

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Mar'16

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ANDHRA PRADESH	Billing Related Complaints	2114	62	2176	1869	251	2120	56	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2546	97	2643	1194	1359	2553	90	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5286	342	5628	3572	1852	5424	204	33	0	33	29	0	29	4	
	MNP Related Complaints	274	4	278	259	17	276	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	446	19	465	403	40	443	22	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1681	37	1718	1595	107	1702	16	0	0	0	0	0	0	0	0
	VAS Related Complaints	382	10	392	365	17	382	10	0	0	0	0	0	0	0	0
Total	12729	571	13300	9257	3643	12900	400	33	0	33	29	0	29	4		
Total Subscriber base (Prepaid)-----		5243041														
Total Subscriber base (Postpaid)-----		199544														

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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			
		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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	410	11	421	401	9	410	11	1	0	1	1	0	1	0
	Customer Service Related Complaints	174	2	176	127	45	172	4	2	0	2	2	0	2	0
	Faults and Network Related Complaints	864	23	887	725	138	863	24	15	12	27	21	0	21	6
	MNP Related Complaints	56	3	59	57	1	58	1	0	0	0	0	0	0	0
	UCC Related Complaints	67	3	70	68	0	68	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1133	8	1141	1120	7	1127	14	0	0	0	0	0	0	0
	VAS Related Complaints	21	0	21	20	0	20	1	0	0	0	0	0	0	0
Total	2725	50	2775	2518	200	2718	57	18	12	30	24	0	24	6	
Total Subscriber base (Prepaid)-----		1541898													
Total Subscriber base (Postpaid)-----		14537													

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(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Mar'16

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJRAT	Billing Related Complaints	2640	43	2683	2428	163	2591	92	18	1	19	15	0	15	4
	Customer Service Related Complaints	1686	61	1747	854	820	1674	73	5	0	5	5	0	5	0
	Faults and Network Related Complaints	4218	96	4314	3744	422	4166	148	52	0	52	49	0	49	3
	MNP Related Complaints	90	1	91	88	2	90	1	0	0	0	0	0	0	0
	UCC Related Complaints	310	8	318	272	35	307	11	1	0	1	1	0	1	0
	Internet / Data Related Complaints	1818	35	1853	1709	110	1819	34	0	0	0	0	0	0	0
	VAS Related Complaints	218	1	219	207	6	213	6	0	0	0	0	0	0	0
Total	10980	245	11225	9302	1558	10860	365	76	1	77	70	0	70	7	
Total Subscriber base (Prepaid)-----		3254436													
Total Subscriber base (Postpaid)-----		70036													

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Customer Complaints Redressal Report for the Quarter ending - Mar'16															
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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of complaints received during the			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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HIMACHAL PRADESH	Billing Related Complaints	60	0	60	56	3	8	1	2	0	2	2	0	2	0
	Customer Service Related Complaints	35	1	36	22	14	36	0	2	0	2	1	0	1	1
	Faults and Network Related Complaints	29	1	30	16	13	29	1	0	0	0	0	0	0	0
	MNP Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	5	0	5	5	0	5	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	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	Total	141	2	143	110	31	141	2	4	0	4	3	0	3	1
Total Subscriber base (Prepaid)-----		47601													
Total Subscriber base (Postpaid)-----		6686													

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		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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	2432	33	2465	2250	157	2407	58	24	1	25	24	0	24	1
	Customer Service Related Complaints	1631	31	1662	1263	365	1628	34	2	0	2	2	0	2	0
	Faults and Network Related Complaints	1928	50	1978	1810	146	1956	22	17	2	19	19	0	19	0
	MNP Related Complaints	140	2	142	132	10	142	0	1	0	1	1	0	1	0
	UCC Related Complaints	199	1	200	184	9	193	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	801	13	814	765	45	810	4	4	0	4	4	0	4	0
	VAS Related Complaints	214	2	216	210	3	213	3	0	0	0	0	0	0	0
Total	7345	132	7477	6614	735	7349	128	48	3	51	50	0	50	1	
Total Subscriber base (Prepaid)-----		3293479													
Total Subscriber base (Postpaid)-----		73329													

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	10427	195	10622	10056	356	10412	210	16	5	21	13	0	13	8
	Customer Service Related Complaints	5779	284	6063	2360	3493	5853	210	58	12	70	38	0	38	32
	Faults and Network Related Complaints	16659	1878	18537	6849	10883	17732	805	202	66	268	210	0	210	58
	MNP Related Complaints	2204	3	2207	2153	41	2194	13	1	0	1	0	0	0	1
	UCC Related Complaints	810	34	844	709	111	820	24	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4908	300	5208	2890	2197	5087	121	0	0	0	0	0	0	0
	VAS Related Complaints	434	18	452	423	20	443	9	20	5	25	20	0	20	5
	Total	41221	2712	43933	25440	17101	42541	1392	297	88	385	281	0	281	104
Total Subscriber base (Prepaid)-----		7588049													
Total Subscriber base (Postpaid)-----		253150													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	1748	58	1806	1698	99	1797	9	7	5	12	12	0	12	0
	Customer Service Related Complaints	1203	44	1247	735	490	1225	22	3	0	3	2	0	2	1
	Faults and Network Related Complaints	2518	32	2550	2434	92	2526	24	18	2	20	12	0	12	8
	MNP Related Complaints	157	0	157	156	1	157	0	0	0	0	0	0	0	0
	UCC Related Complaints	192	17	209	198	8	206	3	1	2	3	2	0	2	1
	Internet / Data Related Complaints	1009	12	1021	993	21	1014	7	6	7	13	13	0	13	0
	VAS Related Complaints	170	9	179	173	5	178	1	1	0	1	0	0	0	1
Total	6997	172	7169	6387	716	7103	66	36	16	52	41	0	41	11	
Total Subscriber base (Prepaid)-----		1821646													
Total Subscriber base (Postpaid)-----		50016													

