					Name o	f Service Pro	vider : Tata Te	leservices Limited	1						
					(Ce	ellular Mobile	Telephone Ser	vice) - CDMA							
					Customer Comp	laints Redres	sal Report for t	he Quarter ending	- Dec'15						
				C	Complaint Centre	(s)						Appellate Authority	ority		
		Quarter an	nplaints recei Id pending co revious Quar		Details of	complaints re	dressed during	the Quarter	the Quarter	•	ceived during complaints of ter	Details of	complaints rec	dressed during	the Quarter
LSA	Category of complants	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
R	Billing Related Complaints	585	38	623	419	178	597	26	1	0	1	1	0	1	0
DES	Customer Service Related Complaints	428	26	454	214	213	427	27	5	0	5	5	0	5	0
AD AD	Faults and Network Related Complaints	8324	129	8453	7932	461	8393	60	1	0	1	1	0	1	0
Ř	MNP Related Complaints	96	5	101	91	10	101	0	0	0	0	0	0	0	0
Ā	UCC Related Complaints	34	0	34	27	7	34	0	0	0	0	0	0	0	0
또	Internet / Data Related Complaints	33	2	35	24	10	34	1	0	0	0	0	0	0	0
NDHR	VAS Related Complaints	5	0	5	3	1	4	1	0	0	0	0	0	0	0
Ā	Total	9505	200	9705	8710	880	9590	115	7	0	7	7	0	7	0
	Total Subscriber base (Prepaid)	939931						•		-					
	Total Subscriber base (Postpaid)	136005													

					Nan	ne of Service Pro	vider : Tata Te	eleservices Limite	d						
						(Cellular Mobile	Telephone Ser	vice) - CDMA							
					Customer Co	omplaints Redres	sal Report for	the Quarter endin	g - Dec'15						
					Complaint Cer	tre(s)						Appellate Author	ority		
		the Quarter a	•	ceived during complaints of rter	Details of	complaints redr	essed during t	he Quarter	Quarter an	mplaints receind pending co previous Quar			complaints rec	Iressed during	the Quarter
LSA	Category of complants	I oftal no. of complaints received during the Quarter pending complaints redressed complaints redressed complaints redressed									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
	Billing Related Complaints	57	1	58	48	7	55	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	89	2	91	73	15	88	3	2	0	2	2	0	2	0
~	Faults and Network Related Complaints	832	25	857	745	104	849	8	5	0	5	2	0	2	3
BIHAR	MNP Related Complaints	39	0	39	37	0	37	2	0	0	0	0	0	0	0
B	UCC Related Complaints	10	1	11	9	1	10	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	0	24	20	1	21	3	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	1053	29	1082	934	128	1062	20	8	0	8	5	0	5	3
	Total Subscriber base (Prepaid)	531251													
	Total Subscriber base (Postpaid)	17977]												

					Name o	of Service Provide	r : Tata Telese	ervices Limited							
					(C	ellular Mobile Tele	phone Service) - CDMA							
					Customer Com	laints Redressal I	Report for the (Quarter ending	- Dec'15						
					Complaint Centr							Appellate Author	ity		
		Quarter a	•	eived during the complaints of arter	Details of	complaints redre	ssed during th	e Quarter	Quarter a	mplaints rece nd pending co previous Qua			omplaints redr	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the QuarterNo. of pending complaint s of previous QuarterTotal no. of complaints to be redressed during the 			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 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
	Billing Related Complaints	260	23	283	168	109	277	6	1	0	1	1	0	1	0
	Customer Service Related Complaints	351	6	357	180	163	343	14	7	0	7	7	0	7	0
GUJRAT	Faults and Network Related Complaints	3161	58	3219	3022	167	3189	30	1	0	1	1	0	1	0
R	MNP Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0
GU	UCC Related Complaints	12	0	12	10	2	12	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	0	21	10	9	19	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	3825	88	3913	3411	450	3861	52	9	0	9	9	0	9	0
	Total Subscriber base (Prepaid)	257209													
	Total Subscriber base (Postpaid)	54490													

