					N	ame of Service	Provider : T	ata Teleservices	Limited						
						(Cellular Mo	bile Telephor	ne Service) - CDN	ΛA						
					Customer	Complaints Rec	Iressal Repor	t for the Quarter	ending - Ju	ıne'15					
					Complaint Ce	entre(s)						Appellate A	uthority		
		Quarter a	omplaints rece and pending c previous Qua			of complaints red	essed during th	ne Quarter	the Quarter		ceived during complaints of rter	Details	of complaints redre	essed during th	ne Quarter
LSA	Total no. of complaints received during the Quarter Quarter 2 3 4			Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter		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	1399	121	1520	862	601	1463	57	4	0	4	0	0	0	4
ESH	Customer Service Related Complaints	595	80	675	214	397	611	64	1	0	1	0	0	0	1
ΑD	Faults and Network Related Complaints	10378	136	10514	8806	1512	10318	196	12	0	12	4	0	4	8
R .	MNP Related Complaints	36	1	37	31	5	36	1	0	0	0	0	0	0	0
₹	UCC Related Complaints	160	12	172	153	11	164	8	0	0	0	0	0	0	0
1 =	Internet / Data Related Complaints	52	2	54	22	29	51	3	0	0	0	0	0	0	0
Ž	VAS Related Complaints	23	0	23	22	1	23	0	0	0	0	0	0	0	0
	Total	12643	352	12995	10110	2556	12666	329	17	0	17	4	0	4	13
	Total Subscriber base (Prepaid)	1042094													

					N	ame of Service	Provider : Ta	ta Teleservices L	imited						
						(Cellular Mo	bile Telephon	e Service) - CDM	A						
					Customer	Complaints Red	ressal Report	for the Quarter e	nding - Jun	e'15					
					Complaint Ce	entre(s)						Appellate A	uthority		
		Quarter ar	nplaints recei nd pending co revious Quar		Details	of complaints red	ressed during th	e Quarter	Quarter ar		ived during the omplaints of rter		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]	during the	No. of pending complaints of previous Quarter		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	145	3	148	125	20	145	3	2	0	2	0	0	0	2
	Customer Service Related Complaints	104	2	106	83	20	103	3	2	0	2	0	0	0	2
	Faults and Network Related Complaints	1121	18	1139	938	173	1111	28	5	0	5	0	0	0	5
Ι¥Κ	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
富	UCC Related Complaints	20	0	20	18	1	19	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	39	1	40	21	19	40	0	0	0	0	0	0	0	0
	VAS Related Complaints	10	0	10	10	0	10	0	1	0	1	0	0	0	1
	Total	1448	24	1472	1204	233	1437	35	10	0	10	0	0	0	10
	Total Subscriber base (Prepaid)	576130													

Total Subscriber base (Postpaid)-----

						Name of Servi	ce Provider :	Tata Teleservices	Limited						
						(Cellular N	Nobile Telepho	one Service) - CD	MA						
					Custome	er Complaints R	edressal Repo	ort for the Quarter	ending - Jเ	ıne'15					
					Complaint (	Centre(s)						Appellate Au	ıthority		
		the Quarter a	•	eceived during g complaints of arter	Details	of complaints red	ressed during th	e Quarter	Quarter ar	mplaints receind pending co previous Quar		Details	of complaints redre	essed during th	ne Quarter
LSA	complaints received during the 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	Ouarter 181 -	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	2373	107	2480	1837	540	2377	103	15	0	15	14	0	14	1
	Customer Service Related Complaints	1479	125	1604	939	545	1484	120	55	0	55	51	0	51	4
l _	Faults and Network Related Complaints	9421	271	9692	9145	390	9535	157	17	0	17	16	0	16	1
토	MNP Related Complaints	62	1	63	59	2	61	2	1	0	1	1	0	1	0
DE	UCC Related Complaints	262	15	277	216	25	241	36	1	0	1	1	0	1	0
	Internet / Data Related Complaints	375	20	395	330	50	380	15	0	0	0	0	0	0	0
	VAS Related Complaints	93	5	98	92	4	96	2	0	0	0	0	0	0	0
	Total	14609	12618	1556	14174	435	89	0	89	83	0	83	6		
	Total Subscriber base (Prepaid)	2529608	]												
	Total Subscriber base (Postpaid)	213999													

