					N	ame of Service	Provider · T	ata Teleservices	l imited						
								ne Service) - CDN							
					Customer			rt for the Quarter		en'15					
					Complaint Ce							Appellate A	uthority		
		Quarter a	omplaints rece and pending co previous Qua		•	of complaints redr	essed during th	ne Quarter	the Quarter	•	ceived during complaints of rter		of complaints redro	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]		No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	complaints redressed within specified time limit	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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
T	Billing Related Complaints	1058	46	1104	637	429	1066	38	0	1	1	1	0	1	0
ŝ	Customer Service Related Complaints	499	63	562	234	302	536	26	0	1	1	1	0	1	0
AD	Faults and Network Related Complaints	9705	191	9896	8403	1364	9767	129	1	1	2	2	0	2	0
R	MNP Related Complaints	49	0	49	44	0	44	5	0	0	0	0	0	0	0
₹	UCC Related Complaints	48	1	49	47	2	49	0	0	0	0	0	0	0	0
苦	Internet / Data Related Complaints	50	3	53	23	28	51	2	0	0	0	0	0	0	0
AN	VAS Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
-	Total	11415	304	11719	9393	2126	11519	200	1	3	4	4	0	4	0
	Total Subscriber base (Prepaid)	1031824													
	Total Subscriber base (Postpaid)	143836													

					N	ame of Service	Provider · Ta	ta Teleservices L	imited						
					N			e Service) - CDM							
					Customer			t for the Quarter e		n'15					
					Complaint Ce					5 15		Appellate A	uthority		
		Quarter an	nd pending co			of complaints red	ressed during th		Quarter a	mplaints rece nd pending c previous Qua			of complaints redre	essed during th	e Quarter
LSA	Category of complants	2 3 4 Complaints preding complaints of previous of pre					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 [5]=[3]+[4]	specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	during the Quarter [8] –	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	104	1	105	92	12	104	1	1	1	2	2	0	2	0
	Customer Service Related Complaints	105	3	108	84	22	106	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1081	26	1107	894	188	1082	25	0	1	1	1	0	1	0
AR	MNP Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
BIH	UCC Related Complaints	12	1	13	12	0	12	1	0	0	0	0	0	0	0
_	Internet / Data Related Complaints	21	0	21	15	6	21	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	1366	31	1397	1140	228	1368	29	1	2	3	3	0	3	0
	Total Subscriber base (Prepaid)	547901													
	Total Subscriber base (Postpaid)	18883]												

						Name of Servic	e Provider · T	ata Teleservices I	imited						
								ne Service) - CDN							
					Custome			rt for the Quarter		en'15					
					Complaint C		u coou nepo			op 10		Appellate A	uthority		
		the Quarter a		eceived during g complaints of arter		of complaints red	ressed during th	e Quarter	the Quarter		ceived during complaints of rter		of complaints redre	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [5]=[3]+[4]	redressed within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
H	Billing Related Complaints	21	2	23	15	4	19	4	0	0	0	0	0	0	0
DESH	Customer Service Related Complaints	24	0	24	16	8	24	0	0	0	0	0	0	0	0
RAL	Faults and Network Related Complaints	238	3	241	217	21	238	3	0	0	0	0	0	0	0
E.	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IAL	UCC Related Complaints	2	0	2	0	0	0	2	0	0	0	0	0	0	0
\C⊢	Internet / Data Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
W	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
		280	5	29/	252	33	285	9	0	0	0	0	0	0	0
H															
н	Total Subscriber base (Prepaid)	33829	5	234	LSL										

