

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	2255	143	2398	2091	243	2334	64	3	0	3	3	0	3	0
	Customer Service Related Complaints	2256	133	2389	1427	837	2264	125	2	0	2	2	0	2	0
	Faults and Network Related Complaints	7315	571	7886	5160	2145	7305	581	10	8	18	18	0	18	0
	MNP Related Complaints	326	2	328	324	2	326	2	0	0	0	0	0	0	0
	UCC Related Complaints	405	25	430	366	43	409	21	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1409	55	1464	1245	177	1422	42	0	0	0	0	0	0	0
	VAS Related Complaints	291	9	300	289	3	292	8	0	0	0	0	0	0	0
Total	14257	938	15195	10902	3450	14352	843	15	8	23	23	0	23	0	
Total Subscriber Base (Prepaid)		4,752,017													
Total Subscriber Base (Postpaid)		194,024													

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
BIHAR	Billing Related Complaints	318	3	321	317	2	319	2	6	1	7	7	0	7	0	
	Customer Service Related Complaints	165	14	179	138	38	176	3	2	0	2	0	0	0	2	
	Faults and Network Related Complaints	891	20	911	746	143	889	22	18	7	25	19	0	19	6	
	MNP Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	
	UCC Related Complaints	233	2	235	230	4	234	1	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	675	6	681	657	9	666	15	0	0	0	0	0	0	0	
	VAS Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0	
Total	2306	45	2351	2111	197	2308	43	26	8	34	26	0	26	8		
Total Subscriber Base (Prepaid)		1,440,726														
Total Subscriber Base (Postpaid)		12,808														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJRAT	Billing Related Complaints	2354	50	2404	2261	108	2369	35	9	1	10	10	0	10	0
	Customer Service Related Complaints	1568	64	1632	709	820	1529	103	6	1	7	7	0	7	0
	Faults and Network Related Complaints	4199	104	4303	3685	460	4145	158	50	1	51	45	0	45	6
	MNP Related Complaints	447	3	450	447	2	449	1	0	0	0	0	0	0	0
	UCC Related Complaints	274	14	288	248	37	285	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1418	29	1447	1247	145	1392	55	0	0	0	0	0	0	0
	VAS Related Complaints	196	1	197	189	2	191	6	1	0	1	0	0	0	1
Total	10456	265	10721	8786	1574	10360	361	66	3	69	62	0	62	7	
Total Subscriber Base (Prepaid)		3,490,826													
Total Subscriber Base (Postpaid)		69,218													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HIMACHAL PRADESH	Billing Related Complaints	33	1	34	30	3	33	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	0	26	18	7	25	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	48	2	50	14	33	47	3	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	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	2	1	3	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	124	3	127	78	44	122	5	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		40,795													
Total Subscriber Base (Postpaid)		6,185													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	3363	82	3445	3285	131	3416	29	8	1	9	8	0	8	1
	Customer Service Related Complaints	1598	72	1670	1160	450	1610	60	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2375	64	2439	2054	292	2346	93	31	2	33	30	0	30	3
	MNP Related Complaints	372	2	374	366	8	374	0	0	0	0	0	0	0	0
	UCC Related Complaints	278	18	296	279	14	293	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	905	20	925	820	82	902	23	3	1	4	4	0	4	0
	VAS Related Complaints	174	3	177	170	4	174	3	0	0	0	0	0	0	0
Total	9065	261	9326	8134	981	9115	211	42	4	46	42	0	42	4	
Total Subscriber Base (Prepaid)		3,272,005													
Total Subscriber Base (Postpaid)		66,314													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	6544	195	6739	6477	147	6624	115	49	20	69	45	0	45	24
	Customer Service Related Complaints	5024	247	5271	2364	2519	4883	388	50	14	64	49	0	49	15
	Faults and Network Related Complaints	10322	407	10729	9063	797	9860	869	181	65	246	193	0	193	53
	MNP Related Complaints	3373	23	3396	3366	16	3382	14	0	0	0	0	0	0	0
	UCC Related Complaints	714	44	758	662	74	736	22	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3583	200	3783	3096	412	3508	275	0	0	0	0	0	0	0
	VAS Related Complaints	404	16	420	397	9	406	14	5	5	10	9	0	9	1
Total	29964	1132	31096	25425	3974	29399	1697	285	104	389	296	0	296	93	
Total Subscriber Base (Prepaid)		7,817,066													
Total Subscriber Base (Postpaid)		219,631													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	1061	28	1089	1038	39	1077	12	6	2	8	5	0	5	3
