

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
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														
ANDHRA PRADESH	Billing Related Complaints	270	12	282	204	76	280	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	324	34	358	148	193	341	17	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1502	67	1569	1361	194	1555	14	3	0	3	3	0	3	0
	MNP Related Complaints	19	0	19	16	2	18	1	0	0	0	0	0	0	0
	UCC Related Complaints	25	2	27	14	13	27	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	1	7	2	4	6	1	0	0	0	0	0	0	0
	VAS Related Complaints	33	2	35	31	0	31	4	0	0	0	0	0	0	0
Total	2179	118	2297	1776	482	2258	39	4	0	4	4	0	4	0	
Total Subscriber Base (Prepaid)		633919													
Total Subscriber Base (Postpaid)		75773													

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(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
BIHAR	Billing Related Complaints	56	1	57	29	28	57	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	48	1	49	37	12	49	0	3	0	3	1	0	1	2
	Faults and Network Related Complaints	212	20	232	160	56	216	16	1	0	1	0	0	0	1
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	12	0	12	9	3	12	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	1	7	1	6	7	0	0	0	0	0	0	0	0
	VAS Related Complaints	8	0	8	5	0	5	3	0	0	0	0	0	0	0
Total	345	23	368	244	105	349	19	5	0	5	2	0	2	3	
Total Subscriber Base (Prepaid)		413003													
Total Subscriber Base (Postpaid)		12299													

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1	2														
DELHI	Billing Related Complaints	1182	41	1223	869	332	1201	22	16	2	18	18	0	18	0
	Customer Service Related Complaints	1595	108	1703	643	1004	1647	56	14	1	15	15	0	15	0
	Faults and Network Related Complaints	2873	324	3197	2112	952	3064	133	2	0	2	2	0	2	0
	MNP Related Complaints	117	2	119	91	28	119	0	0	0	0	0	0	0	0
	UCC Related Complaints	107	12	119	82	21	103	16	0	0	0	0	0	0	0
	Internet / Data Related Complaints	64	32	96	17	73	90	6	0	0	0	0	0	0	0
	VAS Related Complaints	57	0	57	43	1	44	13	0	0	0	0	0	0	0
Total	5995	519	6514	3857	2411	6268	246	32	3	35	35	0	35	0	
Total Subscriber Base (Prepaid)		1956216													
Total Subscriber Base (Postpaid)		150810													

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1	2														
GUJRAT	Billing Related Complaints	230	5	235	175	52	227	8	1	1	2	2	0	2	0
	Customer Service Related Complaints	170	18	188	47	130	177	11	2	0	2	1	0	1	1
	Faults and Network Related Complaints	636	58	694	550	125	675	19	0	0	0	0	0	0	0
	MNP Related Complaints	12	0	12	11	1	12	0	0	0	0	0	0	0	0
	UCC Related Complaints	9	3	12	5	6	11	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	4	13	3	8	11	2	0	0	0	0	0	0	0
	VAS Related Complaints	29	1	30	27	0	27	3	0	0	0	0	0	0	0
Total	1095	89	1184	818	322	1140	44	3	1	4	3	0	3	1	
Total Subscriber Base (Prepaid)		186473													
Total Subscriber Base (Postpaid)		35442													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	32	0	32	23	8	31	1	1	0	1	1	0	1	0
	Customer Service Related Complaints	26	2	28	15	13	28	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	61	4	65	29	35	64	1	0	1	1	0	1	0	0
	MNP Related Complaints	6	0	6	3	3	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
	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	125	6	131	70	59	129	2	1	1	2	2	0	2	0	
Total Subscriber Base (Prepaid)		14238													
Total Subscriber Base (Postpaid)		2595													

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Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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1	2														
HARYANA	Billing Related Complaints	21	2	23	16	7	23	0	1	1	2	2	0	2	0
	Customer Service Related Complaints	68	5	73	32	39	71	2	1	0	1	1	0	1	0
	Faults and Network Related Complaints	270	31	301	118	157	275	26	7	1	8	7	0	7	1
	MNP Related Complaints	77	0	77	74	3	77	0	0	0	0	0	0	0	0
	UCC Related Complaints	12	1	13	12	1	13	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	0	20	8	12	20	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	4	0	4	1	0	0	0	0	0	0	0
Total	473	39	512	264	219	483	29	9	2	11	10	0	10	1	
Total Subscriber Base (Prepaid)		342469													
Total Subscriber Base (Postpaid)		6206													

