

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	264	6	270	166	82	248	22	1	0	1	1	0	1	0
	Customer Service Related Complaints	321	17	338	160	164	324	14	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1120	14	1134	954	160	1114	20	4	0	4	4	0	4	0
	MNP Related Complaints	18	1	19	18	1	19	0	0	0	0	0	0	0	0
	UCC Related Complaints	12	0	12	6	6	12	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	1	6	1	3	4	2	0	0	0	0	0	0	0
	VAS Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0
Total	1750	39	1789	1314	417	1731	58	5	0	5	5	0	5	0	
Total Subscriber Base (Prepaid)		612243													
Total Subscriber Base (Postpaid)		69195													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	3	59	28	30	58	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	42	0	42	19	19	38	4	0	2	2	2	0	2	0
	Faults and Network Related Complaints	126	16	142	89	48	137	5	0	1	1	1	0	1	0
	MNP Related Complaints	19	0	19	18	1	19	0	0	0	0	0	0	0	0
	UCC Related Complaints	15	0	15	13	0	13	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	1	0	1	0	0	0	1	0	0	0	0	0	0	0
Total	260	19	279	168	98	266	13	0	3	3	3	0	3	0	
Total Subscriber Base (Prepaid)		398968													
Total Subscriber Base (Postpaid)		10494													

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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														
DELHI	Billing Related Complaints	761	34	795	641	127	768	27	8	0	8	8	0	8	0
	Customer Service Related Complaints	739	57	796	436	303	739	57	12	0	12	10	0	10	2
	Faults and Network Related Complaints	2845	133	2978	2170	701	2871	107	5	0	5	5	0	5	0
	MNP Related Complaints	57	0	57	52	4	56	1	0	0	0	0	0	0	0
	UCC Related Complaints	173	16	189	135	32	167	22	0	0	0	0	0	0	0
	Internet / Data Related Complaints	60	6	66	26	32	58	8	0	0	0	0	0	0	0
	VAS Related Complaints	20	0	20	17	1	18	2	0	0	0	0	0	0	0
Total	4655	246	4901	3477	1200	4677	224	25	0	25	23	0	23	2	
Total Subscriber Base (Prepaid)		1884139													
Total Subscriber Base (Postpaid)		134471													

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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														
GUJRAT	Billing Related Complaints	271	11	282	217	55	272	10	1	0	1	1	0	1	0
	Customer Service Related Complaints	127	11	138	52	65	117	21	0	1	1	1	0	1	0
	Faults and Network Related Complaints	441	19	460	370	84	454	6	4	0	4	4	0	4	0
	MNP Related Complaints	21	0	21	19	1	20	1	0	0	0	0	0	0	0
	UCC Related Complaints	2	1	3	1	2	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	2	6	1	4	5	1	0	0	0	0	0	0	0
	VAS Related Complaints	16	0	16	15	1	16	0	0	0	0	0	0	0	0
Total	882	44	926	675	212	887	39	5	1	6	6	0	6	0	
Total Subscriber Base (Prepaid)		175234													
Total Subscriber Base (Postpaid)		32110													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	8	1	9	6	3	9	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	16	0	16	10	5	15	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	38	1	39	20	19	39	0	2	0	2	1	0	1	1
	MNP Related Complaints	2	0	2	2	0	2	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	64	2	66	38	27	65	1	2	0	2	1	0	1	1	
Total Subscriber Base (Prepaid)		13658													
Total Subscriber Base (Postpaid)		1792													

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1	2														
HARYANA	Billing Related Complaints	32	1	33	27	6	33	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	31	2	33	21	10	31	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	117	26	143	70	64	134	9	3	1	4	4	0	4	0
	MNP Related Complaints	14	0	14	14	0	14	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
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	197	29	226	135	80	215	11	3	1	4	4	0	4	0	
Total Subscriber Base (Prepaid)		336914													
Total Subscriber Base (Postpaid)		4647													

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1	2														
KARNATAKA	Billing Related Complaints	109	1	110	84	24	108	2	2	1	3	3	0	3	0
	Customer Service Related Complaints	202	11	213	99	96	195	18	0	0	0	0	0	0	0
	Faults and Network Related Complaints	630	54	684	375	281	656	28	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	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
	VAS Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
Total	957	66	1023	573	402	975	48	4	1	5	4	0	4	1	
Total Subscriber Base (Prepaid)		189878													
Total Subscriber Base (Postpaid)		30450													

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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	27	0	27	15	10	25	2	1	0	1	0	0	0	1
	Customer Service Related Complaints	41	1	42	23	18	41	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	277	8	285	252	32	284	1	4	1	5	5	0	5	0
	MNP Related Complaints	0	0	0	0	0	0	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	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	347	9	356	291	61	352	4	5	1	6	5	0	5	1	
Total Subscriber Base (Prepaid)		57978													
Total Subscriber Base (Postpaid)		17054													

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1	2														
KOLKATA	Billing Related Complaints	88	9	97	45	52	97	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	65	3	68	32	28	60	8	1	0	1	1	0	1	0
	Faults and Network Related Complaints	578	18	596	475	111	586	10	0	0	0	0	0	0	0
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
	UCC Related Complaints	20	0	20	19	0	19	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	761	30	791	581	191	772	19	1	0	1	1	0	1	0	
Total Subscriber Base (Prepaid)		153475													
Total Subscriber Base (Postpaid)		26527													