					N	Name of Service	Provider : Ta	ata Teleservices L	imited						
						(Cellular Mo	bile Telephon	e Service) - CDM	A						
					Customer	Complaints Rec	dressal Report	for the Quarter e	nding - Jur	ne'15					
					Complaint Co	entre(s)						Appellate A	uthority		
		Quarter a	mplaints receind nd pending co previous Quar		Details	of complaints red	ressed during the		Quarter a	mplaints rece nd pending co previous Quar			of complaints redre	essed during th	ne 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	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	20	381	256	115	371	10	0	0	0	0	0	0	0
	Customer Service Related Complaints	329	30	359	167	178	345	14	5	0	5	5	0	5	0
H	Faults and Network Related Complaints	4084	30	4114	3744	293	4037	77	3	0	3	2	0	2	1
₹	MNP Related Complaints	16	1	17	16	0	16	1	0	0	0	0	0	0	0
13	UCC Related Complaints	22	5	27	12	11	23	4	0	0	0	0	0	0	0
١	Internet / Data Related Complaints	26	1	27	19	7	26	1	0	0	0	0	0	0	0
	VAS Related Complaints	12	1	13	12	1	13	0	0	0	0	0	0	0	0
	Total	4850	88	4938	4226	605	4831	107	8	0	8	7	0	7	1
1	Total Subscriber base (Prepaid)	266871													

## Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - June'15

					Customer	Complaints Re	dressal Repor	t for the Quarter	ending - Ju	ıne'15					
					Complaint C	entre(s)						Appellate A	uthority		
		the Quarter a		eceived during g complaints of arter	Details	of complaints red	ressed during th	e Quarter	the Quarter		ceived during complaints of rter	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]		pending 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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
SH	Billing Related Complaints	43	3	46	41	3	44	2	0	0	0	0	0	0	0
l m	Customer Service Related Complaints	26	2	28	17	11	28	0	0	0	0	0	0	0	0
Ϋ́	Faults and Network Related Complaints	198	11	209	167	37	204	5	0	0	0	0	0	0	0
<u> </u>	MNP Related Complaints	0	0	0	0	0	0	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	5	0	5	4	1	5	0	0	0	0	0	0	0	0
Ž	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
Ī	Total	278	16	294	235	52	287	7	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)	34179													
1			1												

Total Subscriber base (Postpaid)-----

						Name of Serv	ice Provider:	Tata Teleservices	Limited						
						(Cellular I	Mobile Teleph	one Service) - CD	MA						
					Custom	er Complaints R	Redressal Repo	ort for the Quarter	rending - Jι	ıne'15					
					Complaint C	Centre(s)						Appellate Au	thority		
		Quarter an		eived during the complaints of arter		of complaints red	lressed during th	e Quarter		mplaints receiv ending complai Quarter	red during the ints of previous	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	be redressed during the	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		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	167	11	178	145	22	167	11	0	0	0	0	0	0	0
	Customer Service Related Complaints	172	12	184	137	41	178	6	0	0	0	0	0	0	0
≰	Faults and Network Related Complaints	1039	56	1095	895	136	1031	64	0	0	0	0	0	0	0
I₹	MNP Related Complaints	6	2	8	7	1	8	0	0	0	0	0	0	0	0
AR	UCC Related Complaints	16	2	18	16	1	17	1	0	0	0	0	0	0	0
1	Internet / Data Related Complaints	26	1	27	23	3	26	1	1	0	1	1	0	1	0

