					Nam	e of Service Provi	der : Tata Tele	services Limited							
						(Cellular Mobile T	elephone Servi	ce) - CDMA							
					Customer Con	nplaints Redressa	Report for the	Quarter Ending	- Mar'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 red	essed during	the Quarter
LSA	Category of 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]	1161=1171 - 1151		
1	2														
	Billing Related Complaints	352	11	363	273	78	351	12	3	0	3	3	0	3	0
ESH	Customer Service Related Complaints	435	34	469	189	239	428	41	0	0	0	0	0	0	0
YDE	Faults and Network Related Complaints	2352	55	2407	1807	503	2310	97	11	0	11	11	0	11	0
PR/	MNP Related Complaints	43	0	43	40	3	43	0	1	0	1	1	0	1	0
RA	UCC Related Complaints	30	0	30	16	12	28	2	0	0	0	0	0	0	0
H	Internet / Data Related Complaints	7	1	8	2	5	7	1	0	0	0	0	0	0	0
AN	VAS Related Complaints	24	21	0	21	3	0	0	0	0	0	0	0		
	Total						3188	156	15	0	15	15	0	15	0
	Total Subscriber Base (Prepaid)	Total Subscriber Base (Prepaid) 674809									•	•			

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							Ĭ
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressal	Report for the	e Quarter Ending	- Mar'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	Category of 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	45	0	45	38	5	43	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	39	3	42	30	10	40	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	416	9	425	301	94	395	30	1	0	1	1	0	1	0
BIHAR	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
- ₩	UCC Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	rnet / Data Related Complaints 14 1 15				4	11	4	0	0	0	0	0	0	0
	AS Related Complaints 2 0 2				2	0	2	0	0	0	0	0	0	0	0
	Total					113	506	38	2	0	2	2	0	2	0
	Total Subscriber Base (Prepaid)	Total Subscriber Base (Prepaid) 431225									·	·			

					Name	of Service Provide	ler · Tata Tele	services Limited							
						ellular Mobile Te									
					•	plaints Redressal		•	- Mar'17						
		1			Complaint Cent		neport for the	Quarter Emaning	1			Appellate Auth	ority		
		Quarter a	•	ceived during the complaints of larter	•	complaints redre	essed during th	e Quarter	Quarter	•	eived during the complaints of arter	••	complaints redr	essed during	the Quarter
LSA	Category of 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]	1161=1171 - 1151		
1	2														
	Billing Related Complaints	1168	28	1196	856	294	1150	46	5	0	5	3	0	3	2
	Customer Service Related Complaints	1691	72	1763	921	725	1646	117	13	0	13	12	0	12	1
	Faults and Network Related Complaints	5496	199	5695	3841	1360	5201	494	3	0	3	3	0	3	0
DELHI	MNP Related Complaints	155	1	156	144	10	154	2	0	0	0	0	0	0	0
DEI	UCC Related Complaints	281	13	294	227	55	282	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	196	15	211	40	119	159	52	0	0	0	0	0	0	0
	VAS Related Complaints	39	0	39	38	1	39	0	0	0	0	0	0	0	0
	Total	328	9354	6067	2564	8631	723	21	0	21	18	0	18	3	
	Total Subscriber Base (Prepaid)	2039793								·					

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressa	Report for the	e Quarter Ending	- Mar'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	Category of 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	174	6	180	135	37	172	8	2	0	2	1	0	1	1
	Customer Service Related Complaints	223	16	239	80	140	220	19	1	0	1	1	0	1	0
L	Faults and Network Related Complaints	966	36	1002	740	182	922	80	0	0	0	0	0	0	0
GUJRAT	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
1 3	UCC Related Complaints	135	2	137	101	32	133	4	0	0	0	0	0	0	0
ľ	Internet / Data Related Complaints	5	25	9	10	19	6	0	0	0	0	0	0	0	
	VAS Related Complaints	9	8	0	8	1	0	0	0	0	0	0	0		
	Total	1600	1081	401	1482	118	3	0	3	2	0	2	1		
	Total Subscriber Base (Prepaid)	•		•			•				•	•			

