

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	493	10	503	459	37	496	7	3	0	3	3	0	3	0
	Customer Service Related Complaints	276	12	288	184	93	277	11	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2562	53	2615	2034	500	2534	81	4	0	4	4	0	4	0
	MNP Related Complaints	293	0	293	289	3	292	1	0	0	0	0	0	0	0
	UCC Related Complaints	216	4	220	150	61	211	9	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	0	24	22	0	22	2	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	3867	79	3946	3141	694	3835	111	7	0	7	7	0	7	0	
Total Subscriber Base (Prepaid)		2033666													
Total Subscriber Base (Postpaid)		47789													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	46	1	47	37	10	47	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	1	27	22	4	26	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	179	6	185	140	37	177	8	0	0	0	0	0	0	0
	MNP Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	302	8	310	250	51	301	9	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		429755													
Total Subscriber Base (Postpaid)		2713													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJARAT	Billing Related Complaints	309	3	312	293	12	305	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	81	1	82	63	14	77	5	3	0	3	3	0	3	0
	Faults and Network Related Complaints	434	49	483	363	104	467	16	0	1	1	1	0	1	0
	MNP Related Complaints	71	0	71	70	1	71	0	0	0	0	0	0	0	0
	UCC Related Complaints	113	6	119	97	18	115	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	15	0	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
Total	1026	59	1085	904	149	1053	32	4	1	5	5	0	5	0	
Total Subscriber Base (Prepaid)		1249128													
Total Subscriber Base (Postpaid)		9203													

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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	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2	0	2	0	2	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)		6366													
Total Subscriber Base (Postpaid)		396													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	115	1	116	113	3	116	0	2	0	2	2	0	2	0
	Customer Service Related Complaints	110	1	111	106	5	111	0	2	1	3	3	0	3	0
	Faults and Network Related Complaints	490	50	540	414	105	519	21	2	1	3	3	0	3	0
	MNP Related Complaints	121	0	121	118	0	118	3	3	0	3	3	0	3	0
	UCC Related Complaints	56	1	57	48	6	54	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	13	0	13	13	0	13	0	1	0	1	1	0	1	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	906	53	959	813	119	932	27	10	2	12	12	0	12	0	
Total Subscriber Base (Prepaid)		1122070													
Total Subscriber Base (Postpaid)		4973													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KARNATAKA	Billing Related Complaints	518	15	533	504	21	525	8	3	7	10	8	0	8	2	
	Customer Service Related Complaints	347	20	367	225	128	353	14	1	0	1	0	0	0	1	
	Faults and Network Related Complaints	2584	87	2671	1917	654	2571	100	4	18	22	22	0	22	0	
	MNP Related Complaints	315	1	316	312	0	312	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	811	16	827	695	109	804	23	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	54	0	54	52	1	53	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	18	0	18	17	0	17	1	0	1	1	1	0	1	0	0
Total	4647	139	4786	3722	913	4635	151	8	26	34	31	0	31	3		
Total Subscriber Base (Prepaid)		3921516														
Total Subscriber Base (Postpaid)		29372														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	194	3	197	191	3	194	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	0	26	22	4	26	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	698	8	706	515	179	694	12	0	2	2	2	0	2	0
	MNP Related Complaints	191	0	191	188	3	191	0	0	0	0	0	0	0	0
	UCC Related Complaints	21	1	22	15	7	22	0	1	0	1	0	0	0	1
	Internet / Data Related Complaints	7	0	7	6	0	6	1	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
Total	1143	12	1155	943	196	1139	16	1	2	3	2	0	2	1	
Total Subscriber Base (Prepaid)		450619													
Total Subscriber Base (Postpaid)		2914													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	149	3	152	128	16	144	8	0	0	0	0	0	0	0
	Customer Service Related Complaints	109	2	111	86	23	109	2	0	1	1	1	0	1	0
	Faults and Network Related Complaints	344	21	365	248	98	346	19	0	0	0	0	0	0	0
	MNP Related Complaints	66	0	66	65	1	66	0	0	0	0	0	0	0	0
	UCC Related Complaints	92	2	94	60	24	84	10	0	0	0	0	0	0	0
	Internet / Data Related Complaints	13	0	13	13	0	13	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	773	28	801	600	162	762	39	0	1	1	1	0	1	0	
Total Subscriber Base (Prepaid)		1285724													
Total Subscriber Base (Postpaid)		8114													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	479	16	495	449	41	490	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	334	20	354	190	144	334	20	0	1	1	1	0	1	0
	Faults and Network Related Complaints	2141	126	2267	1718	505	2223	44	2	4	6	5	0	5	1
	MNP Related Complaints	188	1	189	188	1	189	0	0	0	0	0	0	0	0
	UCC Related Complaints	277	5	282	221	55	276	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	60	1	61	61	0	61	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	1	5	4	1	5	0	2	0	2	2	0	2	0
Total	3483	170	3653	2831	747	3578	75	4	5	9	8	0	8	1	
Total Subscriber Base (Prepaid)		2215894													
Total Subscriber Base (Postpaid)		35240													