					Ν	ame of Service	Provider : Ta	ata Teleservices L	imited						
						(Cellular Mo	bile Telephon	e Service) - CDM	A						
					Customer	Complaints Re	dressal Repor	t for the Quarter e	ending - Se	p'15					
					Complaint Ce	entre(s)						Appellate A	uthority		
		Quarter an	nplaints receind pending co revious Quar		Details	of complaints red	ressed during the		Quarter a	mplaints rece nd pending co previous Quar			of complaints redre	essed during th	e Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	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 limit	Total no. of complaints redressed beyond the time limit during the Quarter	during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	266	6	272	160	89	249	23	2	0	2	2	0	2	0
	Customer Service Related Complaints	299	13	312	155	151	306	6	1	0	1	1	0	1	0
⊢	Faults and Network Related Complaints	3939	76	4015	3713	244	3957	58	2	1	3	3	0	3	0
JRA	MNP Related Complaints	14	0	14	12	1	13	1	0	0	0	0	0	0	0
CU5	UCC Related Complaints	25	4	29	21	8	29	0	0	0	0	0	0	0	0
0	Internet / Data Related Complaints	18	1	19	15	4	19	0	0	0	0	0	0	0	0
	VAS Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
	Total	4571	100	4671	4086	497	4583	88	5	1	6	6	0	6	0
	Total Subscriber base (Prepaid)	265971													
	Total Subscriber base (Postpaid)	56779													

						Name of Servi	ce Provider :	Tata Teleservices	Limited						
						(Cellular I	Mobile Telepho	one Service) - CD	MA						
					Custom	er Complaints F	Redressal Rep	ort for the Quarte	r ending - Se	ep'15					
					Complaint C	entre(s)						Appellate Aut	thority		
		Quarter and		eived during the omplaints of rter		of complaints red	ressed during the	e Quarter		mplaints receiv ending complai Quarter		Details	of complaints redre	essed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [5]=[3]+[4]	complaints redressed within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	131	6	137	72	61	133	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	181	5	186	141	43	184	2	0	0	0	0	0	0	0
Ă	Faults and Network Related Complaints	1205	63	1268	1035	221	1256	12	3	0	3	3	0	3	0
(A)	MNP Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
AR,	UCC Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
Ŧ	Internet / Data Related Complaints	22	1	23	17	6	23	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	1557	75	1632	1283	331	1614	18	3	0	3	3	0	3	0
	Total Subscriber base (Prepaid)	557104													
	Total Subscriber base (Postpaid)	25697													

					Na	ame of Service	Provider : Ta	ta Teleservices Li	imited						
						(Cellular Mol	oile Telephone	e Service) - CDM	4						
					Customer	Complaints Red	ressal Report	for the Quarter e	nding - Se	ep'15					
					Complaint C	entre(s)						Appellate	Authority		
		Quarter and		eived during the omplaints of rter		of complaints red	ressed during th	e Quarter	during th	ne Quarter	nts received and pending ious Quarter	Details	of complaints redre	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	received	complain ts of	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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	91	2	93	57	26	83	10	0	0	0	0	0	0	0
-	Customer Service Related Complaints	142	9	151	68	74	142	9	0	0	0	0	0	0	0
₽ K	Faults and Network Related Complaints	2826	109	2935	2366	536	2902	33	1	0	1	0	0	0	1
1	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
RN	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
₹.	Internet / Data Related Complaints	10	0	10	2	8	10	0	0	0	0	0	0	0	0
-	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	3078	120	3198	2502	644	3146	52	1	0	1	0	0	0	1
	Total Subscriber base (Prepaid)	239800													
	Total Subscriber base (Postpaid)	42584													

						Name of Servic	e Provider : 1	ata Teleservices	Limited						
						(Cellular M	obile Telepho	ne Service) - CDN	/A						
					Custome	er Complaints R	edressal Repo	rt for the Quarter	ending - Se	ep'15					
					Complaint C	entre(s)						Appellate Au	Ithority		
		Quarter and		eived during the complaints of arter		of complaints red	ressed during th	e Quarter	Quarter an	mplaints receind pending co previous Quar		Details	of complaints redr	essed during t	he Quarter
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	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]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	76	5	81	51	25	76	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	71	2	73	20	50	70	3	0	0	0	0	0	0	0
∢	Faults and Network Related Complaints	2677	78	2755	2136	577	2713	42	1	0	1	1	0	1	0
AL	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
ER	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
x	Internet / Data Related Complaints	6	0	6	4	1	5	1	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	0	0	0	2	0	0	0	0	0	0	0
	Total	2834	85	2919	2213	653	2866	53	1	0	1	1	0	1	0
	Total Subscriber base (Prepaid)	113572													
	Total Subscriber base (Postpaid)	27031													