						Name of Service	e Provider : Tat	a Teleservices Limit	ed						
						(Cellular Mo	obile Telephone	Service) - CDMA							
					Customer	Complaints Red	ressal Report	for the Quarter E	nding - Mar'1	17					
					Complaint Cent	re(s)						Appellate Au	thority		
		Details of co	mplaints rece	eived during the					Details of o	omplaints red	eived during the				
		Quarter a	and pending o	omplaints of	Details of	complaints red	ressed during	the Quarter	Quarter	and pending	complaints of	Detail	s of complaints re	dressed during th	ne Quarter
			previous Qua							previous Qu					
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]		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	redressed beyond	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	27	0	27	23	4	27	0	0	0	0	0	0	0	0
ADESH	Customer Service Related Complaints	21	4	25	10	12	22	3	0	0	0	0	0	0	0
8	Faults and Network Related Complaints	59	5	64	25	34	59	5	2	1	3	2	0	2	1
8	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
₹	UCC Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0
Ą	Internet / Data Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0
ΣÌ	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
_ =	Total	115	9	124	63	53	116	8	2	1	3	2	0	2	1
	Total Subscriber Base (Prepaid)	16330													

					Nam	e of Service Provi	der: Tata Tel	eservices Limited							
						Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressa	Report for th	e Quarter Ending	- Mar'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 red	essed during	the Quarter
LSA	Category of complaints	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	31	1	32	25	4	29	3	1	0	1	0	0	0	1
	Customer Service Related Complaints	67	7	74	34	34	68	6	2	0	2	2	0	2	0
⋖	Faults and Network Related Complaints	299	31	330	141	143	284	46	4	0	4	3	0	3	1
Æ	MNP Related Complaints	46	0	46	45	0	45	1	1	0	1	1	0	1	0
ARYANA	UCC Related Complaints	2	0	2	0	1	1	1	0	0	0	0	0	0	0
Ì	Internet / Data Related Complaints	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	
	Total	l 446 39 485					428	57	8	0	8	6	0	6	2
	Total Subscriber Base (Prepaid)	Total Subscriber Base (Prepaid) 335740													

					Nam	e of Service Prov	der : Tata Tel	eservices Limited							Ĭ
						(Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressa	Report for the	e Quarter Ending	- Mar'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 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	79	1	80	65	12	77	3	2	0	2	0	0	0	2
	Customer Service Related Complaints	199	4	203	87	95	182	21	0	0	0	0	0	0	0
ΑŽ	Faults and Network Related Complaints	1345	56	1401	815	475	1290	111	4	0	4	4	0	4	0
АТАКА	MNP Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
KARN	UCC Related Complaints	4	0	4	1	3	4	0	0	0	0	0	0	0	0
Ϋ́	Internet / Data Related Complaints	3	0	3	1	2	3	0	2	1	3	1	0	1	2
	VAS Related Complaints	0	3	3	0	3	0	0	0	0	0	0	0	0	
	Total	l 1635 61 1696					1561	135	8	1	9	5	0	5	4
	Total Subscriber Base (Prepaid)	182159											· · · · · · · · · · · · · · · · · · ·		

					Name	of Service Provio	ler: Tata Tele	services Limited							
					(0	Cellular Mobile Te	lephone Servi	ce) - CDMA							
					Customer Com	plaints Redressal	Report for the	Quarter Ending	- Mar'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	the Quarter	•	ceived during complaints of rter	Details of	complaints redr	essed during	the Quarter
LSA	Category of 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]			
1	2														
	Billing Related Complaints	35	2	37	24	10	34	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	85	4	89	55	27	82	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	754	30	784	613	130	743	41	3	1	4	2	0	2	2
KERELA	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
Ä	UCC Related Complaints	<u> </u>					83	0	0	0	0	0	0	0	0
1	Internet / Data Related Complaints	4	2	2	4	0	0	0	0	0	0	0	0		
1	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0		
	Total	1000	780	169	949	51	3	1	4	2	0	2	2		
	Total Subscriber Base (Prenaid)	Total Subscriber Base (Prepaid) 64183													