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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	356	3	359	349	8	357	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	611	6	617	584	30	614	3	2	0	2	2	0	2	0
	Faults and Network Related Complaints	1138	120	1258	967	262	1229	29	0	0	0	0	0	0	0
	MNP Related Complaints	203	0	203	201	1	202	1	0	0	0	0	0	0	0
	UCC Related Complaints	80	4	84	71	8	79	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	95	0	95	93	0	93	2	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	2485	133	2618	2267	309	2576	42	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		2534049													
Total Subscriber Base (Postpaid)		7915													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	476	21	497	414	75	489	8	7	4	11	11	0	11	0
	Customer Service Related Complaints	243	15	258	156	94	250	8	6	0	6	6	0	6	0
	Faults and Network Related Complaints	984	54	1038	784	225	1009	29	6	3	9	9	0	9	0
	MNP Related Complaints	142	0	142	140	2	142	0	1	0	1	1	0	1	0
	UCC Related Complaints	211	10	221	166	41	207	14	1	0	1	1	0	1	0
	Internet / Data Related Complaints	20	0	20	20	0	20	0	1	0	1	1	0	1	0
	VAS Related Complaints	4	0	4	4	0	4	0	1	0	1	1	0	1	0
Total	2080	100	2180	1684	437	2121	59	23	7	30	30	0	30	0	
Total Subscriber Base (Prepaid)		1210121													
Total Subscriber Base (Postpaid)		34337													

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Customer Complaints Redressal Report for the Quarter Ending - Sep'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	39	0	39	38	1	39	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	39	0	39	38	1	39	0	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	98	4	102	79	20	99	3	0	0	0	0	0	0	0	0
	MNP Related Complaints	32	1	33	33	0	33	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	8	0	8	8	0	8	0	0	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	218	5	223	198	22	220	3	1	0	1	1	0	1	0	0	
Total Subscriber Base (Prepaid)		786755														
Total Subscriber Base (Postpaid)		2392														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'18															
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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			
		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	224	4	228	215	12	227	1	5	0	5	5	0	5	0
	Customer Service Related Complaints	693	5	698	685	12	697	1	2	0	2	2	0	2	0
	Faults and Network Related Complaints	497	43	540	381	124	505	35	1	1	2	2	0	2	0
	MNP Related Complaints	86	0	86	85	1	86	0	0	0	0	0	0	0	0
	UCC Related Complaints	42	4	46	38	8	46	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	0	20	19	0	19	1	0	2	2	2	0	2	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	1563	56	1619	1424	157	1581	38	8	3	11	11	0	11	0	
Total Subscriber Base (Prepaid)		1170983													
Total Subscriber Base (Postpaid)		10034													

Name of Service Provider : Tata Teleservices Limited															
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Customer Complaints Redressal Report for the Quarter Ending - Sep'18															
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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			
		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	20	1	21	16	4	20	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	74	4	78	54	23	77	1	0	0	0	0	0	0	0
	MNP Related Complaints	36	1	37	36	0	36	1	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	0	5	5	0	5	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	153	6	159	128	28	156	3	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		175944													
Total Subscriber Base (Postpaid)		834													

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Customer Complaints Redressal Report for the Quarter Ending - Sep'18															
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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			
		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	396	6	402	375	20	395	7	2	0	2	2	0	2	0
	Customer Service Related Complaints	146	6	152	124	22	146	6	8	0	8	8	0	8	0
	Faults and Network Related Complaints	1864	14	1878	1453	373	1826	52	8	0	8	8	0	8	0
	MNP Related Complaints	222	5	227	220	6	226	1	0	0	0	0	0	0	0
	UCC Related Complaints	92	1	93	67	23	90	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	28	0	28	28	0	28	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	1	4	2	1	3	1	0	0	0	0	0	0	0
Total	2751	33	2784	2269	445	2714	70	18	0	18	18	0	18	0	
Total Subscriber Base (Prepaid)		1901714													
Total Subscriber Base (Postpaid)		21248													

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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			
		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	143	3	146	132	12	144	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	131	2	133	123	8	131	2	1	0	1	1	0	1	0
	Faults and Network Related Complaints	615	52	667	485	141	626	41	0	1	1	1	0	1	0
	MNP Related Complaints	86	0	86	84	2	86	0	0	0	0	0	0	0	0
	UCC Related Complaints	71	4	75	63	8	71	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	22	0	22	21	0	21	1	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	1	0	1	1	0	1	0
	Total	1069	61	1130	909	171	1080	50	2	1	3	3	0	3	0
Total Subscriber Base (Prepaid)		2111198													
Total Subscriber Base (Postpaid)		3612													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	
UTAAR PRADESH WEST	Billing Related Complaints	275	18	293	284	8	292	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	559	9	568	546	22	568	0	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	1051	58	1109	844	222	1066	43	0	0	0	0	0	0	0	0
	MNP Related Complaints	90	0	90	90	0	90	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	50	4	54	47	5	52	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	50	1	51	50	0	50	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
Total	2077	90	2167	1863	257	2120	47	1	0	1	1	0	1	0	0	
Total Subscriber Base (Prepaid)		1718193														
Total Subscriber Base (Postpaid)		4602														

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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				
		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	9	0	9	9	0	9	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	4	0	4	4	0	4	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	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
Total	14	0	14	14	0	14	0	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		63863														
Total Subscriber Base (Postpaid)		5														