					Name	of Service Provi	der : Tata Tele	services Limited							
					(0	Cellular Mobile Te	lephone Servi	ce) - CDMA							
					Customer Com	plaints Redressal	Report for the	Quarter Ending	- Dec'17						
					Complaint Cent	re(s)						Appellate Author	ority		
		Quarter	•	ceived during the complaints of arter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter Quarter Total no. of pending complaints of previous Quarter [5]=[3]+[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														
	Billing Related Complaints	165	22	187	137	44	181	6	1	0	1	1	0	1	0
DESH	Customer Service Related Complaints	131	14	145	62	70	132	13	1	0	1	1	0	1	0
Ä	Faults and Network Related Complaints	330	20	350	232	113	345	5	1	0	1	1	0	1	0
8	MNP Related Complaints	23	0	23	23	0	23	0	1	0	1	1	0	1	0
≴	UCC Related Complaints	9	0	9	5	3	8	1	0	0	0	0	0	0	0
ANDHRA	ernet / Data Related Complaints 5 2 7		7	4	2	6	1	0	0	0	0	0	0	0	
Ā	AS Related Complaints 6 0 6				6	0	6	0	0	0	0	0	0	0	0
	al 669 58 727 Total Subscriber Base (Prepaid) 572178				469	232	701	26	4	0	4	4	0	4	0
	Total Subscriber Base (Prepaid)	•						·	•		•				

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	•	•							
					Customer Con	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cent	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints pending complaints received during the Quarter 2 Total no. of complaints pending complaints of previous the Quarter [5]=[3]-				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														
	Billing Related Complaints	30	1	31	19	10	29	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	35	4	39	26	13	39	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	50	5	55	35	18	53	2	0	0	0	0	0	0	0
BIHAR	MNP Related Complaints	41	0	41	39	1	40	1	0	0	0	0	0	0	0
H	UCC Related Complaints	2	2	4	2	2	4	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	1	1	2	2	0	2	0	0	0	0	0	0	0	0
	Total	159	13	172	123	44	167	5	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	358096				•	•	•		·			•	·	

Total no. of No. of Total no. of Complaints complaints complaints to be redressed within red within red						Namo	of Sarvica Provide	dor · Tata Tolo	sarvicas Limitad							
Category of complaints Category of complai																
LSA Category of complaints Category of catego										- Dec'17						
LSA Category of complaints Category of c							•	Report for the	Quarter Elluling	- Dec 17			Annollato Auth	ority		
LSA Category of complaints Category of category of complaints C						Complaint Cent	16(3)						Appellate Autili	onty		
LSA Category of complaints Category of category of complaints Category of complaints Category of category of complaints Category of complaints Category of complaints Category of complaints Category of category of complaints Category of complaints Category of category of complaints Category of complaints Category of co				•	Ū						•	•				
Category of complaints Total no. of complaints redressed during the quarter S =[3]+[4] S S S S S S S			1		•	Details of	complaints redre	ssed during th	e Quarter			•	Details of	complaints redr	essed during	the Quarter
Total no. of complaints redressed within specified time first and part of Customer Service Related Complaints Total no. of Complaints Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints Total no. of Complaints Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints Total no. of Complaints redressed within specified time limit during the quarter Total no. of Complaints Tot			ı	previous Qu	iarter						previous Qua	arter				
Billing Related Complaints	LSA	Category of complaints	complaints received during the	pending complaints of previous	complaints to be redressed during the Quarter	complaints redressed within specified time limit during the	complaints redressed beyond the time limit during the	complaints redressed during the Quarter [8] =	complaints pending for redressal on the last day of Quarter [9]=[5] -	complaints received during the	pending complaints of previous	complaints to be redressed during the Quarter	complaints redressed within specified time limit during the	complaints redressed beyond the time limit during the	complaints redressed during the Quarter [15]	complaints pending for redressal on the last day of Quarter
Customer Service Related Complaints 566 57 623 259 294 553 70 16 2 18 17 0 17 1 Faults and Network Related Complaints 1263 107 1370 1050 279 1329 41 1 0 1 1 0 1 1 0 1 0 1 0 0 0 0 0 0 0	1	2														
Faults and Network Related Complaints 1263 107 1370 1050 279 1329 41 1 0 1 1 0 1 1 0 1 0 0 0 0 0 0 0 0 0		Billing Related Complaints	433	27	460	297	133	430	30	7	0	7	7	0	7	0
MNP Related Complaints		Customer Service Related Complaints	566	57	623	259	294	553	70	16	2	18	17	0	17	1
Internet / Data Related Complaints 28 8 36 15 20 35 1 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 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 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 0 0 0 0 0 0 0		Faults and Network Related Complaints	1263	107	1370	1050	279	1329	41	1	0	1	1	0	1	0
Internet / Data Related Complaints 28 8 36 15 20 35 1 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 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 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 0 0 0 0 0 0 0	3	MNP Related Complaints	87	1	88	79	8	87	1	0	0	0	0	0	0	0
VAS Related Complaints 14 2 16 13 1 14 2 0 0 0 0 0 0 0 0 Total 2653 224 2877 1920 802 2722 155 24 2 26 25 0 25 1	DE	UCC Related Complaints	262	22	284	207	67	274	10	0	0	0	0	0	0	0
Total 2653 224 2877 1920 802 2722 155 24 2 26 25 0 25 1		Internet / Data Related Complaints	28	8	36	15	20	35	1	0	0	0	0	0	0	0
		VAS Related Complaints	14	2	16	13	1	14	2	0	0	0	0	0	0	0
Total Subscriber Base (Prepaid) 1728933		Total	2653	224	2877	1920	802	2722	155	24	2	26	25	0	25	1
		Total Subscriber Base (Prepaid)	1728933	,	•		•	•	•				•		•	