					Name	of Service Provid	er: Tata Teles	services Limited							
					(C	ellular Mobile Te	lephone Servic	e) - CDMA							
					Customer Comp	olaints Redressal	Report for the	Quarter Ending	- Mar'17						
					Complaint Cent	tre(s)						Appellate Autho	rity		
		the Quarte	•	received during ng complaints of uarter	Details of	complaints redre	ssed during th	e Quarter	the Quarte	•	eceived during g complaints of orter	Details of (complaints red	lressed durin	g the Quarter
LSA	Category of complaints	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]	1161=1171 - 1151	
1	2														
	Billing Related Complaints	112	2	114	83	27	110	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	103	4	107	63	42	105	2	5	4	9	9	0	9	0
⋖	Faults and Network Related Complaints	1312	46	1358	1138	165	1303	55	0	0	0	0	0	0	0
ΕĀ	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
KOLKAT	UCC Related Complaints	11	0	11	10	1	11	0	0	0	0	0	0	0	0
ž	Internet / Data Related Complaints	3	1	2	3	0	0	0	0	0	0	0	0		
	VAS Related Complaints	2	2	0	2	0	0	0	0	0	0	0	0		
	Total	53	1608	1310	237	1547	61	5	4	9	9	0	9	0	
	Total Subscriber Base (Prepaid)	174511				<u> </u>		<u> </u>							

					Name	of Service Provi	der : Tata Tele	services Limited							
					(Cellular Mobile To	elephone Servi	ce) - CDMA							
					Customer Com	plaints Redressal	Report for the	Quarter Ending	- Mar'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 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	339	8	347	287	50	337	10	1	1	2	2	0	2	0
⋖	Customer Service Related Complaints	287	16	303	177	114	291	12	0	0	0	0	0	0	0
TRA	Faults and Network Related Complaints	1817	108	1925	1304	496	1800	125	5	3	8	7	0	7	1
AS	MNP Related Complaints	50	0	50	48	1	49	1	0	0	0	0	0	0	0
AR	UCC Related Complaints	149	4	153	140	12	152	1	0	0	0	0	0	0	0
₽	Internet / Data Related Complaints	26	1	27	16	8	24	3	0	0	0	0	0	0	0
Σ	VAS Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0
	Total	2694 137 2831				681	2679	152	6	4	10	9	0	9	1
	Total Subscriber Base (Prepaid)	Total Subscriber Base (Prepaid) 1677557					•		•		•	•	•	•	

					Nam	e of Service Prov	der : Tata Tel	eservices Limited	l						Ĭ
						(Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressa	Report for the	e Quarter Ending	- Mar'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	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	47	0	47	40	6	46	1	0	0	0	0	0	0	0
ADESH	Customer Service Related Complaints	50	2	52	21	24	45	7	0	0	0	0	0	0	0
₽	Faults and Network Related Complaints	410	9	419	325	61	386	33	0	0	0	0	0	0	0
P.R	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
₹	UCC Related Complaints	17	0	17	14	3	17	0	0	0	0	0	0	0	0
DHYA	Internet / Data Related Complaints	0	1	1	0	1	0	0	0	0	0	0	0	0	
I≨	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	526	11	537	402	94	496	41	0	0	0	0	0	0	0
	Total Subscriber Base (Prepaid)	339855	,	•			•		•		•			•	

					Nam	e of Service Prov	ider: Tata Tel	eservices Limited	ŀ						
					(Cellular Mobile T	elephone Serv	ice) - CDMA							
					Customer Con	nplaints Redressa	l Report for th	e Quarter Ending	- Mar'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 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	373	14	387	294	83	377	10	6	1	7	7	0	7	0
	Customer Service Related Complaints	258	23	281	150	113	263	18	16	0	16	16	0	16	0
=	Faults and Network Related Complaints	2786	57	2843	2392	365	2757	86	16	2	18	18	0	18	0
/B/	MNP Related Complaints	31	0	31	30	0	30	1	1	0	1	1	0	1	0
MUMB	UCC Related Complaints						52	2	0	0	0	0	0	0	0
2	Internet / Data Related Complaints	18	2	20	8	11	19	1	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	4	0	4	3	0	3	1
	Total	3523	97	3620	2925	577	3502	118	43	3	46	45	0	45	1
	Total Subscriber Base (Prepaid)	otal Subscriber Base (Prepaid) 553806									<u> </u>				