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1	2														
KARNATAKA	Billing Related Complaints	117	3	120	98	28	126	-6	1	2	3	2	0	2	1
	Customer Service Related Complaints	167	19	186	74	101	175	11	0	0	0	0	0	0	0
	Faults and Network Related Complaints	882	68	950	574	322	896	54	2	0	2	2	0	2	0
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	2	0	2	0	0	2	2	2	0	2	0
	VAS Related Complaints	16	0	16	8	1	9	7	0	0	0	0	0	0	0
Total	1188	90	1278	759	453	1212	66	3	4	7	6	0	6	1	
Total Subscriber Base (Prepaid)		192581													
Total Subscriber Base (Postpaid)		31725													

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		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
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1	2															
KERELA	Billing Related Complaints	39	3	42	37	8	45	-3	1	0	1	1	0	1	0	
	Customer Service Related Complaints	55	7	62	28	33	61	1	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	471	23	494	370	116	486	8	4	2	6	5	0	5	1	
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	
	UCC Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0	
	VAS Related Complaints	3	0	3	0	0	0	3	0	0	0	0	0	0	0	
Total	575	33	608	440	159	599	9	6	2	8	7	0	7	1		
Total Subscriber Base (Prepaid)		59604														
Total Subscriber Base (Postpaid)		18659														

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1	2														
KOLKATA	Billing Related Complaints	129	4	133	86	40	126	7	0	0	0	0	0	0	0
	Customer Service Related Complaints	81	1	82	51	28	79	3	2	0	2	2	0	2	0
	Faults and Network Related Complaints	806	37	843	716	109	825	18	2	0	2	2	0	2	0
	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	UCC Related Complaints	9	0	9	8	1	9	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	4	0	4	2	0	2	2	0	0	0	0	0	0	0
Total	1038	42	1080	872	178	1050	30	4	0	4	4	0	4	0	
Total Subscriber Base (Prepaid)		164400													
Total Subscriber Base (Postpaid)		29155													

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1	2														
MAHARASHTRA	Billing Related Complaints	275	10	285	250	35	285	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	180	7	187	102	83	185	2	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1053	78	1131	745	340	1085	46	1	1	2	2	0	2	0
	MNP Related Complaints	43	1	44	44	0	44	0	0	0	0	0	0	0	0
	UCC Related Complaints	103	1	104	96	8	104	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	13	2	15	3	12	15	0	0	0	0	0	0	0	0
	VAS Related Complaints	22	0	22	14	0	14	8	0	0	0	0	0	0	0
Total	1689	99	1788	1254	478	1732	56	3	1	4	4	0	4	0	
Total Subscriber Base (Prepaid)		1712456													
Total Subscriber Base (Postpaid)		64014													

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1	2														
MADHYA PRADESH	Billing Related Complaints	44	1	45	34	11	45	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	57	5	62	30	32	62	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	294	27	321	224	79	303	18	0	0	0	0	0	0	0
	MNP Related Complaints	10	0	10	10	0	10	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	2	0	2	1	1	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	1	0	1	2	0	0	0	0	0	0	0
Total	411	33	444	301	123	424	20	1	0	1	1	0	1	0	
Total Subscriber Base (Prepaid)		345431													
Total Subscriber Base (Postpaid)		12393													