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	elephone Serv	rice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter Quarter Total no. of complaints pending complaints of previous Quarter [5]=[3]-				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														
	Billing Related Complaints	147	10	157	118	39	157	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	61	21	82	30	46	76	6	0	0	0	0	0	0	0
L _	Faults and Network Related Complaints	104	6	110	86	19	105	5	1	0	1	0	0	0	1
GUJRAT	MNP Related Complaints	21	1	22	22	0	22	0	0	0	0	0	0	0	0
Ξ	UCC Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
1 "	Internet / Data Related Complaints	0	1	1	0	0	0	1	0	0	0	0	0	0	0
	AS Related Complaints 7 0 7				7	0	7	0	0	0	0	0	0	0	0
	al 345 39 384				268	104	372	12	2	0	2	1	0	1	1
	Total Subscriber Base (Prepaid) 154890									·					

						Name of Service	Provider : Tata T	eleservices Limited							
							ile Telephone Se								
					Custome	r Complaints Redre	essal Report for	the Quarter Ending	- Dec'17						
					Complaint Ce	ntre(s)						Appellate Aut	thority		
		Details of co	mplaints rec	eived during the					Details of co	mplaints rec	eived during the				ŀ
		Quarter a	and pending o	complaints of	Details	of complaints red	ressed during tl	he Quarter	Quarter a	and pending	complaints of	Details	of complaints red	ressed during the	e Quarter
			previous Qua	irter						previous Qua	irter				
LSA	Category of complaints	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]	specified 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]+[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	the Quarter [15]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2														
_	Billing Related Complaints	11	0	11	10	1	11	0	1	0	1	1	0	1	0
DESH	Customer Service Related Complaints	15	1	16	9	7	16	0	0	0	0	0	0	0	0
ΑĐ	Faults and Network Related Complaints	6	0	6	2	3	5	1	0	1	1	1	0	1	0
<u> </u>	MNP Related Complaints	6	0	6	5	1	6	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
ACI	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Σ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	Total	39	1	40	27	12	39	1	1	1	2	2	0	2	0
	Total Subscriber Base (Prepaid)	12600													

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	complaints received during the Quarter complaints redressed during the Quarter complaints of previous Quarter complaints redressed during the Quarter [5]=[3]+[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														
	Billing Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	21	2	23	12	7	19	4	0	0	0	0	0	0	0
≤	Faults and Network Related Complaints	25	9	34	14	17	31	3	0	0	0	0	0	0	0
ARYANA	MNP Related Complaints	18	0	18	18	0	18	0	1	0	1	1	0	1	0
8	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Ì	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	72	11	83	51	25	76	7	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid) 326903				•		•		•			•	•		

					Nam	e of Service Provi	der : Tata Tel	eservices Limited	l						
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	g - Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter Quarter Total no. of pending complaints of previous Quarter [5]=[3]				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														
	Billing Related Complaints	80	2	82	58	22	80	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	125	18	143	51	84	135	8	0	0	0	0	0	0	0
₹	Faults and Network Related Complaints	242	28	270	161	100	261	9	2	1	3	2	0	2	1
АТАКА	MNP Related Complaints	8	0	8	7	0	7	1	0	0	0	0	0	0	0
S.	UCC Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
Σ	Internet / Data Related Complaints	1	0	1	0	0	0	1	0	0	0	0	0	0	0
	VAS Related Complaints	2	2	0	2	0	0	0	0	0	0	0	0		
	Total	458	48	506	279	206	485	21	3	1	4	3	0	3	1
	Total Subscriber Base (Prepaid)		·										·		