	Name of Service Provider: Tata Teleservices Limited															
	(Cellular Mobile Telephone Service) - CDMA															
	Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
	Category of complaints				Complaint Cen	tre(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	Details of complaints redressed during the Quarter					eived during the complaints of arter	Details of complaints redressed 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	10	1	11	6	2	8	3	0	0	0	0	0	0	0	
	Customer Service Related Complaints	20	0	20	12	8	20	0	2	0	2	2	0	2	0	
_	Faults and Network Related Complaints	177	4	181	121	44	165	16	0	0	0	0	0	0	0	
SS/	MNP Related Complaints	9	0	9	8	0	8	1	0	0	0	0	0	0	0	
ORISSA	UCC Related Complaints	0	1	1	1	0	1	0	0	0	0	0	0	0	0	
ľ	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	216	6	222	148	54	202	20	2	0	2	2	0	2	0	
	Total Subscriber Base (Prepaid)	97145		•		•	•		•				•	•		

	Name of Service Provider: Tata Teleservices Limited															
	(Cellular Mobile Telephone Service) - CDMA															
	Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
	Category of complaints				Complaint Cen	tre(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	Details of complaints redressed during the Quarter					eived during the complaints of arter	Details of complaints redressed 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	117	2	119	102	12	114	5	0	0	0	0	0	0	0	
	Customer Service Related Complaints	136	2	138	66	58	124	14	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	268	20	288	128	118	246	42	1	0	1	1	0	1	0	
PUNJAB	MNP Related Complaints	39	0	39	35	3	38	1	0	0	0	0	0	0	0	
5	UCC Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	
l °	Internet / Data Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0	
	VAS Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0	
	Total	574	24	598	343	193	536	62	1	0	1	1	0	1	0	
	Total Subscriber Base (Prepaid)	401756		•	•	•	•		•				•			

Name of Service Provider: Tata Teleservices Limited (Cellular Mobile Telephone Service) - CDMA Customer Complaints Redressal Report for the Quarter Ending - Mar'17 Complaint Centre(s) Appellate Authority Details of complaints received during Details of complaints received during the Quarter and pending complaints of the Quarter and pending complaints of Details of complaints redressed during the Quarter Details of complaints redressed during the Quarter previous Quarter previous Quarter Total No. of LSA **Category of complaints** Total no. of complaints Total No. of Total no. of No. of Total no. of Total no. of No. of Total no. of complaints complaints complaints complaints complaints complaints complaints pending complaints to be pending for complaints pending complaints to be complaints pending redressed within edressed beyond redressed redressed within redressed redressed received complaints redressed during redressal on the received complaints redressed during for redressal on the specified time the time limit during the specified time beyond the time during the during the of previous the Quarter last day of during the of previous the Quarter last day of Quarter limit during the during the Quarter [8] : limit during the limit during the Quarter [15] [16]=[12] - [15] Quarter Quarter [5]=[3]+[4] Quarter [9]=[5] Quarter [12]=[10]+[11] quarter Quarter [6] + [7] quarter Quarter = [13] + [14] 1 2 Billing Related Complaints 85 3 88 75 10 85 3 0 1 1 0 1 0 **Customer Service Related Complaints** 118 124 72 45 117 3 0 3 0 6 3 0 329 0 Faults and Network Related Complaints 582 36 618 226 555 63 1 1 1 0 1 0 MNP Related Complaints 30 0 30 30 0 30 0 0 0 0 0 0 0 0 **UCC Related Complaints** 19 20 14 4 18 2 0 0 0 0 0 0 0 22 6 20 0 0 0 0 0 0 Internet / Data Related Complaints 16 6 14 2 0 0 VAS Related Complaints 8 8 9 0 0 0 0 0 0 0 Total 858 53 911 534 300 834 77 0 0

881506

26180

Total Subscriber Base (Prepaid)
Total Subscriber Base (Postpaid)