					Name	of Service Prov	ider · Tata Te	eservices (Mahar	ashtra) Limi	ited					
					Name			one Service) - CDN		lieu					
					Custom			ort for the Quarter		on'15					
	<u> </u>				Complaint C		curessar rep		chang - 0			Appellate Au	Ithority		
		Quarter and	I pending c	eived during the complaints of rter		of complaints red	Iressed during th	e Quarter	Quarter a	mplaints recei nd pending co previous Quar			of complaints redre	ssed during th	e Quarter
LSA	Category of complants	2 3 4 pending co complaints received 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 [5]=[3]+[4]	Total no. of complaints redressed within specified 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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	414	13	427	233	155	388	39	18	0	18	18	0	18	0
	Customer Service Related Complaints	453	28	481	265	199	464	17	14	1	15	14	0	14	1
2															
	Faults and Network Related Complaints	6224	172	6396	5194	989	6183	213	14	2	16	16	0	16	0
AB/	Faults and Network Related Complaints MNP Related Complaints	6224 1	172 0	6396 1	5194 1	989 0	6183 1	213 0	14 0	2 0	16 0	16 0	0	16 0	0
	-	6224 1 2	172 0 2	6396 1 4	5194 1 2	989 0 2	6183 1 4	213 0 0		2 0 0	16 0 4	16 0 4	0	16 0 4	0 0 0
MUMB/	MNP Related Complaints	6224 1 2 45	172 0 2 2	6396 1 4 47	1	989 0 2 14	6183 1 4 47	213 0 0 0		2 0 0 0	16 0 4 12	16 0 4 10	0	16 0 4 10	- -
MUMB/	MNP Related Complaints UCC Related Complaints	1 2	172 0 2 2 0	1 4	1 2	0 2	1 4	213 0 0 0 0	0 4	2 0 0 0 0	0 4	0 4	0 0 0	0 4	- -
MUMBA	MNP Related Complaints UCC Related Complaints Internet / Data Related Complaints	1 2 45	172 0 2 2 0 217	1 4 47	1 2 33	0 2	1 4	213 0 0 0 0 269	0 4 12	2 0 0 0 0 3	0 4 12	0 4 10	0 0 0	0 4 10	0 2
MUMB/	MNP Related Complaints UCC Related Complaints Internet / Data Related Complaints VAS Related Complaints	1 2 45 2	0 2 2 0	1 4 47 2	1 2 33 2	0 2 14 0	1 4 47 2	0 0 0 0	0 4 12 16	2 0 0 0 0 3	0 4 12 16	0 4 10 16	0 0 0 0	0 4 10 16	0 2 0

<u> </u>					Name	of Service Prov	ider · Tata Te	leservices (Mahar	ashtra) I im	ited					
					i tuillo t			one Service) - CDI	,	nou					
					Custom			ort for the Quarter		ep'15					
					Complaint C				enung e	op . e		Appellate Au	uthority		
		Details of co	mplaints re	eceived during					Details of co	mplaints recei	ved during the				
			ind pending evious Qua	complaints of	Details	of complaints red	ressed during th	e Quarter	Quarter a	nd pending co previous Quar	mplaints of		of complaints redro	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]			during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	637	18	655	451	187	638	17	0	0	0	0	0	0	0
₹	Customer Service Related Complaints	432	23	455	274	163	437	18	0	0	0	0	0	0	0
Ē	Faults and Network Related Complaints	5167	150	5317	4175	954	5129	188	2	0	2	1	0	1	1
ASI	MNP Related Complaints	29	0	29	28	0	28	1	0	0	0	0	0	0	0
AR.	UCC Related Complaints	27	1	28	25	2	27	1	0	0	0	0	0	0	0
AH	Internet / Data Related Complaints	45	5	50	38	12	50	0	0	0	0	0	0	0	0
ž	VAS Related Complaints	54	0	54	53	1	54	0	1	0	1	1	0	1	0
	Total	6391	197	6588	5044	1319	6363	225	3	0	3	2	0	2	1
	Total Subscriber base (Prepaid)	2344936													
	Total Subscriber base (Postpaid)	81466													