					Name of S	ervice Provid	er : Tata Tele	services Limite	d						
					(Cellu	lar Mobile Te	ephone Servi	ce) - CDMA							
				Cu	stomer Complair	nts Redressal	Report for th	e Quarter endin	g - Dec'15						
				C	omplaint Centre(s)					A	ppellate Authorit	у		
		Quarter an		eived during the omplaints of rter	Details of co	omplaints red	ressed during	the Quarter	the Quarter		ceived during complaints of rter	Details of co	mplaints redre	ssed during	the Quarter
LSA	Category of complants	Category of complants Total no. of complaints received during the Quarter No. of pending complaint s of previous Quarter 2 3 4				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 complaint s redressed during the Quarter [15] = [13] + [14]	of Quarter
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
т	Billing Related Complaints	14	4	18	12	5	17	1	0	0	0	0	0	0	0
ES.	Customer Service Related Complaints	35	0	35	27	7	34	1	1	0	1	1	0	1	0
PRADESH	Faults and Network Related Complaints	172	3	175	163	12	175	0	0	0	0	0	0	0	0
ALP	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
CHA	UCC Related Complaints	1	2	3	2	0	2	1	0	0	0	0	0	0	0
NO I	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
/WIH	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	Total	224	9	233	206	24	230	3	1	0	1	1	0	1	0
	Total Subscriber base (Prepaid)	33897													
	Total Subscriber base (Postpaid)	5628													

					Name of	Service Provi	der : Tata Tele	services Limi	ited						
					(Cell	ular Mobile Te	elephone Servi	ce) - CDMA							
				Cı	ustomer Complai	ints Redressa	I Report for th	e Quarter end	ling - Dec'15						
				(Complaint Centre	e(s)					Α	ppellate Authorit	t y		
		the Quarter	•	ceived during g complaints arter	Details of co	mplaints redr	essed during t	he Quarter	the Quarter a	omplaints reco and pending c revious Quart	omplaints of	Details of co	mplaints redro	essed during tl	ne Quarter
LSA	Category of complants	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]		No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[1 1]	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
	Billing Related Complaints	77	4	81	45	31	76	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	166	2	168	123	38	161	7	0	0	0	0	0	0	0
HARYANA	Faults and Network Related Complaints	672	12	684	610	68	678	6	1	0	1	1	0	1	0
12	MNP Related Complaints	12	0	12	9	3	12	0	0	0	0	0	0	0	0
ĮΑF	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
-	Internet / Data Related Complaints	11	0	11	8	2	10	1	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	942	18	960	799	142	941	19	1	0	1	1	0	1	0
	Total Subscriber base (Prepaid)	551848													
	Total Subscriber base (Postpaid)	23013													

					Name of Servi	ce Provider	: Tata Teleservi	ices Limited						
					(Cellular I	Nobile Teleph	none Service) -	CDMA						
				Customer	Complaints F	≀edressal Re r	port for the Qua	arter ending - D	/ec'15					
— I	1			C(omplaint Cent	re(s)					Appellate	e Authority		
		the Quarter a		eceived during g complaints of arter	Details of (complaints re	edressed during	J the Quarter	the Quarter		ceived during g complaints arter	Details of	complaints re ring the Quarte	
LSA	Category of complants	Total no. of complaints received during the Quarter	nending	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	complaints to be	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	_
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
— I	Billing Related Complaints	58	10	68	39	25	64	4	0	0	0	0	0	0
ļ	Customer Service Related Complaints	128	9	137	55	72	127	10	0	0	0	0	0	0
KARNATAKA	Faults and Network Related Complaints	2704	33	2737	2507	198	2705	32	2	1	3	3	0	3
Į.	MNP Related Complaints	6	0	6	4	2	6	0	0	0	0	0	0	0
8	UCC Related Complaints	4	0	4	2	1	3	1	0	0	0	0	0	0
Υ Υ	Internet / Data Related Complaints	5	0	5	2	3	5	0	0	0	0	0	0	0
, t	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0
H H	Total	2907	52	2959	2611	301	2912	47	2	1	3	3	0	3
T	otal Subscriber base (Prepaid)	227496			·	·				·	·			•
Tc	otal Subscriber base (Postpaid)	40326	1											