	Name of Service Provider: Tata Teleservices Limited															
	(Cellular Mobile Telephone Service) - CDMA															
	Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
					Complaint Cen	tre(s)		Appellate Authority								
LSA	Category of complaints	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	Details of complaints redressed during the Quarter					eived during the complaints of arter	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															
	Billing Related Complaints	111	4	115	82	26	108	7	1	0	1	1	0	1	0	
	Customer Service Related Complaints	186	4	190	112	68	180	10	1	0	1	1	0	1	0	
NADU	Faults and Network Related Complaints	1145	45	1190	821	313	1134	56	3	0	3	3	0	3	0	
₹	MNP Related Complaints	11	0	11	11	0	11	0	1	0	1	1	0	1	0	
M	UCC Related Complaints	23	0	23	18	5	23	0	0	0	0	0	0	0	0	
ΙŽ	Internet / Data Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	
1	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	1478	53	1531	1045	413	1458	73	6	0	6	6	0	6	0	
	Total Subscriber Base (Prepaid)	58508		•	•	•	•		·				•			

					Name	of Service Provi	der : Tata Tele	services Limited									
					•	Cellular Mobile Te	•	•									
	Customer Complaints Redressal Report for the Quarter Ending - Mar'17																
	Category of complaints				Complaint Cen	tre(s)		Appellate Authority									
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	Quarter	•	eived during the complaints of arter	Details of complaints redressed 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	beyond the time		Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]		
1	2																
ï	Billing Related Complaints	21	3	24	18	6	24	0	0	0	0	0	0	0	0		
EAST	Customer Service Related Complaints	13	1	14	5	6	11	3	1	0	1	0	0	0	1		
돐	Faults and Network Related Complaints	125	3	128	104	15	119	9	2	0	2	1	0	1	1		
DE	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0		
P.R.A	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
AR I	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Ė	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	Total	162	7	169	130	27	157	12	3	0	3	1	0	1	2		

Total Subscriber Base (Postpaid)

					Nam	e of Service Provi	der: Tata Tel	eservices Limited								
	(Cellular Mobile Telephone Service) - CDMA															
					Customer Con	nplaints Redressa	Report for th	e Quarter Ending	- Mar'17							
	Category of complaints				Complaint Cent	tre(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	Quarter	•	eived during the complaints of arter	Details of complaints redressed 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															
ST	Billing Related Complaints	46	1	47	34	9	43	4	1	0	1	1	0	1	0	
WEST	Customer Service Related Complaints	104	5	109	59	39	98	11	0	0	0	0	0	0	0	
돐	Faults and Network Related Complaints	309	9	318	202	79	281	37	1	0	1	1	0	1	0	
DESH	MNP Related Complaints	25	0	25	25	0	25	0	0	0	0	0	0	0	0	
PRA	UCC Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0	
AR P	Internet / Data Related Complaints	7	0	7	3	2	5	2	0	0	0	0	0	0	0	
Į	VAS Related Complaints	1	0	1	0	1	1	0	0	0	0	0	0	0	0	
UTA	Total	502	15	517	332	131	463	54	2	0	2	2	0	2	0	
	Total Subscriber Base (Prepaid)	411594		•	•	•		•		•			•			

					Nam	e of Service Provi	der : Tata Tel	eservices Limited							Ĭ	
	(Cellular Mobile Telephone Service) - CDMA															
	Customer Complaints Redressal Report for the Quarter Ending - Mar'17															
					Complaint Cen	tre(s)		Appellate Authority								
LSA		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of	Details of complaints redressed during the Quarter					eived during the complaints of arter	Details of complaints redressed during the Quarter				
	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]	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	4	0	4	4	0	4	0	0	0	0	0	0	0	0	
1 _	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
₽ B	Faults and Network Related Complaints	10	0	10	9	0	9	1	1	0	1	0	0	0	1	
BENGAL	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	
I E	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WEST	Internet / Data Related Complaints	1	0	1	1	0	1	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	17	0	17	16	0	16	1	1	0	1	0	0	0	1	
	Total Subscriber Base (Prepaid)	43766		·	·	·						·	·	-		