						Name of Servi	ice Provider :	Tata Teleservices	Limited						
						(Cellular I	Mobile Telepho	one Service) - CD	MA						
					Custom	er Complaints I	Redressal Rep	ort for the Quarte	rending - S	Sep'15					
					Complaint C	Centre(s)						Appellate Au	Ithority		
		the Quarter a		eceived during g complaints of arter	Details	of complaints red	Iressed during th	e Quarter	Quarter a	mplaints recei nd pending co previous Quar			of complaints redre	essed during th	ne Quarter
LSA	Category of complants	No. of pending complain ts 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 [5]=[3]+[4]	complaints redressed within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
т	Billing Related Complaints	35	2	37	26	10	36	1	0	0	0	0	0	0	0
ESH	Customer Service Related Complaints	86	5	91	53	34	87	4	0	0	0	0	0	0	0
AD	Faults and Network Related Complaints	1765	30	1795	1624	148	1772	23	0	0	0	0	0	0	0
R	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
¥	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
ΗĞ	Internet / Data Related Complaints	6	1	7	4	3	7	0	0	0	0	0	0	0	0
IAI	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
~	Total	1904	38	1942	1719	195	1914	28	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)	427709													
	Total Subscriber base (Postpaid)	18389													

						Name of Servi	ce Provider :	Tata Teleservices	Limited						
						(Cellular M	Mobile Telepho	one Service) - CD	MA						
					Custom	er Complaints F	Redressal Rep	ort for the Quarte	r ending - S	ep'15					
					Complaint C	Centre(s)						Appellate Au	Ithority		
		the Quarter a		eceived during g complaints of arter	Details	of complaints red	lressed during th	e Quarter	Quarter an	mplaints receind pending co previous Quar		Details	of complaints redre	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [5]=[3]+[4]	complaints redressed within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2322	92	2414	1698	649	2347	67	24	1	25	24	0	24	1
	Customer Service Related Complaints	2042	107	2149	1371	680	2051	98	44	4	48	44	0	44	4
	Faults and Network Related Complaints	9647	144	9791	9266	443	9709	82	19	1	20	19	0	19	1
LHI	MNP Related Complaints	98	1	99	87	7	94	5	2	0	2	2	0	2	0
DE	UCC Related Complaints	315	30	345	257	59	316	29	1	0	1	0	0	0	1
	Internet / Data Related Complaints	356	15	371	301	63	364	7	0	0	0	0	0	0	0
	VAS Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
	Total	14797	389	15186	12997	1901	14898	288	90	6	96	89	0	89	7
	Total Subscriber base (Prepaid)	2556999													
	Total Subscriber base (Postpaid)	206309													

						Name of Serv	vice Provider	Tata Teleservice	s Limited						
						(Cellular	Mobile Teleph	one Service) - C	DMA						
					Custor	ner Complaints	Redressal Re	port for the Quart	er ending - Se	ep'15					
					Complaint C	centre(s)						Appellate Au	Ithority		
		Quarter and		eived during the complaints of irter		of complaints red	ressed during the	e Quarter	Details of con Quarter and pe			Details	s of complaints red	essed during th	ne Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [5]=[3]+[4]	redressed within specified time limit	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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	271	10	281	226	31	257	24	1	0	1	1	0	1	0
	Customer Service Related Complaints	233	8	241	167	68	235	6	1	0	1	1	0	1	0
BB	Faults and Network Related Complaints	1268	31	1299	1121	161	1282	17	1	0	1	1	0	1	0
٩n	MNP Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
S	UCC Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0
4	Internet / Data Related Complaints	10	0	10	8	2	10	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total	1804	49	1853	1543	263	1806	47	3	0	3	3	0	3	0
	Total Subscriber base (Prepaid)	583679													
	Total Subscriber base (Postpaid)	29187													

