	274	5	1	0	1	1	0	1	0
	Faults and Network Related Complaints	719	44	763	639	100	739	24	3	1	4	4	0	4	0
	MNP Related Complaints	230	0	230	229	0	229	1	0	0	0	0	0	0	0
	UCC Related Complaints	218	6	224	127	59	186	38	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	0	20	20	0	20	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	2	0	2	1	0	1	1
<b>Total</b>	<b>1756</b>	<b>74</b>	<b>1830</b>	<b>1528</b>	<b>232</b>	<b>1760</b>	<b>70</b>	<b>9</b>	<b>1</b>	<b>10</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,823,065													
<b>Total Subscriber Base (Postpaid)</b>		304													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MADHYA PRADESH	Billing Related Complaints	223	2	225	222	2	224	1	1	0	1	1	0	1	0
	Customer Service Related Complaints	212	3	215	210	4	214	1	2	0	2	2	0	2	0
	Faults and Network Related Complaints	640	29	669	589	57	646	23	0	0	0	0	0	0	0
	MNP Related Complaints	147	1	148	148	0	148	0	0	0	0	0	0	0	0
	UCC Related Complaints	50	5	55	39	9	48	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	15	2	17	17	0	17	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
<b>Total</b>	<b>1290</b>	<b>42</b>	<b>1332</b>	<b>1228</b>	<b>72</b>	<b>1300</b>	<b>32</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,212,357													
<b>Total Subscriber Base (Postpaid)</b>		135													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	318	7	325	289	32	321	4	4	0	4	4	0	4	0
	Customer Service Related Complaints	268	8	276	252	24	276	0	2	0	2	2	0	2	0
	Faults and Network Related Complaints	568	29	597	483	105	588	9	7	0	7	7	0	7	0
	MNP Related Complaints	174	0	174	172	2	174	0	0	0	0	0	0	0	0
	UCC Related Complaints	304	14	318	174	92	266	52	1	0	1	1	0	1	0
	Internet / Data Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	3	0	3	3	0	3	0
<b>Total</b>	<b>1650</b>	<b>58</b>	<b>1708</b>	<b>1388</b>	<b>255</b>	<b>1643</b>	<b>65</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		909,601													
<b>Total Subscriber Base (Postpaid)</b>		0													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	33	0	33	32	1	33	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	48	0	48	47	0	47	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	127	3	130	115	9	124	6	0	0	0	0	0	0	0
	MNP Related Complaints	41	0	41	41	0	41	0	0	0	0	0	0	0	0
	UCC Related Complaints	28	0	28	11	0	11	17	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	2	0	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
<b>Total</b>	<b>279</b>	<b>3</b>	<b>282</b>	<b>248</b>	<b>10</b>	<b>258</b>	<b>24</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>		609,012													
<b>Total Subscriber Base (Postpaid)</b>		0													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	77	1	78	71	6	77	1	4	0	4	4	0	4	0
	Customer Service Related Complaints	96	1	97	90	4	94	3	4	0	4	2	0	2	2
	Faults and Network Related Complaints	376	35	411	356	46	402	9	3	0	3	3	0	3	0
	MNP Related Complaints	131	0	131	126	2	128	3	0	0	0	0	0	0	0
	UCC Related Complaints	3340	0	3340	2718	2	2720	620	1	0	1	1	0	1	0
	Internet / Data Related Complaints	15	1	16	16	0	16	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>4035</b>	<b>38</b>	<b>4073</b>	<b>3377</b>	<b>60</b>	<b>3437</b>	<b>636</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>2</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>1,027,523</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>77</b>													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
RAJASTHAN	Billing Related Complaints	10	1	11	8	1	9	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	51	1	52	44	7	51	1	0	0	0	0	0	0	0
	MNP Related Complaints	19	1	20	20	0	20	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	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>108</b>	<b>3</b>	<b>111</b>	<b>100</b>	<b>8</b>	<b>108</b>	<b>3</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>		140,494													
<b>Total Subscriber Base (Postpaid)</b>		50													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	282	7	289	275	12	287	2	4	0	4	4	0	4	0
	Customer Service Related Complaints	118	6	124	115	8	123	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	738	52	790	722	60	782	8	7	0	7	7	0	7	0
	MNP Related Complaints	193	1	194	193	0	193	1	0	0	0	0	0	0	0
	UCC Related Complaints	92	3	95	54	27	81	14	0	0	0	0	0	0	0
	Internet / Data Related Complaints	19	0	19	18	0	18	1	0	0	0	0	0	0	0
	VAS Related Complaints	3	1	4	3	0	3	1	1	0	1	1	0	1	0
<b>Total</b>	<b>1445</b>	<b>70</b>	<b>1515</b>	<b>1380</b>	<b>107</b>	<b>1487</b>	<b>28</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,671,069													
<b>Total Subscriber Base (Postpaid)</b>		2													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAR PRADESH EAST	Billing Related Complaints	64	2	66	63	3	66	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	234	2	236	231	5	236	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	577	41	618	559	50	609	9	1	0	1	1	0	1	0
	MNP Related Complaints	143	0	143	142	0	142	1	0	0	0	0	0	0	0
	UCC Related Complaints	30	4	34	27	2	29	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	1	15	15	0	15	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
	<b>Total</b>	<b>1065</b>	<b>50</b>	<b>1115</b>	<b>1040</b>	<b>60</b>	<b>1100</b>	<b>15</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>		2,009,454													
<b>Total Subscriber Base (Postpaid)</b>		0													



Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
UTTAAR PRADESH WEST	Billing Related Complaints	81	1	82	75	7	82	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	206	0	206	198	6	204	2	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	1336	43	1379	1287	57	1344	35	1	0	1	1	0	1	0	0
	MNP Related Complaints	105	0	105	102	3	105	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	76	2	78	47	11	58	20	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	1	15	15	0	15	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	4	0	4	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1823</b>	<b>47</b>	<b>1870</b>	<b>1728</b>	<b>84</b>	<b>1812</b>	<b>58</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,555,417														
<b>Total Subscriber Base (Postpaid)</b>		97														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3	0	3	2	1	3	0	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	0
	UCC Related Complaints	4	0	4	4	0	4	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>0</b>	<b>20</b>	<b>19</b>	<b>1</b>	<b>20</b>	<b>0</b>	<b>0</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>		46,355														
<b>Total Subscriber Base (Postpaid)</b>		0														