VAS Related Complaints

Total

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)---

					Na	ame of Service	Provider : Tat	ta Teleservices Li	imited						
						(Cellular Mob	oile Telephone	Service) - CDM/	4						
					Customer C	Complaints Red	ressal Report	for the Quarter er	nding - Ju	ne'15					
					Complaint C	entre(s)						Appellate	Authority		
		Quarter and		eived during the complaints 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]	complaints		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	94	6	100	76	20	96	4	0	0	0	0	0	0	0
1	Customer Service Related Complaints	124	14	138	57	72	129	9	0	0	0	0	0	0	0
}	Faults and Network Related Complaints	3011	59	3070	2363	589	2952	118	0	1	1	1	0	1	0
l ¥	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
ž	UCC Related Complaints	16	0	16	14	2	16	0	0	0	0	0	0	0	0
₹	Internet / Data Related Complaints	5	0	5	3	2	5	0	0	0	0	0	0	0	0
-	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0

Total

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----

						Name of Service	e Provider : T	ata Teleservices	Limited						
						(Cellular M	obile Telepho	ne Service) - CDN	ΛA						
					Custome	r Complaints Re	dressal Repo	rt for the Quarter	ending - Jui	ne'15					
					Complaint C	Centre(s)						Appellate Au	thority		
		Details of com	plaints rece	eived during the					Details of cor	mplaints recei	ved during the		•		
				omplaints of	Details	of complaints red	ressed during th	e Quarter		nd pending co		Details	of complaints red	ressed during tl	ne Quarter
		pre	evious Qua	rter					р	revious Quar	ter				
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 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	72	1	73	39	29	68	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	44	3	47	15	30	45	2	0	0	0	0	0	0	0
∢	Faults and Network Related Complaints	2310	16	2326	2069	179	2248	78	0	0	0	0	0	0	0
A L	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
띪	UCC Related Complaints	5	1	6	5	1	6	0	0	0	0	0	0	0	0
~	Internet / Data Related Complaints	3	0	3	2	1	3	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	2434	21	2455	2130	240	2370	85	0	0	0	0	0	0	0

Total Subscriber base (Postpaid)-----

116474

					1	Name of Service	e Provider : T	ata Teleservices I	Limited						
								ne Service) - CDM							
					Customer			t for the Quarter		ne'15					
					Complaint C				J			Appellate A	uthority		
		Quarter a		eived during the omplaints of rter		of complaints red	lressed during th	e Quarter	the Quarter		ceived during complaints of rter		of complaints redre	essed during th	ne Quarter
LSA	Category of complants		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]	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	206	9	215	119	85	204	11	1	0	1	1	0	1	0
	Customer Service Related Complaints	223	12	235	142	73	215	20	2	1	3	3	0	3	0
₹	Faults and Network Related Complaints	3755	58	3813	3359	355	3714	99	8	0	8	7	0	7	1
КОТА	MNP Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
KOL	UCC Related Complaints	13	2	15	12	1	13	2	0	0	0	0	0	0	0
볼	Internet / Data Related Complaints	21	0	21	12	7	19	2	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	4234	81	4315	3660	521	4181	134	11	1	12	11	0	11	1

40058

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)-----

					Name o	of Service Provi	der : Tata Tel	eservices (Mahar	ashtra) Limi	ited					
						(Cellular N	lobile Telepho	ne Service) - CDM	ΛA						
					Custome	er Complaints Re	edressal Repo	rt for the Quarter	ending - Ju	ıne'15					
					Complaint C	Centre(s)						Appellate Au	ıthority		
		Quarter and		eived during the complaints of arter		of complaints red	ressed during th	e Quarter	Quarter a	mplaints rece nd 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	756	45	801	615	154	769	32	3	0	3	3	0	3	0
	Customer Service Related Complaints	451	41	492	208	256	464	28	4	0	4	3	0	3	1
=	Faults and Network Related Complaints	6299	128	6427	5471	713	6184	243	6	0	6	4	0	4	2
) è	MNP Related Complaints	16	0	16	16	0	16	0	1	0	1	1	0	1	0
≨	UCC Related Complaints	33	2	35	25	5	30	5	0	0	0	0	0	0	0
_	Internet / Data Related Complaints	54	3	57	44	10	54	3	0	0	0	0	0	0	0
	VAS Related Complaints	28	2	30	26	3	29	1	1	0	1	1	0	1	0
	Total	7637	221	7858	6405	1141	7546	312	15	0	15	12	0	12	3

