

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	786	12	798	763	25	788	10	3	0	3	3	0	3	0
	Customer Service Related Complaints	332	12	344	229	103	332	12	2	0	2	2	0	2	0
	Faults and Network Related Complaints	2459	130	2589	1800	736	2536	53	9	0	9	9	0	9	0
	MNP Related Complaints	139	1	140	136	4	140	0	0	0	0	0	0	0	0
	UCC Related Complaints	175	9	184	148	32	180	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	67	4	71	68	3	71	0	0	0	0	0	0	0	0
	VAS Related Complaints	15	0	15	12	3	15	0	1	0	1	1	0	1	0
Total	3973	168	4141	3156	906	4062	79	15	0	15	15	0	15	0	
Total Subscriber Base (Prepaid)		2,183,250													
Total Subscriber Base (Postpaid)		61,287													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	39	1	40	35	4	39	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	70	2	72	63	8	71	1	1	0	1	1	0	1	0
	Faults and Network Related Complaints	159	20	179	113	60	173	6	0	0	0	0	0	0	0
	MNP Related Complaints	29	1	30	30	0	30	0	0	0	0	0	0	0	0
	UCC Related Complaints	14	3	17	17	0	17	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	1	0	1	0	1	1	0	0	0	0	0	0	0	0
Total	317	27	344	263	73	336	8	1	0	1	1	0	1	0	
Total Subscriber Base (Prepaid)		461,358													
Total Subscriber Base (Postpaid)		3,280													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJARAT	Billing Related Complaints	371	13	384	360	21	381	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	182	4	186	153	32	185	1	6	0	6	6	0	6	0
	Faults and Network Related Complaints	685	106	791	460	282	742	49	1	0	1	0	0	0	1
	MNP Related Complaints	70	0	70	70	0	70	0	0	0	0	0	0	0	0
	UCC Related Complaints	120	6	126	105	15	120	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	1	30	28	2	30	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
Total	1463	130	1593	1182	352	1534	59	8	0	8	7	0	7	1	
Total Subscriber Base (Prepaid)		1,507,420													
Total Subscriber Base (Postpaid)		12,544													

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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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	4	1	5	3	2	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2	1	3	1	2	3	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	2	11	7	4	11	0	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid)		6,925													
Total Subscriber Base (Postpaid)		514													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	171	8	179	174	4	178	1	7	0	7	7	0	7	0
	Customer Service Related Complaints	195	6	201	175	25	200	1	1	0	1	0	0	0	1
	Faults and Network Related Complaints	632	44	676	457	169	626	50	3	1	4	3	0	3	1
	MNP Related Complaints	89	0	89	88	1	89	0	0	0	0	0	0	0	0
	UCC Related Complaints	25	2	27	22	4	26	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	46	3	49	47	2	49	0	4	0	4	4	0	4	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1158	63	1221	963	205	1168	53	15	1	16	14	0	14	2	
Total Subscriber Base (Prepaid)		1,311,279													
Total Subscriber Base (Postpaid)		6,599													