					Name of	Service Provider	: Tata Teleser	vices Limited							
					(Cel	lular Mobile Telep	hone Service)	- CDMA							
				C	ustomer Compla	aints Redressal Re	port for the Qu	arter ending -	Dec'15						
					Complaint Cent	re(s)		-				Appellate Author	ity		
		Quarter an		eived during the omplaints of rter		complaints redre	ssed during th	e Quarter	the Quarter a		eived during complaints of ter	Details of co	mplaints redre	essed during	the Quarter
LSA	Total no. of complaints received during the 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]+[1 1]	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]	complaints	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1425	67	1492	1027	409	1436	56	27	1	28	26	0	26	2
	Customer Service Related Complaints	1911	98	2009	1381	580	1961	48	46	4	50	48	0	48	2
=	Faults and Network Related Complaints	6535	82	6617	6309	242	6551	66	7	1	8	8	0	8	0
DELHI	MNP Related Complaints	253	5	258	177	80	257	1	2	0	2	2	0	2	0
ä	UCC Related Complaints	274	29	303	201	88	289	14	1	1	2	2	0	2	0
	Internet / Data Related Complaints	146	7	153	122	28	150	3	0	0	0	0	0	0	0
	VAS Related Complaints	8	0	8	6	0	6	2	0	0	0	0	0	0	0
	Total	10552	288	10840	9223	1427	10650	190	83	7	90	86	0	86	4
	Total Subscriber base (Prepaid)	2541996													
	Total Subscriber base (Postpaid)	199343													

Total Subscriber base (Postpaid)----- 199343

					Name	of Service Provid	der : Tata Teles	ervices Limited							
					(Cellular Mobile Te	lephone Servic	e) - CDMA							
					Customer Con	nplaints Redressa	Report for the	Quarter ending -	- Dec'15						
					Complaint Cen	tre(s)					A	Appellate Author	ity		
		Quarter an		eived during the complaints of irter	Details o	f complaints redr	essed during t	ne Quarter	Details of com Quarter and pen			Details of	complaints rec	dressed during	the Quarter
LSA	Category of complants	No. of pending complaint s 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]	received during	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
	Billing Related Complaints	74	5	79	41	28	69	10	3	0	3	3	0	3	0
	Customer Service Related Complaints	45	3	48	24	23	47	1	0	0	0	0	0	0	0
<	Faults and Network Related Complaints	2237	44	2281	1881	345	2226	55	2	0	2	2	0	2	0
ALA	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
KER	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
¥	Internet / Data Related Complaints	2	1	3	2	0	2	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2363	53	2416	1953	396	2349	67	5	0	5	5	0	5	0
	Total Subscriber base (Prepaid)	97967													
	Total Subscriber base (Postpaid)	24479													

					Name	of Service Provid	er : Tata Tele	services Limite	d						1
					(C	ellular Mobile Tel	ephone Servi	ce) - CDMA							
					Customer Com	plaints Redressal	Report for the	Quarter endin	g - Dec'15						
					Complaint Centr	e(s)					A	Appellate Author	ity		
		Quarter and	•	ived during the omplaints of rter		complaints redres	ssed during th	e Quarter	the Quarter		ceived during complaints of ter	Details of c	omplaints redr	essed during t	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s 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
	Billing Related Complaints	156	17	173	57	112	169	4	1	3	4	3	0	3	1
	Customer Service Related Complaints	257	16	273	192	72	264	9	2	0	2	0	0	0	2
когкота	Faults and Network Related Complaints	2811	34	2845	2646	180	2826	19	4	3	7	6	0	6	1
N N	MNP Related Complaints	24	0	24	24	0	24	0	1	0	1	1	0	1	0
Ы	UCC Related Complaints	8	1	9	8	1	9	0	0	0	0	0	0	0	0
×	Internet / Data Related Complaints	8	0	8	6	2	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	3264	68	3332	2933	367	3300	32	8	6	14	10	0	10	4
	Total Subscriber base (Prepaid)	206156													
	Total Subscriber base (Postpaid)	36711	1												