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	2112	53	2165	1936	176	2112	53	9	2	11	10	0	10	1
	Customer Service Related Complaints	1248	67	1315	756	513	1269	46	6	7	13	11	0	11	2
	Faults and Network Related Complaints	3671	58	3729	3189	409	3598	131	30	15	45	38	0	38	7
	MNP Related Complaints	69	0	69	68	1	69	0	0	0	0	0	0	0	0
	UCC Related Complaints	358	13	371	342	14	356	15	0	0	0	0	0	0	0
	Internet / Data Related Complaints	731	10	741	705	27	732	9	0	0	0	0	0	0	0
	VAS Related Complaints	68	1	69	61	7	68	1	0	0	0	0	0	0	0
Total	8257	202	8459	7057	1147	8204	255	45	24	69	59	0	59	10	
Total Subscriber base (Prepaid)-----		2834686													
Total Subscriber base (Postpaid)-----		60299													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	6891	60	6951	6619	70	6689	262	7	1	8	3	0	3	5
	Customer Service Related Complaints	4312	117	4429	2463	1715	4178	251	0	0	0	0	0	0	0
	Faults and Network Related Complaints	10932	249	11181	9544	1366	10910	271	23	22	45	34	0	34	11
	MNP Related Complaints	120	3	123	121	1	122	1	0	0	0	0	0	0	0
	UCC Related Complaints	467	12	479	390	53	443	36	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3811	74	3885	3427	351	3778	107	20	1	21	15	0	15	6
	VAS Related Complaints	325	8	333	307	15	322	11	22	1	23	12	0	12	11
	Total	26858	523	27381	22871	3571	26442	939	72	25	97	64	0	64	33
Total Subscriber base (Prepaid)-----		5395416													
Total Subscriber base (Postpaid)-----		164684													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MADHYA PRADESH	Billing Related Complaints	1549	25	1574	1471	51	1522	52	12	0	12	11	0	11	1
	Customer Service Related Complaints	1150	50	1200	712	453	1165	35	24	1	25	24	0	24	1
	Faults and Network Related Complaints	2683	45	2728	2558	133	2691	37	1	1	2	1	0	1	1
	MNP Related Complaints	149	1	150	147	0	147	3	0	0	0	0	0	0	0
	UCC Related Complaints	759	8	767	718	40	758	9	0	0	0	0	0	0	0
	Internet / Data Related Complaints	776	9	785	721	61	782	3	0	0	0	0	0	0	0
	VAS Related Complaints	94	2	96	91	4	95	1	0	0	0	0	0	0	0
Total	7160	140	7300	6418	742	7160	140	37	2	39	36	0	36	3	
Total Subscriber base (Prepaid)-----		5594198													
Total Subscriber base (Postpaid)-----		58117													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	2760	85	2845	2634	131	2765	80	45	3	48	47	0	47	1
	Customer Service Related Complaints	1967	59	2026	1169	772	1941	85	6	0	6	6	0	6	0
	Faults and Network Related Complaints	4127	84	4211	3790	351	4141	70	34	1	35	34	0	34	1
	MNP Related Complaints	150	1	151	145	5	150	1	1	0	1	1	0	1	0
	UCC Related Complaints	477	11	488	439	31	470	18	1	0	1	1	0	1	0
	Internet / Data Related Complaints	771	13	784	702	73	775	9	0	0	0	0	0	0	0
	VAS Related Complaints	342	2	344	331	4	335	9	24	0	24	24	0	24	0
Total	10594	255	10849	9210	1367	10577	272	111	4	115	113	0	113	2	
Total Subscriber base (Prepaid)-----		2714334													
Total Subscriber base (Postpaid)-----		122293													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Mar'16															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	945	28	973	942	16	958	15	0	0	0	0	0	0	0
	Customer Service Related Complaints	344	13	357	241	101	342	15	0	1	1	1	0	1	0
	Faults and Network Related Complaints	1140	22	1162	1044	93	1137	25	3	1	4	3	0	3	1
	MNP Related Complaints	300	1	301	299	1	300	1	0	0	0	0	0	0	0
	UCC Related Complaints	39	0	39	38	0	38	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	285	3	288	275	10	285	3	0	0	0	0	0	0	0
	VAS Related Complaints	65	0	65	64	0	64	1	0	0	0	0	0	0	0
Total	3118	67	3185	2903	221	3124	61	3	2	5	4	0	4	1	
Total Subscriber base (Prepaid)-----		2503586													
Total Subscriber base (Postpaid)-----		27326													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Mar'16															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	2490	45	2535	2376	109	2485	50	54	4	58	55	0	55	3
	Customer Service Related Complaints	2324	56	2380	1747	558	2305	75	25	0	25	23	0	23	2
	Faults and Network Related Complaints	3604	60	3664	3364	254	3618	46	38	4	42	42	0	42	0
	MNP Related Complaints	135	2	137	117	19	136	1	1	0	1	1	0	1	0
	UCC Related Complaints	532	5	537	475	22	497	40	2	0	2	2	0	2	0
	Internet / Data Related Complaints	1867	17	1884	1822	47	1869	15	32	0	32	30	0	30	2
	VAS Related Complaints	430	10	440	435	1	436	4	2	0	2	2	0	2	0
Total	11382	195	11577	10336	1010	11346	231	154	8	162	155	0	155	7	
Total Subscriber base (Prepaid)-----		2761583													
Total Subscriber base (Postpaid)-----		109063													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Mar'16