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KARNATAKA	Billing Related Complaints	584	20	604	568	21	589	15	24	10	34	27	0	27	7
	Customer Service Related Complaints	442	55	497	257	220	477	20	1	1	2	2	0	2	0
	Faults and Network Related Complaints	2278	150	2428	1503	838	2341	87	57	36	93	75	0	75	18
	MNP Related Complaints	191	9	200	190	9	199	1	1	0	1	1	0	1	0
	UCC Related Complaints	447	13	460	386	58	444	16	4	1	5	5	0	5	0
	Internet / Data Related Complaints	116	16	132	115	17	132	0	5	3	8	8	0	8	0
	VAS Related Complaints	33	4	37	30	7	37	0	2	0	2	1	0	1	1
Total	4091	267	4358	3049	1170	4219	139	94	51	145	119	0	119	26	
Total Subscriber Base (Prepaid)		4,277,882													
Total Subscriber Base (Postpaid)		42,134													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	239	10	249	240	6	246	3	1	3	4	4	0	4	0
	Customer Service Related Complaints	20	4	24	20	4	24	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	470	51	521	364	149	513	8	6	2	8	6	0	6	2
	MNP Related Complaints	53	2	55	52	3	55	0	0	0	0	0	0	0	0
	UCC Related Complaints	45	1	46	36	9	45	1	1	1	2	2	0	2	0
	Internet / Data Related Complaints	11	6	17	14	3	17	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	2	1	3	0	0	1	1	1	0	1	0
Total	841	74	915	728	175	903	12	8	7	15	13	0	13	2	
Total Subscriber Base (Prepaid)		551,883													
Total Subscriber Base (Postpaid)		4,642													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	181	2	183	170	10	180	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	143	4	147	128	17	145	2	1	0	1	0	0	0	1
	Faults and Network Related Complaints	353	43	396	213	162	375	21	0	0	0	0	0	0	0
	MNP Related Complaints	44	0	44	42	2	44	0	0	0	0	0	0	0	0
	UCC Related Complaints	107	13	120	99	19	118	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	1	11	10	1	11	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	839	63	902	663	211	874	28	1	0	1	0	0	0	1	
Total Subscriber Base (Prepaid)		1,329,952													
Total Subscriber Base (Postpaid)		12,389													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	1074	34	1108	1023	69	1092	16	15	1	16	16	0	16	0
	Customer Service Related Complaints	672	57	729	429	280	709	20	4	0	4	3	0	3	1
	Faults and Network Related Complaints	3795	191	3986	2618	1242	3860	126	37	4	41	37	0	37	4
	MNP Related Complaints	149	0	149	144	4	148	1	0	1	1	1	0	1	0
	UCC Related Complaints	261	29	290	239	46	285	5	1	0	1	1	0	1	0
	Internet / Data Related Complaints	164	6	170	147	22	169	1	1	0	1	1	0	1	0
	VAS Related Complaints	33	1	34	32	1	33	1	7	0	7	7	0	7	0
Total	6148	318	6466	4632	1664	6296	170	65	6	71	66	0	66	5	
Total Subscriber Base (Prepaid)		2,566,311													
Total Subscriber Base (Postpaid)		51,124													

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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	395	9	404	398	3	401	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	503	3	506	459	41	500	6	6	0	6	6	0	6	0
	Faults and Network Related Complaints	1296	105	1401	903	378	1281	120	1	0	1	1	0	1	0
	MNP Related Complaints	220	4	224	219	5	224	0	0	0	0	0	0	0	0
	UCC Related Complaints	70	6	76	69	3	72	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	76	5	81	80	1	81	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
Total	2564	132	2696	2132	431	2563	133	7	0	7	7	0	7	0	
Total Subscriber Base (Prepaid)		2,809,385													
Total Subscriber Base (Postpaid)		10,974													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	748	21	769	698	50	748	21	26	1	27	23	0	23	4
	Customer Service Related Complaints	436	24	460	254	191	445	15	5	1	6	6	0	6	0
	Faults and Network Related Complaints	1248	60	1308	804	450	1254	54	16	7	23	20	0	20	3
	MNP Related Complaints	90	0	90	89	1	90	0	5	0	5	5	0	5	0
	UCC Related Complaints	200	9	209	156	43	199	10	4	2	6	6	0	6	0
	Internet / Data Related Complaints	43	0	43	39	4	43	0	0	0	0	0	0	0	0
	VAS Related Complaints	21	0	21	21	0	21	0	10	0	10	10	0	10	0
Total	2786	114	2900	2061	739	2800	100	66	11	77	70	0	70	7	
Total Subscriber Base (Prepaid)		1,372,781													
Total Subscriber Base (Postpaid)		47,160													