					Name o	of Service Provide	er : Tata Teles	ervices Limited							
					(C	ellular Mobile Tel	ephone Service	e) - CDMA							
					Customer Comp	plaints Redressal	Report for the	Quarter ending	- Dec'15						
					Complaint Centr	re(s)	-					Appellate Autho	ritv		
		Quarter an		eived during the omplaints of rter		complaints redre	essed during th	ne Quarter	the Quarter	•	ceived during complaints of			ressed during t	he Quarter
LSA	Category of complants Total no. of complaints received during the Quarter No. of pending complaint s of during the Quarter Total no. of complaints received during the Quarter Total no. of complaint s of gending complaint s of during the Quarter Total no. of complaint s of gending complaint s of during the Quarter Total no. of complaint s of gending complaint s of during the Quarter Total no. of complaint s of gending complaint s of during the Quarter Total no. of complaint s of gending complaint s of during the Quarter Total no. of complaint s of during the Quarter Total no. of complaint s of during the Quarter Total no. of complaint s of during the Quarter Total no. of complaint s of during the Quarter Total no. of complaint s of during the Quarter Total no. of complaint s of during the Quarter Total no. of during the Quarter				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
	Billing Related Complaints	477	17	494	361	128	489	5	0	0	0	0	0	0	0
ITRA	Customer Service Related Complaints	513	18	531	379	136	515	16	0	0	0	0	0	0	0
Ē	Faults and Network Related Complaints	4465	188	4653	3939	628	4567	86	1	1	2	1	0	1	1
₽SF	MNP Related Complaints	44	1	45	44	0	44	1	0	0	0	0	0	0	0
^R	UCC Related Complaints	26	1	27	26	0	26	1	0	0	0	0	0	0	0
Ŧ	Internet / Data Related Complaints	65	0	65	46	12	58	7	0	0	0	0	0	0	0
ΨW	VAS Related Complaints	51	0	51	51	0	51	0	0	0	0	0	0	0	0
	Total	5866	4846	904	5750	116	1	1	2	1	0	1	1		
	Total Subscriber base (Prepaid)	2152279													
	Total Subscriber base (Postpaid)	78648													

					Name o	f Service Provide	r : Tata Telese	rvices Limited							
					(Ce	ellular Mobile Tele	phone Service) - CDMA							
					Customer Comp	laints Redressal I	Report for the Q	Quarter ending - D	ec'15						
					Complaint Cent	tre(s)	-				Ap	pellate Autho	ority		
		Quarter an		eived during the complaints of arter	Details o	of complaints red	ressed during t		Quarter a	mplaints rece nd pending co previous Qua		Details of	complaints red	Iressed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s 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]	within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
_	Billing Related Complaints	31	1	32	22	8	30	2	0	0	0	0	0	0	0
TS I	Customer Service Related Complaints	98	4	102	66	34	100	2	0	0	0	0	0	0	0
PRADESH	Faults and Network Related Complaints	1289	23	1312	1203	92	1295	17	0	0	0	0	0	0	0
	MNP Related Complaints	8	0	8	5	2	7	1	0	0	0	0	0	0	0
ΥA	UCC Related Complaints	10	0	10	7	3	10	0	0	0	0	0	0	0	0
Арнуа	Internet / Data Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0
NΑ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
~	Total	1440	28	1468	1306	140	1446	22	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)	417893													
	Total Subscriber base (Postpaid)	17943	1												

					Name	of Service Provi	der : Tata Tele	services Limited							
					(Cellular Mobile Te	elephone Servi	e) - CDMA							
					Customer Con	nplaints Redressa	al Report for the	Quarter ending	- Dec'15						
					Complaint Cent	re(s)						Appellate Author	rity		
		Quarter and	•	ived during the omplaints of rter	Details of	complaints redre	essed during th		Quarter a	mplaints rece nd pending co previous Quar	•		complaints red	ressed during t	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s 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
	Billing Related Complaints	549	44	593	380	194	574	19	9	0	9	8	0	8	1
	Customer Service Related Complaints	514	20	534	369	153	522	12	4	0	4	4	0	4	0
MUMBAI	Faults and Network Related Complaints	5578	264	5842	5066	650	5716	126	11	0	11	11	0	11	0
M	MNP Related Complaints	40	1	41	41	0	41	0	1	0	1	1	0	1	0
MU	UCC Related Complaints	54	1	55	53	2	55	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	49	1	50	35	12	47	3	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	3	0	3	3	0	3	0
	Total	6788	331	7119	5948	1011	6959	160	28	0	28	27	0	27	1
	Total Subscriber base (Prepaid)	681498													
	Total Subscriber base (Postpaid)	84964													