Total Subscriber base (Postpaid)-----

727463

				Name	of Service Prov	ider : Tata Te	leservices (Mahar	ashtra) Lim	ited					
					(Cellular N	Mobile Telepho	one Service) - CDI	VΙΑ						
				Custome	er Complaints R	edressal Repo	rt for the Quarter	ending - Ju	ıne'15					
				Complaint (	Centre(s)						Appellate Au	ıthority		
		the Quarter a	eceived during g complaints of arter	Details	of complaints red		Quarter a	mplaints rece nd 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	 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		complaints		during the	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]

MAHARASHTRA UCC Related Complaints Internet / Data Related Complaints VAS Related Complaints Total Total Subscriber base (Prepaid)-----Total Subscriber base (Postpaid)-----

Billing Related Complaints

MNP Related Complaints

**Customer Service Related Complaints** 

Faults and Network Related Complaints

						Name of Servi	ce Provider :	Tata Teleservices	Limited						
						(Cellular N	Nobile Telepho	one Service) - CD	MA						
					Custome	er Complaints R	edressal Repo	ort for the Quarter	ending - J	une'15					
					Complaint (	Centre(s)						Appellate Au	ıthority		
				eceived during							ved during the				
				g complaints of	Details	of complaints red	ressed during th	e Quarter		nd pending co		Details	of complaints redre	essed during th	e Quarter
		pr	evious Qua	arter		1		1		previous Quar	er		1	1	ı
LSA	Category of complants	Total no. of complaints to be redressed during the Quarter	Total no. of complaints redressed within specified time limit during the	Total no. of complaints redressed beyond the time limit during the	Total no. of complaints redressed during the Quarter [8] =	Total No. of complaints pending for redressal on the last day of 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	redressed within 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]		
		Quarter	Quarter	[5]=[3]+[4]	quarter	Quarter	[6] + [7]	[9]=[5] - [8]		Zuu. 101	[5]=[3]+[4]	• .	· ·	[6] + [7]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HS.	Billing Related Complaints	64	4	68	47	19	66	2	0	0	0	0	0	0	0
ES	Customer Service Related Complaints	94	5	99	75	19	94	5	0	0	0	0	0	0	0
ΑĐ	Faults and Network Related Complaints	1644	16	1660	1532	96	1628	32	0	0	0	0	0	0	0
8	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
Ϋ́	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
日苦	Internet / Data Related Complaints	16	1	17	10	6	16	1	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	1828	26	1854	1674	140	1814	40	0	0	0	0	0	0	0

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 - J	une'15

					Custome	r Complaints Re	edressal Repo	rt for the Quarter	ending - Jι	ıne'15							
					Complaint C	entre(s)			Appellate Authority								
		the Quarter a		eceived during g complaints of arter						Details of complaints received during the Quarter and pending complaints of previous Quarter			Details 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]	complaints redressed within specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	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	102	0	102	93	8	101	1	0	0	0	0	0	0	0		
	Customer Service Related Complaints	31	2	33	28	4	32	1	3	0	3	1	0	1	2		
-	Faults and Network Related Complaints	646	11	657	551	88	639	18	0	0	0	0	0	0	0		
SS/	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0		
<u> </u>	UCC Related Complaints	3	0	3	0	2	2	1	0	0	0	0	0	0	0		
1 "	Internet / Data Related Complaints	6	0	6	3	1	4	2	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	790	13	803	677	103	780	23	3	0	3	1	0	1	2		
	Total Subscriber base (Prepaid)	162006			·								·				

Name of Service Provider : Tata Teleservices Limited	
(Cellular Mobile Telephone Service) - CDMA	