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	elephone Serv	rice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints reducing the Quarter Total no. of complaints reducing the Quarter 2				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														
	Billing Related Complaints	81	2	83	73	7	80	3	0	1	1	1	0	1	0
	Customer Service Related Complaints	42	1	43	17	26	43	0	0	0	0	0	0	0	0
1 _	Faults and Network Related Complaints	156	1	157	123	26	149	8	1	0	1	1	0	1	0
KERELA	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
E	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1 -	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	286	4	290	220	59	279	11	1	1	2	2	0	2	0
	Total Subscriber Base (Prepaid) 52365						•	•		·			•	·	

					Nam	e of Service Provi	der: Tata Tel	eservices Limited	i						
					(Cellular Mobile To	elephone Serv	ice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	g - Dec'17						
					Complaint Cent	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	complaints received during the Quarter Quarter complaints of previous Quarter complaints to fixed previous [5]=[3]+[4]			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														
	Billing Related Complaints	122	0	122	61	53	114	8	0	0	0	0	0	0	0
	Customer Service Related Complaints	55	8	63	36	23	59	4	1	0	1	1	0	1	0
⋖	Faults and Network Related Complaints	87	10	97	58	36	94	3	0	0	0	0	0	0	0
ΑŦ	MNP Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0
коцката	UCC Related Complaints	3	1	4	4	0	4	0	0	0	0	0	0	0	0
Σ	ternet / Data Related Complaints 1 0 1		1	1	0	1	0	0	0	0	0	0	0	0	
	AS Related Complaints 4 0 4				3	1	4	0	0	0	0	0	0	0	0
	al 294 19 313				185	113	298	15	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid) 132856										-	<u></u>			

					Name	of Service Provi	der:Tata Tele	services Limited							
					(Cellular Mobile To	elephone Servi	ce) - CDMA							
					Customer Con	nplaints Redressa	Report for the	Quarter Ending	- Dec'17						
					Complaint Cent	re(s)						Appellate Auth	ority		
		Quarter a	•	ceived during the complaints of arter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter Quarter Total no. of complaints received during the Quarter Quarter Total no. of complaints complaints of previous the Que [5]=[3]				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														
	Billing Related Complaints	253	16	269	199	59	258	11	0	0	0	0	0	0	0
∢	Customer Service Related Complaints	195	18	213	78	102	180	33	1	0	1	0	0	0	1
ΤRΑ	Faults and Network Related Complaints	367	27	394	222	145	367	27	1	0	1	0	0	0	1
ASI	MNP Related Complaints	47	0	47	46	1	47	0	0	0	0	0	0	0	0
AR	UCC Related Complaints	8	1	9	7	2	9	0	0	0	0	0	0	0	0
ΑH	Internet / Data Related Complaints	4	2	6	3	3	6	0	1	0	1	1	0	1	0
I≥	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	877	64	941	558	312	870	71	3	0	3	1	0	1	2
	Total Subscriber Base (Prepaid)	•		•					•	•					

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	•	•							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter		eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter 2			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														
	Billing Related Complaints	15	1	16	9	5	14	2	0	0	0	0	0	0	0
PRADESH	Customer Service Related Complaints	14	2	16	9	5	14	2	0	0	0	0	0	0	0
ΑĎ	Faults and Network Related Complaints	83	6	89	72	16	88	1	1	0	1	1	0	1	0
P.	MNP Related Complaints	5	0	5	5	0	5	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
МАБНУА	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Σ	AS Related Complaints 0 0 0			0	0	0	0	0	0	0	0	0	0	0	0
	tal 118 9 127				96	26	122	5	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid) 310754					•		•	·	·			•		

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter a	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	complaints received during the Quarter complaints redressed during the Quarter complaints of previous Quarter complaints redressed during the Quarter complaints red complaints			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														
	Billing Related Complaints	224	11	235	168	55	223	12	1	0	1	1	0	1	0
	Customer Service Related Complaints	120	12	132	55	64	119	13	6	1	7	7	0	7	0
=	Faults and Network Related Complaints	459	51	510	320	164	484	26	7	2	9	9	0	9	0
MUMBAI	MNP Related Complaints	22	1	23	23	0	23	0	0	0	0	0	0	0	0
15	UCC Related Complaints	60	12	72	57	13	70	2	0	0	0	0	0	0	0
2	Internet / Data Related Complaints	4	1	5	0	4	4	1	0	0	0	0	0	0	0
	VAS Related Complaints	7	1	8	8	0	8	0	3	0	3	3	0	3	0
	tal 896 89 985				631	300	931	54	17	3	20	20	0	20	0
	Total Subscriber Base (Prepaid) 494190				•		•					•	•		

	Name of Service Provider : Tata Teleservices Limited														
						Cellular Mobile T	elephone Serv	rice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cent	tre(s)			Appellate Authority						
	Category of complaints	the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter		eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA		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														
	Billing Related Complaints	17	0	17	11	6	17	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	2	14	6	6	12	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18	1	19	10	9	19	0	0	0	0	0	0	0	0
ORISSA	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
8	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	55	3	58	35	21	56	2	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	•	•		•		·			•					