	Name of Service Provider : Tata Teleservices Limited															
						(Cellular N	lobile Telepho	ne Service) - CDI	MA							
					Custome	er Complaints R	edressal Repo	ort for the Quarter	ending - S	ep'15						
					Complaint C	Centre(s)			Appellate Authority							
		the Quarter a		eceived during g complaints of arter	Details	of complaints red	ressed during th	e Quarter	Quarter a	mplaints receind pending co previous Quar	•		ils of complaints redressed during the Quarter			
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [5]=[3]+[4]			during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	105	1	106	96	9	105	1	0	0	0	0	0	0	0	
	Customer Service Related Complaints	26	1	27	15	10	25	2	0	2	2	2	0	2	0	
4	Faults and Network Related Complaints	681	17	698	612	75	687	11	1	0	1	0	0	0	1	
SS	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	
ORISS,	UCC Related Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	8	2	10	7	3	10	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	823	22	845	733	98	831	14	1	2	3	2	0	2	1	
	Total Subscriber base (Prepaid)	159523														
	Total Subscriber base (Postpaid)	8657														

1						Name of Serv	vice Provider	Tata Teleservice	s I imited							
								one Service) - Cl								
					Custor			port for the Quarte		ep'15						
					Complaint (Appellate Authority							
		the Quarter		eceived during g complaints of arter		of complaints red	ressed during the	e Quarter		nplaints receiv Id pending co revious Quart	mplaints of		of complaints redr	essed during th	ne Quarter	
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [5]=[3]+[4]	Total no. of complaints redressed within specified 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]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	361	7	368	271	85	356	12	3	0	3	2	0	2	1	
_	Customer Service Related Complaints	351	12	363	238	108	346	17	2	0	2	2	0	2	0	
IAN	Faults and Network Related Complaints	1413	61	1474	831	589	1420	54	0	0	0	0	0	0	0	
Ę	MNP Related Complaints	31	1	32	31	0	31	1	0	0	0	0	0	0	0	
Ň	UCC Related Complaints	10	2	12	8	3	11	1	0	0	0	0	0	0	0	
RĂ.	Internet / Data Related Complaints	12	0	12	8	4	12	0	0	0	0	0	0	0	0	
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	
	Total	2185	83	2268	1394	789	2183	85	5	0	5	4	0	4	1	
	Total Subscriber base (Prepaid)	1128125														
	Total Subscriber base (Postpaid)	42424	7													

					N	ame of Service	Provider · 1	ata Teleservices	Limited								
								ne Service) - CD									
					Customer			ort for the Quarter		Sep'15							
		Complaint Centre(s)											te Authority				
	Category of complaints	the Quarter a	•	eceived during complaints of arter	Details o	of complaints redr	essed during t	he Quarter	the Quarter		eceived during g complaints of arter	Details	of complaints redre	essed during th	ne Quarter		
LSA		Total no. of complaints received during the Quarter	No. of pending complain ts 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]		No. of pending complaints of previous Quarter		Total no. of complaints redressed within specified 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]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
	Billing Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0		
Ļ	Customer Service Related Complaints	9	0	9	8	1	9	0	1	1	2	2	0	2	0		
NGA	Faults and Network Related Complaints	40	1	41	38	2	40	1	0	0	0	0	0	0	0		
BEN	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0		
Ш	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0		
/ES	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
3	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0		
	Total	60	1	61	57	3	60	1	1	1	2	2	0	2	0		
	Total Subscriber base (Prepaid)	70239															
	Total Subscriber base (Postpaid)	49															

	Name of Service Provider : Tata Teleservices Limited														
-						(Cellular I	Mobile Teleph	one Service) - CD	MA						
					Custor			ort for the Quarte		ep'15					
			Complaint Centre(s) Appellate Authority												
		the Quarter		received during og complaints of larter	Details	s of complaints red	ressed during the	e Quarter	Quarter ar	nplaints recein nd pending co previous Quart		Details	of complaints redre	Total no. of complaints redressed during the Quarter Total no. of complaints redressed during the quarter Total No. of complaints redressed quring the Quarter 9 the Quarter [6] + [7] [9]=[5] - 14 15 16 0 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	
LSA	Category of complants	Total no. of complaints received during the Quarter	pending complain ts of	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 [5]=[3]+[4]	complaints		complaints redressed during the Quarter [8] =	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	97	2	99	59	38	97	2	1	0	1	1	0	1	0
_	Customer Service Related Complaints	206	27	233	77	143	220	13	0	0	0	0	0	0	0
B	Faults and Network Related Complaints	3620	84	3704	3037	609	3646	58	2	0	2	2	0	2	0
A N.	MNP Related Complaints	4	1	5	5	0	5	0	0	0	0	0	0	0	0
MIL	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
TA	Internet / Data Related Complaints	3	0	3	0	3	3	0	0	0	0	0	0	0	0
-	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Total	3934	114	4048	3182	793	3975	73	3	0	3	3	0	3	0
	Total Subscriber base (Prepaid)	97971													
	Total Subscriber base (Postpaid)	41852													