	Customer Complaints Redressal Report for the Quarter ending - June'15															
					Complaint C	Centre(s)			Appellate Authority							
		Quarter an		eived during the complaints of arter					Details of complaints received during the Quarter and pending complaints of previous Quarter			Details 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]	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	360	15	375	338	23	361	14	0	0	0	0	0	0	0	
	Customer Service Related Complaints	222	18	240	194	35	229	11	1	0	1	1	0	1	0	
9	Faults and Network Related Complaints	1137	67	1204	1025	137	1162	42	2	0	2	2	0	2	0	
Ϋ́	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	
5	UCC Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0	
L	Internet / Data Related Complaints	31	0	31	24	7	31	0	0	0	0	0	0	0	0	
	VAS Related Complaints	17	0	17	16	1	17	0	0	0	0	0	0	0	0	
	Total	1772	100	1872	1600	205	1805	67	3	0	3	3	0	3	0	
	Total Subscriber base (Prepaid)	584238			•		•		•				•			
	Total Subscriber base (Postpaid)	32851														

	Name of Service Provider : Tata Teleservices Limited															
						(Cellular	Mobile Teleph	one Service) - CI	OMA							
					Custon	ner Complaints	Redressal Rep	ort for the Quarte	r ending - Jι	ıne'15						
					Complaint (	Centre(s)						Appellate Au	thority			
		Details of co	omplaints re	eceived during					Details of con	nplaints receiv	ed during the					
				g complaints of	Details		nd pending co		Details	of complaints redr	essed during th	ne Quarter				
		рі	revious Qua	arter					р	revious Quart	er					
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]	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	410	19	429	357	65	422	7	3	0	3	3	0	3	0	
_	Customer Service Related Complaints	301	21	322	181	128	309	13	4	0	4	4	0	4	0	
₹	Faults and Network Related Complaints	1388	43	1431	903	465	1368	63	2	0	2	2	0	2	0	
1 1	MNP Related Complaints	19	0	19	18	0	18	1	1	0	1	1	0	1	0	
ΙŠ	UCC Related Complaints	31	0	31	26	3	29	2	0	0	0	0	0	0	0	
ΑŽ	Internet / Data Related Complaints	25	0	25	21	4	25	0	0	0	0	0	0	0	0	
	VAS Related Complaints	13	1	14	14	0	14	0	0	0	0	0	0	0	0	
	Total	2187	84	2271	1520	665	2185	86	10	0	10	10	0	10	0	

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----

	Name of Service Provider : Tata Teleservices Limited														
						(Cellular I	Mobile Teleph	one Service) - CD	MA						
					Custon	ner Complaints R	edressal Rep	ort for the Quarter	ending - Jเ	ıne'15					
					Complaint	Centre(s)						Appellate Au	thority		
				received during							ed during the				
				g complaints of	Details	of complaints redu	essed during the	e Quarter		nd pending co		Details	of complaints redre	essed during th	e Quarter
		р	revious Qu	iarter						revious Quart	er				
LSA	Category of complants	Total no. of complaints received during the	No. of pending complain ts of previous	Total no. of complaints to be redressed during the Quarter	Total no. of complaints redressed within specified time limit during the	Total no. of complaints redressed beyond the time limit during the	Total no. of complaints redressed during the Quarter [8] =	Total No. of complaints pending for redressal on the last day of Quarter	Total no. of complaints received during the	No. of pending complaints of previous	Total no. of complaints to be redressed during the Quarter	complaints	Total no. of complaints redressed beyond the time limit	Total no. of complaints redressed during the Quarter [8] =	Total No. of complaints pending for redressal on the last day of Quarter
		Quarter	Quarter	[5]=[3]+[4]	quarter	Quarter	[6] + [7]	[9]=[5] - [8]	Quarter	Quarter	[5]=[3]+[4]	during the quarter	during the Quarter	[6] + [7]	[9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	184	8	192	135	55	190	2	1	0	1	1	0	1	0
1_	Customer Service Related Complaints	254	20	274	102	143	245	29	2	0	2	2	0	2	0
٦	Faults and Network Related Complaints	4192	104	4296	3385	822	4207	89	4	0	4	4	0	4	0
Ž	MNP Related Complaints	1	0	1	0	0	0	1	0	0	0	0	0	0	0
₩	UCC Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
¥	Internet / Data Related Complaints	8	1	9	3	6	9	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	4648	133	4781	3633	1027	4660	121	7	0	7	7	0	7	0