	Name of Service Provider : Tata Teleservices Limited (Cellular Mobile Telephone Service) - CDMA															
					(Cellula	ar Mobile Tele	phone Servic	e) - CDMA								
				Cus	tomer Complain	s Redressal	Report for the	Quarter ending	- Dec'15							
				Co	omplaint Centre(s	5)					A	ppellate Authori	cellate Authority			
		Quarter an	•	eived during the complaints of arter	g the Details of complaints received during							mplaints redr	dressed during the Quarter			
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s 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	
	Billing Related Complaints	148	1	149	143	6	149	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	35	2	37	23	12	35	2	0	0	0	0	0	0	0	
∢	Faults and Network Related Complaints	541	11	552	500	49	549	3	0	1	1	1	0	1	0	
SS	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
ORISSA	UCC Related Complaints	0	0	0	0	0	0	0	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	Total	729	14	743	671	67	738	5	0	1	1	1	0	1	0	
	Total Subscriber base (Prepaid)	135961														
	Total Subscriber base (Postpaid)	8164	1													

					Name o	of Service Provide	er : Tata Telese	ervices Limited								
					(C	ellular Mobile Tele	ephone Service) - CDMA								
					Customer Comp	plaints Redressal	Report for the	Quarter ending -	Dec'15							
					Complaint Cent	re(s)			Appellate Authority							
		Quarter an	•	eived during the complaints of arter	ne Quarter	the Quarter	•	ceived during complaints of rter	Details of c	Details of complaints redressed during the						
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s 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 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	
	Billing Related Complaints	100	24	124	94	22	116	8	1	0	1	1	0	1	0	
	Customer Service Related Complaints	268	6	274	218	50	268	6	0	0	0	0	0	0	0	
PUNJAB	Faults and Network Related Complaints	796	17	813	736	71	807	6	1	0	1	1	0	1	0	
Î	MNP Related Complaints	13	0	13	10	3	13	0	0	0	0	0	0	0	0	
E E	UCC Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
1 -	Internet / Data Related Complaints	7	0	7	5	2	7	0	1	0	1	1	0	1	0	
	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	
	Total	1192	47	1239	1071	148	1219	20	3	0	3	3	0	3	0	
	Total Subscriber base (Prepaid)	582436														
	Total Subscriber base (Postpaid)	26858	Ι													

					Name	of Service Provid	ler : Tata Teles	services Limited								
					(Cellular Mobile Te	lephone Servic	e) - CDMA								
					Customer Con	plaints Redressa	Report for the	Quarter ending -	Dec'15							
				Complaint Centre(s) Appellate Authority												
		Quarter an	of complaints received during the rter and pending complaints of previous Quarter						Quarter a	mplaints rece nd pending co previous Qua			omplaints redre	edressed during the Quarter		
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s 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]	redressal on the last day of Quarter	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	343	12	355	268	80	348	7	1	1	2	2	0	2	0	
	Customer Service Related Complaints	442	16	458	314	132	446	12	0	0	0	0	0	0	0	
STHAN	Faults and Network Related Complaints	893	55	948	666	258	924	24	1	0	1	1	0	1	0	
ST	MNP Related Complaints	80	1	81	80	0	80	1	0	0	0	0	0	0	0	
AL.	UCC Related Complaints	21	1	22	21	1	22	0	0	0	0	0	0	0	0	
RA	Internet / Data Related Complaints	29	0	29	25	3	28	1	0	0	0	0	0	0	0	
	VAS Related Complaints	10	0	10	9	0	9	1	0	0	0	0	0	0	0	
	Total	1818	85	1903	1383	474	1857	46	2	1	3	3	0	3	0	
	Total Subscriber base (Prepaid)	1073096			•											
	Total Subscriber base (Postpaid)	38646]													

	Name of Service Provider : Tata Teleservices Limited														
					(Ce	Ilular Mobile Tele	ohone Service)	- CDMA							
					Customer Compl	aints Redressal R	eport for the Q	uarter ending - [)ec'15						
					Complaint Cent							Appellate Author	1417		
	Category of complants				Complaint Cent			-		пу					
		Quarter an		eived during the complaints of arter	Details of	complaints redro	essed during th	ne Quarter	the Quarter a		eived during complaints of ter	Details of co	omplaints red	Inc. of pplaints Total no. of complaints complaints ressed redressed redressed ond the e limit Quarter tedre [15] = [13] + [14] [16] 14 15 [17] 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
LSA		Total no. of complaints received during the Quarter	No. of pending complaint s 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	complaints redressed during the Quarter [15] = [13] +	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
	Billing Related Complaints	90	2	92	60	28	88	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	179	13	192	69	110	179	13	0	0	0	0	0	0	0
ADU	Faults and Network Related Complaints	3757	58	3815	3198	528	3726	89	0	0	0	0	0	0	0
WILN	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
M	UCC Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
Ĩ, L	Internet / Data Related Complaints	6	0	6	4	2	6	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	4039	73	4112	3337	669	4006	106	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)	82873													
	Total Subscriber base (Postpaid)	40232													