	Name of Service Provider : Tata Teleservices Limited															
						(Cellular I	Mobile Teleph	one Service) - CD	MA							
					Custom	er Complaints I	Redressal Rep	ort for the Quarte	r ending -	Sep'15						
					Complaint	Centre(s)			Appellate Authority							
		Details of complaints received during Details of complaints received during														
			r and pend previous (ling complaints Quarter	Details	of complaints red	ressed during th	e Quarter		and pending previous Qua	complaints of rter	Details	of complaints redro	essed during th	ne Quarter	
LSA		Total no. of complaints received during the Quarter	ts of	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]		No. of pending complaints of previous Quarter		Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	75	4	79	60	17	77	2	0	0	0	0	0	0	0	
	Customer Service Related Complaints	74	2	76	53	19	72	4	0	1	1	1	0	1	0	
	Faults and Network Related Complaints	1015	23	1038	908	122	1030	8	1	0	1	0	0	0	1	
H	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
5	UCC Related Complaints	6	0	6	5	1	6	0	0	1	1	1	0	1	0	
	Internet / Data Related Complaints	7	0	7	4	3	7	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	1178	29	1207	1031	162	1193	14	1	2	3	2	0	2	1	
	Total Subscriber base (Prepaid)	487579														

Total Subscriber base (Postpaid)----- 11153

[Name of Service	e Provider : T	ata Teleservices L	imited						
					•			ne Service) - CDM							
					Custome			rt for the Quarter		o'15					
					Complaint Ce	entre(s)	•	Appellate Authority							
		Quarter an	nplaints recei Id pending co revious Quar		Details	of complaints red	ressed during the	e Quarter	Quarter an	nplaints recei nd pending co revious Quar		Details	of complaints redre	essed during th	e Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Ouarter	Total no. of complaints redressed within specified 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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	69	3	72	51	21	72	0	3	0	3	2	0	2	1
	Customer Service Related Complaints	165	4	169	111	50	161	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1549	31	1580	1424	133	1557	23	2	0	2	2	0	2	0
>	MNP Related Complaints	19	0	19	18	1	19	0	0	0	0	0	0	0	0
5	UCC Related Complaints	35	0	35	34	1	35	0	0	1	1	1	0	1	0
	Internet / Data Related Complaints	13	2	15	10	5	15	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
	Total	1854	40	1894	1651	211	1862	32	5	1	6	5	0	5	1
	Total Subscriber base (Prepaid)	612277													
	Total Subscriber base (Postpaid)	26366]												

[Name of Service Provider : Tata Teleservices Limited															
					•			ne Service) - CDN								
					Custome			rt for the Quarter		ep'15						
					Complaint C				Appellate Authority							
		Quarter a	mplaints rece nd pending co previous Qua		the Details of complaints received during							Details	of complaints redre	essed during th	ne Quarter	
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter		during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	183	11	194	60	117	177	17	4	0	4	1	0	1	3	
	Customer Service Related Complaints	286	19	305	200	89	289	16	4	0	4	4	0	4	0	
₹	Faults and Network Related Complaints	4032	86	4118	3713	371	4084	34	5	1	6	3	0	3	3	
ΓQ Δ	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0	
KOL	UCC Related Complaints	13	0	13	12	0	12	1	0	0	0	0	0	0	0	
¥	Internet / Data Related Complaints	13	2	15	11	4	15	0	0	0	0	0	0	0	0	
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	
	Total	4546	118	4664	4015	581	4596	68	13	1	14	8	0	8	6	
	Total Subscriber base (Prepaid)	220428														
	Total Subscriber base (Postpaid)	38491														