	Customer Service Related Complaints	992	44	1036	784	221	1005	31	1	0	1	0	0	0	1
	Faults and Network Related Complaints	1769	56	1825	1673	83	1756	69	11	6	17	17	0	17	0
	MNP Related Complaints	146	1	147	144	2	146	1	0	0	0	0	0	0	0
	UCC Related Complaints	97	8	105	88	12	100	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	592	15	607	560	26	586	21	7	1	8	2	0	2	6
	VAS Related Complaints	66	4	70	68	2	70	0	0	0	0	0	0	0	0
Total	4723	156	4879	4355	385	4740	139	25	9	34	24	0	24	10	
Total Subscriber Base (Prepaid)		1,811,832													
Total Subscriber Base (Postpaid)		42,248													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	1449	19	1468	1352	100	1452	16	11	3	14	12	0	12	2
	Customer Service Related Complaints	798	28	826	595	206	801	25	14	6	20	16	0	16	4
	Faults and Network Related Complaints	4796	118	4914	4442	357	4799	115	54	19	73	60	0	60	13
	MNP Related Complaints	99	1	100	98	2	100	0	0	0	0	0	0	0	0
	UCC Related Complaints	186	6	192	186	3	189	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	500	8	508	485	12	497	11	0	0	0	0	0	0	0
	VAS Related Complaints	173	2	175	170	2	172	3	0	0	0	0	0	0	0
Total	8001	182	8183	7328	682	8010	173	79	28	107	88	0	88	19	
Total Subscriber Base (Prepaid)		2,857,712													
Total Subscriber Base (Postpaid)		49,056													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MADHYA PRADESH	Billing Related Complaints	1714	51	1765	1725	20	1745	20	3	0	3	3	0	3	0
	Customer Service Related Complaints	1056	49	1105	704	360	1064	41	28	10	38	38	0	38	0
	Faults and Network Related Complaints	3213	53	3266	3061	117	3178	88	1	0	1	1	0	1	0
	MNP Related Complaints	517	7	524	518	2	520	4	0	0	0	0	0	0	0
	UCC Related Complaints	386	2	388	338	29	367	21	0	0	0	0	0	0	0
	Internet / Data Related Complaints	549	15	564	507	48	555	9	0	0	0	0	0	0	0
	VAS Related Complaints	48	1	49	43	3	46	3	0	0	0	0	0	0	0
	Total	7483	178	7661	6896	579	7475	186	32	10	42	42	0	42	0
Total Subscriber Base (Prepaid)		5,932,939													
Total Subscriber Base (Postpaid)		57,529													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	1964	119	2083	1889	130	2019	64	44	3	47	43	0	43	4
	Customer Service Related Complaints	1594	150	1744	789	809	1598	146	12	0	12	12	0	12	0
	Faults and Network Related Complaints	4538	183	4721	3832	612	4444	277	72	6	78	77	0	77	1
	MNP Related Complaints	203	2	205	202	1	203	2	2	0	2	2	0	2	0
	UCC Related Complaints	2566	32	2598	2431	101	2532	66	6	0	6	6	0	6	0
	Internet / Data Related Complaints	811	32	843	721	94	815	28	0	0	0	0	0	0	0
	VAS Related Complaints	227	8	235	227	1	228	7	22	1	23	22	0	22	1
Total	11903	526	12429	10091	1748	11839	590	158	10	168	162	0	162	6	
Total Subscriber Base (Prepaid)		2,598,516													
Total Subscriber Base (Postpaid)		122,606													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	982	18	1000	972	21	993	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	211	6	217	151	57	208	9	9	0	9	5	0	5	4
	Faults and Network Related Complaints	1063	39	1102	1012	61	1073	29	19	4	23	17	2	19	4
	MNP Related Complaints	103	0	103	103	0	103	0	0	0	0	0	0	0	0
	UCC Related Complaints	86	4	90	89	1	90	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	253	8	261	248	10	258	3	0	0	0	0	0	0	0
	VAS Related Complaints	37	0	37	37	0	37	0	0	0	0	0	0	0	0
Total	2735	75	2810	2612	150	2762	48	29	4	33	23	2	25	8	
Total Subscriber Base (Prepaid)		2,634,722													
Total Subscriber Base (Postpaid)		26,786													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	3288	107	3395	3171	164	3335	60	42	2	44	40	0	40	4
	Customer Service Related Complaints	2026	131	2157	1293	758	2051	106	9	1	10	8	0	8	2
	Faults and Network Related Complaints	3414	99	3513	2885	450	3335	178	33	3	36	33	0	33	3
	MNP Related Complaints	252	8	260	248	7	255	5	0	0	0	0	0	0	0
	UCC Related Complaints	998	38	1036	982	46	1028	8	2	0	2	1	0	1	1
	Internet / Data Related Complaints	1590	48	1638	1462	135	1597	41	7	1	8	8	0	8	0
	VAS Related Complaints	290	17	307	293	1	294	13	0	0	0	0	0	0	0
Total	11858	448	12306	10334	1561	11895	411	93	7	100	90	0	90	10	
Total Subscriber Base (Prepaid)		2,909,082													
Total Subscriber Base (Postpaid)		108,281													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