					Name of	Service Provi	der : Tata Tele	services Limited							
					(Ce	llular Mobile Te	elephone Servio	e) - CDMA							
					Customer Compl	laints Redressa	I Report for the	Quarter ending	- Dec'15						
					Complaint Cent	re(s)	•		Appellate Authority						
	Category of complants	Quarter and	etails of complaints received during the Details of complaints received during							Details of co	complaints redressed during the Quarter				
LSA		Total no. of complaints received during the Quarter	No. of pending complaint s 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
	Billing Related Complaints	69	2	71	50	18	68	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	59	4	63	37	22	59	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	872	8	880	830	47	877	3	1	1	2	1	0	1	1
UPE	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
5	UCC Related Complaints	4	0	4	3	0	3	1	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
	Total	1008	14	1022	924	87	1011	11	1	1	2	1	0	1	1
	Total Subscriber base (Prepaid)	451605													
	Total Subscriber base (Postpaid)	10434													

					Name of S	ervice Provid	er : Tata Teles	services Limited								
					(Cellu	lar Mobile Tel	ephone Servic	e) - CDMA								
				Cu	stomer Complair	nts Redressal	Report for the	Quarter ending -	Dec'15							
				c	omplaint Centre	e(s)			Appellate Authority							
	Category of complants	Quarter an	•	ceived during the complaints of arter	ed during the plaints of Details of complaints redressed during the Quarter the C						ceived during complaints of rter	Details of o	g the Quarter			
LSA		Total no. of complaints received during the Quarter	No. of pending complaint s of previous Quarter	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]	within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	complaints pending for redressal on the last day of Quarter	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	58	0	58	42	15	57	1	1	1	2	2	0	2	0	
	Customer Service Related Complaints	134	8	142	102	39	141	1	2	0	2	0	0	0	2	
	Faults and Network Related Complaints	1227	23	1250	1175	67	1242	8	2	0	2	1	0	1	1	
NΗ	MNP Related Complaints	17	0	17	15	2	17	0	0	0	0	0	0	0	0	
D	UCC Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	11	0	11	7	3	10	1	0	0	0	0	0	0	0	
	VAS Related Complaints	1	1	2	2	0	2	0	1	0	1	1	0	1	0	
	Total	1453	32	1485	1348	126	1474	11	6	1	7	4	0	4	3	
	Total Subscriber base (Prepaid)	563253			•						•	-				
	Total Subscriber base (Postpaid)	23968	I													

	Name of Service Provider : Tata Teleservices Limited															
					(Ce	llular Mobile Telej	ohone Service)	- CDMA								
				(Customer Compl	aints Redressal R	eport for the Q	uarter ending	- Dec'15							
					Complaint Centr	re(s)	-		Appellate Authority							
		Details of com	nlainta roos	ived during the		()			Details of or	malainta roa	aived during					
		Details of complaints received during the Quarter and pending complaints of Details of complaints received during the Quarter and pending complaints of Details of complaints redressed during the Quarter and pending complaints received during the Quarter and pen								•	f Details of complaints redressed during the Quarte					
			evious Qua	•	Details of	complaints reare.	ssea aaning the	Quarter		revious Quar	•	Details of CC	complaints rearessed during the guarter			
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaint s of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	enacitized time	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]+[1 1]	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]	pending for redressal on the last day of Quarter	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	
BENGAL	Faults and Network Related Complaints	12	1	13	12	1	13	0	0	0	0	0	0	0	0	
B	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0	
ST	UCC Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
WEST	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
>	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	Total	29	1	30	28	2	30	0	0	0	0	0	0	0	0	
	Total Subscriber base (Prepaid)	62074														
	Total Subscriber base (Postpaid)	41														