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1	2														
MAHARASHTRA	Billing Related Complaints	268	8	276	226	34	260	16	1	0	1	1	0	1	0
	Customer Service Related Complaints	166	2	168	75	75	150	18	0	0	0	0	0	0	0
	Faults and Network Related Complaints	661	46	707	448	232	680	27	1	0	1	1	0	1	0
	MNP Related Complaints	55	0	55	55	0	55	0	0	0	0	0	0	0	0
	UCC Related Complaints	112	0	112	109	2	111	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	0	14	7	5	12	2	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	1283	56	1339	927	348	1275	64	2	0	2	2	0	2	0	
Total Subscriber Base (Prepaid)		1683210													
Total Subscriber Base (Postpaid)		61610													

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1	2														
MADHYA PRADESH	Billing Related Complaints	23	2	25	14	10	24	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	21	0	21	9	10	19	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	282	18	300	226	68	294	6	0	0	0	0	0	0	0
	MNP Related Complaints	16	0	16	16	0	16	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	1	0	1	0	1	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	343	20	363	265	89	354	9	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		331479													
Total Subscriber Base (Postpaid)		10947													

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1	2														
MUMBAI	Billing Related Complaints	373	8	381	313	57	370	11	3	0	3	3	0	3	0
	Customer Service Related Complaints	168	10	178	86	80	166	12	6	0	6	5	0	5	1
	Faults and Network Related Complaints	1104	41	1145	881	213	1094	51	16	0	16	14	0	14	2
	MNP Related Complaints	26	0	26	24	1	25	1	3	0	3	3	0	3	0
	UCC Related Complaints	73	0	73	56	5	61	12	2	1	3	3	0	3	0
	Internet / Data Related Complaints	3	0	3	0	2	2	1	1	0	1	1	0	1	0
	VAS Related Complaints	8	0	8	7	0	7	1	1	0	1	1	0	1	0
Total	1755	59	1814	1367	358	1725	89	32	1	33	30	0	30	3	
Total Subscriber Base (Prepaid)		522626													
Total Subscriber Base (Postpaid)		56653													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	18	0	18	16	2	18	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	19	0	19	9	8	17	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	80	3	83	62	20	82	1	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	118	3	121	88	30	118	3	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		86040													
Total Subscriber Base (Postpaid)		5317													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	56	5	61	44	16	60	1	1	0	1	0	0	0	1
	Customer Service Related Complaints	51	5	56	24	29	53	3	2	0	2	1	0	1	1
	Faults and Network Related Complaints	77	14	91	42	41	83	8	2	1	3	2	0	2	1
	MNP Related Complaints	4	0	4	4	0	4	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	190	24	214	116	86	202	12	5	1	6	3	0	3	3	
Total Subscriber Base (Prepaid)		419607													
Total Subscriber Base (Postpaid)		6431													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	53	1	54	46	6	52	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	24	3	27	14	12	26	1	1	0	1	1	0	1	0
	Faults and Network Related Complaints	281	17	298	183	108	291	7	0	0	0	0	0	0	0
	MNP Related Complaints	29	0	29	28	1	29	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	1	0	1	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	0	2	2	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	395	21	416	274	129	403	13	1	0	1	1	0	1	0	
Total Subscriber Base (Prepaid)		890138													
Total Subscriber Base (Postpaid)		14251													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	101	7	108	64	39	103	5	1	0	1	1	0	1	0
	Customer Service Related Complaints	141	8	149	71	74	145	4	2	0	2	2	0	2	0
	Faults and Network Related Complaints	534	26	560	417	137	554	6	0	0	0	0	0	0	0
	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	UCC Related Complaints	10	2	12	5	7	12	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	793	43	836	563	258	821	15	3	0	3	3	0	3	0	
Total Subscriber Base (Prepaid)		52447													
Total Subscriber Base (Postpaid)		26920													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	18	5	23	8	13	21	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	15	1	16	9	5	14	2	1	0	1	1	0	1	0
	Faults and Network Related Complaints	53	4	57	42	12	54	3	0	0	0	0	0	0	0
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	8	0	8	8	0	8	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	98	10	108	71	30	101	7	1	0	1	1	0	1	0
Total Subscriber Base (Prepaid)		328301													
Total Subscriber Base (Postpaid)		2148													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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														
UTTAAR PRADESH WEST	Billing Related Complaints	52	2	54	35	15	50	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	60	2	62	36	22	58	4	1	1	2	2	0	2	0
	Faults and Network Related Complaints	143	8	151	97	50	147	4	0	2	2	2	0	2	0
	MNP Related Complaints	10	1	11	11	0	11	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	0	2	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	269	13	282	180	90	270	12	1	3	4	4	0	4	0
Total Subscriber Base (Prepaid)		394445													
Total Subscriber Base (Postpaid)		9426													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	8	0	8	8	0	8	0	1	2	3	3	0	3	0
	Faults and Network Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	1	2	2	0	2	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	17	1	18	17	1	18	0	1	2	3	3	0	3	0	
Total Subscriber Base (Prepaid)		35222													
Total Subscriber Base (Postpaid)		23													