RAJASTHAN	Billing Related Complaints	231	2	233	229	1	230	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	16	1	17	17	0	17	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	191	1	192	187	3	190	2	0	0	0	0	0	0	0	0
	MNP Related Complaints	52	2	54	53	1	54	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	29	0	29	29	0	29	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	1	28	27	0	27	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	22	1	23	23	0	23	0	0	0	0	0	0	0	0	0
Total	568	8	576	565	5	570	6	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		798,781														
Total Subscriber Base (Postpaid)		38														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MAHARASHTRA	Billing Related Complaints	5425	131	5556	5410	74	5484	72	11	1	12	6	0	6	6	
	Customer Service Related Complaints	3853	288	4141	2093	1752	3845	296	7	1	8	6	0	6	2	
	Faults and Network Related Complaints	8219	270	8489	7239	1005	8244	245	112	16	128	112	0	112	16	
	MNP Related Complaints	207	3	210	203	3	206	4	0	0	0	0	0	0	0	
	UCC Related Complaints	836	41	877	735	109	844	33	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	2776	129	2905	2426	388	2814	91	31	1	32	28	0	28	4	
	VAS Related Complaints	151	9	160	149	3	152	8	19	0	19	18	0	18	1	
	Total	21467	871	22338	18255	3334	21589	749	180	19	199	170	0	170	29	
Total Subscriber Base (Prepaid)		5,504,538														
Total Subscriber Base (Postpaid)		159,103														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	5595	84	5679	5328	206	5534	145	51	0	51	51	0	51	0
	Customer Service Related Complaints	4564	155	4719	2956	1560	4516	203	30	0	30	28	0	28	2
	Faults and Network Related Complaints	6243	256	6499	5337	770	6107	392	22	0	22	22	0	22	0
	MNP Related Complaints	1151	6	1157	1149	1	1150	7	0	0	0	0	0	0	0
	UCC Related Complaints	428	29	457	421	16	437	20	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1238	34	1272	1110	108	1218	54	0	0	0	0	0	0	0
	VAS Related Complaints	203	5	208	201	2	203	5	11	0	11	11	0	11	0
Total	19422	569	19991	16502	2663	19165	826	114	0	114	112	0	112	2	
Total Subscriber Base (Prepaid)		5,738,242													
Total Subscriber Base (Postpaid)		176,363													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAR PRADESH EAST	Billing Related Complaints	586	34	620	585	28	613	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	602	45	647	312	302	614	33	4	0	4	3	0	3	1
	Faults and Network Related Complaints	1509	55	1564	1468	62	1530	34	10	9	19	16	0	16	3
	MNP Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0
	UCC Related Complaints	180	11	191	176	14	190	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	351	12	363	345	14	359	4	0	0	0	0	0	0	0
	VAS Related Complaints	21	2	23	22	0	22	1	0	0	0	0	0	0	0
	Total	3265	159	3424	2924	420	3344	80	15	9	24	20	0	20	4
Total Subscriber Base (Prepaid)		4,571,213													
Total Subscriber Base (Postpaid)		34,738													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTAR PRADESH WEST	Billing Related Complaints	2451	76	2527	2490	25	2515	12	11	5	16	13	0	13	3
	Customer Service Related Complaints	1088	74	1162	719	385	1104	58	11	0	11	7	0	7	4
	Faults and Network Related Complaints	3051	97	3148	2709	315	3024	124	20	4	24	14	0	14	10
	MNP Related Complaints	470	2	472	461	1	462	10	0	0	0	0	0	0	0
	UCC Related Complaints	210	3	213	207	5	212	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	821	20	841	771	48	819	22	0	2	2	2	0	2	0
	VAS Related Complaints	55	7	62	52	4	56	6	0	5	5	5	0	5	0
	Total	8146	279	8425	7409	783	8192	233	42	16	58	41	0	41	17
Total Subscriber Base (Prepaid)		3,846,423													
Total Subscriber Base (Postpaid)		49,097													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	111	1	112	110	0	110	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	0	12	12	0	12	0	1	2	3	2	0	2	1	
	Faults and Network Related Complaints	218	7	225	216	4	220	5	2	0	2	1	0	1	1	
	MNP Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0	
	UCC Related Complaints	18	0	18	16	0	16	2	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	60	0	60	60	0	60	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	432	8	440	427	4	431	9	3	2	5	3	0	3	2	
Total Subscriber Base (Prepaid)		453,835														
Total Subscriber Base (Postpaid)		35														