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1	2														
MUMBAI	Billing Related Complaints	346	10	356	298	56	354	2	2	0	2	2	0	2	0
	Customer Service Related Complaints	216	12	228	102	116	218	10	9	0	9	9	0	9	0
	Faults and Network Related Complaints	1790	74	1864	1500	322	1822	42	16	0	16	16	0	16	0
	MNP Related Complaints	18	1	19	19	0	19	0	0	0	0	0	0	0	0
	UCC Related Complaints	30	2	32	30	2	32	0	1	0	1	0	0	0	1
	Internet / Data Related Complaints	1	1	2	1	1	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	22	0	22	16	0	16	6	0	1	1	1	0	1	0
Total	2423	100	2523	1966	497	2463	60	28	1	29	28	0	28	1	
Total Subscriber Base (Prepaid)		540839													
Total Subscriber Base (Postpaid)		60222													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
ORISSA	Billing Related Complaints	25	3	28	16	12	28	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	0	12	8	4	12	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	99	8	107	75	29	104	3	0	0	0	0	0	0	0
	MNP Related Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	136	12	148	99	46	145	3	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		90141													
Total Subscriber Base (Postpaid)		6272													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
PUNJAB	Billing Related Complaints	76	4	80	56	23	79	1	3	0	3	3	0	3	0
	Customer Service Related Complaints	110	12	122	54	63	117	5	3	0	3	3	0	3	0
	Faults and Network Related Complaints	139	31	170	53	103	156	14	4	0	4	3	0	3	1
	MNP Related Complaints	18	1	19	18	1	19	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	9	0	9	5	0	5	4	0	0	0	0	0	0	0
Total	355	48	403	189	190	379	24	10	0	10	9	0	9	1	
Total Subscriber Base (Prepaid)		422833													
Total Subscriber Base (Postpaid)		8667													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
RAJASTHAN	Billing Related Complaints	58	3	61	49	12	61	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	76	7	83	33	47	80	3	2	0	2	2	0	2	0
	Faults and Network Related Complaints	422	47	469	288	164	452	17	0	0	0	0	0	0	0
	MNP Related Complaints	19	0	19	18	1	19	0	0	0	0	0	0	0	0
	UCC Related Complaints	11	2	13	12	1	13	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	2	12	2	10	12	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	2	0	2	1	0	0	0	0	0	0	0
Total	599	61	660	404	235	639	21	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		910790													
Total Subscriber Base (Postpaid)		18864													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
TAMIL NADU	Billing Related Complaints	100	6	106	58	47	105	1	1	0	1	1	0	1	0
	Customer Service Related Complaints	142	9	151	74	69	143	8	8	0	8	8	0	8	0
	Faults and Network Related Complaints	845	47	892	607	259	866	26	5	0	5	5	0	5	0
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
	UCC Related Complaints	26	0	26	9	15	24	2	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	10	0	10	4	0	4	6	0	0	0	0	0	0	0
Total	1133	62	1195	762	390	1152	43	14	0	14	14	0	14	0	
Total Subscriber Base (Prepaid)		53722													
Total Subscriber Base (Postpaid)		29357													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
UTTAR PRADESH EAST	Billing Related Complaints	39	0	39	24	15	39	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	14	2	16	8	7	15	1	0	1	1	1	0	1	0
	Faults and Network Related Complaints	83	8	91	63	24	87	4	0	1	1	1	0	1	0
	MNP Related Complaints	3	0	3	3	0	3	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	7	0	7	2	0	2	5	0	0	0	0	0	0	0
	Total	147	10	157	101	46	147	10	0	2	2	2	0	2	0
Total Subscriber Base (Prepaid)	334417														
Total Subscriber Base (Postpaid)	2670														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
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														
UTAR PRADESH WEST	Billing Related Complaints	79	3	82	55	26	81	1	0	1	1	1	0	1	0
	Customer Service Related Complaints	80	10	90	45	43	88	2	3	0	3	2	0	2	1
	Faults and Network Related Complaints	223	33	256	160	88	248	8	2	1	3	1	0	1	2
	MNP Related Complaints	24	0	24	22	1	23	1	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	1	2	1	1	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	0	0	0	1	0	0	0	0	0	0	0
Total	415	47	462	289	160	449	13	5	2	7	4	0	4	3	
Total Subscriber Base (Prepaid)		416491													
Total Subscriber Base (Postpaid)		11862													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Jun'17

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														
WEST BENGAL	Billing Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	0	7	7	0	7	0	3	0	3	1	0	1	2
	Faults and Network Related Complaints	2	1	3	3	0	3	0	2	1	3	3	0	3	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	2	0	2	1	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	23	1	24	23	0	23	1	5	1	6	4	0	4	2	
Total Subscriber Base (Prepaid)		38381													
Total Subscriber Base (Postpaid)		26													