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	50	1	51	51	0	51	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	56	0	56	55	1	56	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	356	18	374	262	108	370	4	0	0	0	0	0	0	0
	MNP Related Complaints	17	0	17	16	0	16	1	0	0	0	0	0	0	0
	UCC Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	0	8	7	1	8	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	493	19	512	397	110	507	5	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		884,604													
Total Subscriber Base (Postpaid)		3,126													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	208	3	211	189	18	207	4	9	1	10	10	0	10	0
	Customer Service Related Complaints	366	8	374	343	26	369	5	3	0	3	3	0	3	0
	Faults and Network Related Complaints	483	57	540	323	174	497	43	9	8	17	16	0	16	1
	MNP Related Complaints	81	1	82	81	1	82	0	2	0	2	2	0	2	0
	UCC Related Complaints	52	0	52	44	4	48	4	1	0	1	1	0	1	0
	Internet / Data Related Complaints	26	1	27	27	0	27	0	5	0	5	3	0	3	2
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
Total	1219	70	1289	1010	223	1233	56	29	9	38	35	0	35	3	
Total Subscriber Base (Prepaid)		1,291,973													
Total Subscriber Base (Postpaid)		13,075													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
RAJASTHAN	Billing Related Complaints	17	0	17	14	2	16	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	1	13	11	2	13	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	81	4	85	60	21	81	4	0	0	0	0	0	0	0
	MNP Related Complaints	17	0	17	16	0	16	1	0	0	0	0	0	0	0
	UCC Related Complaints	11	0	11	7	4	11	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	140	5	145	110	29	139	6	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		195,524													
Total Subscriber Base (Postpaid)		1,019													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	528	8	536	509	21	530	6	8	0	8	8	0	8	0
	Customer Service Related Complaints	286	20	306	183	117	300	6	16	0	16	16	0	16	0
	Faults and Network Related Complaints	1145	81	1226	793	419	1212	14	17	0	17	17	0	17	0
	MNP Related Complaints	98	0	98	85	8	93	5	0	0	0	0	0	0	0
	UCC Related Complaints	162	5	167	147	19	166	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	23	5	28	22	6	28	0	0	0	0	0	0	0	0
	VAS Related Complaints	8	2	10	9	0	9	1	0	0	0	0	0	0	0
Total	2250	121	2371	1748	590	2338	33	41	0	41	41	0	41	0	
Total Subscriber Base (Prepaid)		2,150,664													
Total Subscriber Base (Postpaid)		31,145													

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - GSM																
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
UTTAR PRADESH EAST	Billing Related Complaints	210	3	213	204	6	210	3	0	0	0	0	0	0	0	
	Customer Service Related Complaints	284	6	290	266	22	288	2	2	0	2	2	0	2	0	
	Faults and Network Related Complaints	386	12	398	253	93	346	52	2	3	5	4	0	4	1	
	MNP Related Complaints	54	2	56	54	2	56	0	0	0	0	0	0	0	0	
	UCC Related Complaints	84	0	84	72	8	80	4	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	19	0	19	19	0	19	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
Total	1038	23	1061	869	131	1000	61	4	3	7	6	0	6	1		
Total Subscriber Base (Prepaid)		2,049,417														
Total Subscriber Base (Postpaid)		5,179														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTAAR PRADESH WEST	Billing Related Complaints	359	5	364	336	10	346	18	0	0	0	0	0	0	0
	Customer Service Related Complaints	591	3	594	552	33	585	9	4	0	4	4	0	4	0
	Faults and Network Related Complaints	520	29	549	323	168	491	58	3	3	6	6	0	6	0
	MNP Related Complaints	58	2	60	59	1	60	0	0	0	0	0	0	0	0
	UCC Related Complaints	42	2	44	37	3	40	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	32	2	34	33	0	33	1	4	0	4	4	0	4	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1602	43	1645	1340	215	1555	90	11	3	14	14	0	14	0	
Total Subscriber Base (Prepaid)		1,798,831													
Total Subscriber Base (Postpaid)		6,088													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	1	0	1	1	0	1	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	0
	Faults and Network Related Complaints	5	0	5	2	3	5	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	3	0	3	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	13	0	13	10	3	13	0	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		58,897														
Total Subscriber Base (Postpaid)		9														