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
RAJASTHAN	Billing Related Complaints	172	1	173	166	2	168	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	20	1	21	20	1	21	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	93	1	94	86	3	89	5	0	0	0	0	0	0	0	0
	MNP Related Complaints	12	1	13	13	0	13	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	24	0	24	22	0	22	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	31	0	31	31	0	31	0	0	0	0	0	0	0	0	0
Total	376	4	380	362	6	368	12	0	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		756999														
Total Subscriber base (Postpaid)-----		41														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Mar'16															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	3328	122	3450	3129	257	3386	64	23	0	23	23	0	23	0
	Customer Service Related Complaints	4306	222	4528	1412	2986	4398	130	7	0	7	7	0	7	0
	Faults and Network Related Complaints	6608	261	6869	5391	1324	6715	154	8	0	8	8	0	8	0
	MNP Related Complaints	123	0	123	111	10	121	2	0	0	0	0	0	0	0
	UCC Related Complaints	331	6	337	288	27	315	22	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1789	18	1807	1686	82	1768	39	0	0	0	0	0	0	0
	VAS Related Complaints	341	9	350	340	8	348	2	12	0	12	12	0	12	0
Total	16826	638	17464	12357	4694	17051	413	50	0	50	50	0	50	0	
Total Subscriber base (Prepaid)-----		6801877													
Total Subscriber base (Postpaid)-----		174281													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Mar'16															
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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAR PRADESH EAST	Billing Related Complaints	429	15	444	395	36	431	13	3	2	5	4	0	4	1
	Customer Service Related Complaints	586	22	608	293	286	579	29	2	2	4	4	0	4	0
	Faults and Network Related Complaints	1655	21	1676	1554	80	1634	42	18	5	23	16	0	16	7
	MNP Related Complaints	7	1	8	7	1	8	0	0	0	0	0	0	0	0
	UCC Related Complaints	168	7	175	158	8	166	9	0	0	0	0	0	0	0
	Internet / Data Related Complaints	433	2	435	420	8	428	7	0	0	0	0	0	0	0
	VAS Related Complaints	37	0	37	36	0	36	1	0	0	0	0	0	0	0
Total	3315	68	3383	2863	419	3282	101	23	9	32	24	0	24	8	
Total Subscriber base (Prepaid)-----		4778789													
Total Subscriber base (Postpaid)-----		34118													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Mar'16

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTAR PRADESH WEST	Billing Related Complaints	2970	25	2995	2894	56	2950	45	26	11	37	29	0	29	8
	Customer Service Related Complaints	1004	28	1032	726	264	990	42	10	1	11	11	0	11	0
	Faults and Network Related Complaints	2134	36	2170	2014	134	2148	22	20	10	30	29	0	29	1
	MNP Related Complaints	190	0	190	185	0	185	5	1	0	1	1	0	1	0
	UCC Related Complaints	343	6	349	336	8	344	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1425	12	1437	1405	28	1433	4	10	1	11	10	0	10	1
	VAS Related Complaints	135	4	139	134	2	136	3	9	10	19	17	0	17	2
	Total	8201	111	8312	7694	492	8186	126	76	33	109	97	0	97	12
Total Subscriber base (Prepaid)-----		3920741													
Total Subscriber base (Postpaid)-----		53817													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Mar'16

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	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
WEST BENGAL	Billing Related Complaints	176	6	182	182	0	182	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	30	0	30	29	1	30	0	1	0	1	1	0	1	0	0	
	Faults and Network Related Complaints	221	6	227	220	7	227	0	2	1	3	2	0	2	1	0	
	MNP Related Complaints	21	0	21	21	0	21	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	44	0	44	44	0	44	0	0	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	0	0
Total	518	12	530	522	8	530	0	3	1	4	3	0	3	1	0		
Total Subscriber base (Prepaid)-----		526243															
Total Subscriber base (Postpaid)-----		39															