Total Subscriber base (Postpaid)-----

101886

Name of Service Provider: Tata Teleservices	Limited	
(Cellular Mobile Telephone Service) - CDI	MA	
<b>Customer Complaints Redressal Report for the Quarter</b>	ending - June'15	
1116 113		

						Custome	er Complaints R	ledressal Rep	ort for the Quarter	ending - J	lune'15							
						Complaint	Centre(s)			Appellate Authority								
			the Quarte	•	received during ling complaints Quarter						Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
	-SA	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]		
Γ	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
Γ		Billing Related Complaints	77	3	80	55	21	76	4	0	0	0	0	0	0	0		
		Customer Service Related Complaints	63	0	63	44	17	61	2	1	0	1	0	0	0	1		
		Faults and Network Related Complaints	1007	32	1039	852	155	1007	32	1	0	1	1	0	1	0		
	Ä	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0		
	5	UCC Related Complaints	9	1	10	9	1	10	0	1	0	1	0	0	0	1		
		Internet / Data Related Complaints	5	0	5	4	1	5	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		
L		Total	1175	36	1211	978	195	1173	38	3	0	3	1	0	1	2		
		Total Subscriber base (Prepaid)	491560		•	•	·		•	•	•	•	•	•	•	•		

	Name of Service Provider: Tata Teleservices Limited															
						(Cellular Mo	bile Telephor	ne Service) - CDM	IA							
					Customer	r Complaints Re	dressal Repor	t for the Quarter e	ending - Jun	e'15						
					Complaint Co	entre(s)						Appellate Au	thority			
		Quarter ar	nplaints receind pending co revious Quar		Details	of complaints red	ressed during the	e Quarter	Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the 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	the time limit	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	120	6	126	100	22	122	4	0	0	0	0	0	0	0	
	Customer Service Related Complaints	162	14	176	129	43	172	4	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	1549	25	1574	1389	153	1542	32	1	0	1	1	0	1	0	
≥	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0	
5	UCC Related Complaints	32	0	32	28	4	32	0	1	0	1	0	0	0	1	
1	Internet / Data Related Complaints	28	2	30	19	9	28	2	2	0	2	2	0	2	0	
1	VAS Related Complaints	9	0	9	9	0	9	0	1	0	1	1	0	1	0	
	Total	1912	47	1959	1686	231	1917	42	5	0	5	4	0	4	1	

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----

	Name of Service Provider: Tata Teleservices Limited															
						(Cellular Mo	bile Telepho	ne Service) - CD	MA							
					Customer (	Complaints Red	Iressal Repo	rt for the Quarter	ending - J	lune'15						
					Complaint Co	entre(s)			Appellate Authority							
		the Quarter a							the Quarter		ceived during complaints of rter	Details 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 to be redressed during the Quarter [5]=[3]+[4]	specified time limit	Total no. of complaints redressed beyond the time limit during the Quarter	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	3	1	4	2	1	3	1	0	0	0	0	0	0	0	
بِ	Customer Service Related Complaints	2	0	2	2	0	2	0	1	0	1	0	0	0	1	
5	Faults and Network Related Complaints	11	2	13	10	2	12	1	0	0	0	0	0	0	0	
BEN	MNP Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	
H H	UCC Related Complaints	0	0	0	0	0	0	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	
<	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	Total	23	3	26	21	3	24	2	1	0	1	0	0	0	1	

Total Subscriber base (Postpaid)-----

73195