	Name of Service Provider: Tata Teleservices Limited															
						Cellular Mobile T	elephone Serv	rice) - CDMA								
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17							
					Complaint Cen	tre(s)			Appellate Authority							
	Category of complaints	the Quarte	-	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	the Quarter			
LSA		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															
	Billing Related Complaints	18	1	19	14	5	19	0	1	1	2	2	0	2	0	
	Customer Service Related Complaints	14	3	17	11	5	16	1	1	1	2	2	0	2	0	
_	Faults and Network Related Complaints	15	8	23	7	15	22	1	0	1	1	1	0	1	0	
PUNJAB	MNP Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0	
ΙŞ	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
1 -	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	53	12	65	37	26	63	2	2	3	5	5	0	5	0	
	Total Subscriber Base (Prepaid)	414349		•	•	•		•	•				•			

	Name of Service Provider: Tata Teleservices Limited														
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressa	l Report for th	e Quarter Ending	- Dec'17						
	Category of complaints				Complaint Cent	tre(s)			Appellate Authority						
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	the Quarter		
LSA		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														
	Billing Related Complaints	23	2	25	22	2	24	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	20	1	21	9	11	20	1	1	0	1	1	0	1	0
Z	Faults and Network Related Complaints	67	7	74	51	19	70	4	0	0	0	0	0	0	0
RAJASTHAN	MNP Related Complaints	35	0	35	35	0	35	0	0	0	0	0	0	0	0
IAS	UCC Related Complaints	4	2	6	6	0	6	0	0	0	0	0	0	0	0
Ϋ́	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0
	Total	149	13	162	123	33	156	6	1	0	1	1	0	1	0
	Total Subscriber Base (Prepaid) 833908									·			•		

	Name of Service Provider: Tata Teleservices Limited														
						Cellular Mobile T									
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)			Appellate Authority						
	Category of complaints	the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter				
LSA		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														
	Billing Related Complaints	40	5	45	30	14	44	1	1	0	1	1	0	1	0
	Customer Service Related Complaints	95	4	99	58	40	98	1	3	0	3	3	0	3	0
NADU	Faults and Network Related Complaints	218	6	224	160	52	212	12	0	0	0	0	0	0	0
ΣŽ	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
TAMIL	UCC Related Complaints	15	0	15	13	2	15	0	0	0	0	0	0	0	0
Į	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	374	15	389	267	108	375	14	4	0	4	4	0	4	0
	Total Subscriber Base (Prepaid)		•	•							•				

	Name of Service Provider: Tata Teleservices Limited														
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)						Appellate Auth	ority		
	Category of complaints	the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	the Quarter		
LSA		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														
۱ ۰	Billing Related Complaints	8	2	10	7	1	8	2	0	0	0	0	0	0	0
EAST	Customer Service Related Complaints	5	2	7	5	2	7	0	0	0	0	0	0	0	0
F	Faults and Network Related Complaints	11	3	14	10	4	14	0	0	0	0	0	0	0	0
Ğ	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
PRADESH	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
3	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UTTAR	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ď	Total	38	7	45	36	7	43	2	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)		·		·		·				·				

	Name of Service Provider : Tata Teleservices Limited														
						Cellular Mobile T	•	•							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)			Appellate Authority						
	Category of complaints	the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of complaints redressed during the Quart			
LSA		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														
TS	Billing Related Complaints	25	4	29	19	5	24	5	0	0	0	0	0	0	0
WEST	Customer Service Related Complaints	34	4	38	21	15	36	2	2	0	2	2	0	2	0
	Faults and Network Related Complaints	78	4	82	62	18	80	2	1	0	1	1	0	1	0
PRADESH	MNP Related Complaints	19	0	19	19	0	19	0	1	0	1	1	0	1	0
₹	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
AR P	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UTAA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Total	157	12	169	122	38	160	9	4	0	4	4	0	4	0
	Total Subscriber Base (Prepaid)	359819			<u> </u>						<u> </u>	<u> </u>			

	Name of Service Provider: Tata Teleservices Limited														
						Cellular Mobile T	elephone Serv	rice) - CDMA							
					Customer Cor	nplaints Redressa	Report for th	e Quarter Ending	- Dec'17						
					Complaint Cen	tre(s)			Appellate Authority						
	Category of complaints	the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	Quarter	•	eived during the complaints of arter	Details of	the Quarter		
LSA		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														
	Billing Related Complaints	1	0	1	1	0	1	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
ΒĐ	Faults and Network Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
BENGAL	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
1 1 1	UCC Related Complaints	0	0	0	0	0	0	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
1 - 1	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	26	0	26	26	0	26	0	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid) 29338				·					·					