

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - CDMA																
Customer Complaints Redressal Report for the Quarter ending - March'15																
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 [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	
ANDHRA PRADESH	Billing Related Complaints	1463	76	1539	855	561	1416	123	3	0	3	3	0	3	0	
	Customer Service Related Complaints	534	101	635	216	340	556	79	2	0	2	2	0	2	0	
	Faults and Network Related Complaints	9383	206	9589	8201	1254	9455	134	6	1	7	7	0	7	0	
	MNP Related Complaints	36	0	36	36	0	36	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	39	9	48	33	9	42	6	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	48	5	53	16	35	51	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0	0
Total		11525	397	11922	9379	2199	11578	344	11	1	12	12	0	12	0	
Total Subscriber base (Prepaid)-----		1062165														
Total Subscriber base (Postpaid)-----		157802														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	151	5	156	142	10	152	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	93	8	101	71	26	97	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1021	19	1040	938	83	1021	19	5	0	5	5	0	5	0
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	19	6	25	23	2	25	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	2	29	20	8	28	1	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	5	0	5	0	0	1	1	1	0	1	0
	Total	1319	40	1359	1202	129	1331	28	5	1	6	6	6	0	6
Total Subscriber base (Prepaid)-----		674380													
Total Subscriber base (Postpaid)-----		19212													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HIMACHAL PRADESH	Billing Related Complaints	44	3	47	38	5	43	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	24	0	24	14	8	22	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	274	15	289	191	89	280	9	1	0	1	1	0	1	0
	MNP Related Complaints	0	0	0	0	0	0	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	7	0	7	6	1	7	0	1	0	1	1	0	1	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Total	352	18	370	252	103	355	15	2	0	2	2	0	2	0
Total Subscriber base (Prepaid)-----		34529													
Total Subscriber base (Postpaid)-----		6788													

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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
GUJARAT	Billing Related Complaints	338	17	355	246	88	334	21	5	0	5	5	0	5	0
	Customer Service Related Complaints	394	15	409	167	212	379	30	6	0	6	6	0	6	0
	Faults and Network Related Complaints	4403	71	4474	4133	311	4444	30	36	1	37	37	0	37	0
	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
	UCC Related Complaints	21	2	23	10	7	17	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	30	0	30	22	7	29	1	0	0	0	0	0	0	0
	VAS Related Complaints	12	1	13	11	1	12	1	0	0	0	0	0	0	0
	Total	5211	106	5317	4602	626	5228	89	47	1	48	48	0	48	0
Total Subscriber base (Prepaid)-----		269135													
Total Subscriber base (Postpaid)-----		62329													

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(Cellular Mobile Telephone Service) - CDMA

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

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 [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	
HARYANA	Billing Related Complaints	280	14	294	256	28	284	10	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	249	12	261	175	75	250	11	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1157	40	1197	1020	120	1140	57	0	0	0	0	0	0	0	0
	MNP Related Complaints	6	0	6	4	0	4	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	6	0	6	5	0	5	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	30	2	32	28	3	31	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0	0
Total	1745	68	1813	1505	226	1731	82	0	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----	575021															
Total Subscriber base (Postpaid)-----	31777															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	162	8	170	119	45	164	6	1	1	2	2	0	2	0
	Customer Service Related Complaints	161	33	194	56	124	180	14	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2952	98	3050	2534	462	2996	54	124	9	133	108	0	108	25
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	6	2	8	6	1	7	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Total	3291	141	3432	2724	633	3357	75	126	10	136	111	0	111	25
Total Subscriber base (Prepaid)-----		248558													
Total Subscriber base (Postpaid)-----		46125													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERALA	Billing Related Complaints	88	10	98	71	25	96	2	2	0	2	2	0	2	0
	Customer Service Related Complaints	53	9	62	17	42	59	3	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2189	18	2207	2052	139	2191	16	6	0	6	6	0	6	0
	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	2	1	3	1	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		2334	37	2371	2142	207	2349	22	9	0	9	9	0	9	0
Total Subscriber base (Prepaid)-----		119400													
Total Subscriber base (Postpaid)-----		29866													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited																
(Cellular Mobile Telephone Service) - CDMA																
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MUMBAI	Billing Related Complaints	888	60	948	761	131	892	56	26	1	27	27	0	27	0	
	Customer Service Related Complaints	460	27	487	165	279	444	43	11	1	12	12	0	12	0	
	Faults and Network Related Complaints	6030	148	6178	5351	699	6050	128	45	2	47	47	0	47	0	
	MNP Related Complaints	6	1	7	6	0	6	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	51	2	53	38	13	51	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	90	3	93	74	17	91	2	27	5	32	32	0	32	0	
	VAS Related Complaints	33	4	37	33	0	33	4	4	0	4	4	0	4	0	
Total	7558	245	7803	6428	1139	7567	236	113	9	122	122	0	122	0		
Total Subscriber base (Prepaid)-----		733467														
Total Subscriber base (Postpaid)-----		92225														

Name of Service Provider : Tata Teleservices (Maharashtra) Limited

(Cellular Mobile Telephone Service) - CDMA

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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
MAHARASHTRA	Billing Related Complaints	703	38	741	549	170	719	22	2	0	2	1	0	1	1
	Customer Service Related Complaints	375	24	399	133	235	368	31	3	0	3	3	0	3	0
	Faults and Network Related Complaints	3952	81	4033	3347	611	3958	75	36	11	47	46	0	46	1
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
	UCC Related Complaints	35	8	43	31	8	39	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	64	5	69	56	13	69	0	0	1	1	1	0	1	0
	VAS Related Complaints	33	0	33	33	0	33	0	0	0	0	0	0	0	0
Total	5171	156	5327	4158	1037	5195	132	41	12	53	51	0	51	2	
Total Subscriber base (Prepaid)-----	2353400														
Total Subscriber base (Postpaid)-----	86588														

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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	86	6	92	57	30	87	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	83	4	87	44	38	82	5	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	1572	13	1585	1433	135	1568	17	2	0	2	2	0	2	0	0
	MNP Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	1	3	2	0	2	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	19	0	19	9	9	18	1	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
Total		1769	24	1793	1551	213	1764	29	3	0	3	3	0	3	0	
Total Subscriber base (Prepaid)-----		532226														
Total Subscriber base (Postpaid)-----		19781														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	2539	113	2652	1891	651	2542	110	107	8	115	115	0	115	0
	Customer Service Related Complaints	1579	71	1650	991	545	1536	114	197	21	218	218	0	218	0
	Faults and Network Related Complaints	11275	249	11524	10477	738	11215	309	251	36	287	287	0	287	0
	MNP Related Complaints	56	3	59	52	5	57	2	4	0	4	4	0	4	0
	UCC Related Complaints	234	18	252	209	25	234	18	0	0	0	0	0	0	0
	Internet / Data Related Complaints	496	14	510	426	63	489	21	0	0	0	0	0	0	0
	VAS Related Complaints	123	6	129	121	2	123	6	2	0	2	2	0	2	0
Total	16302	474	16776	14167	2029	16196	580	561	65	626	626	0	626	0	
Total Subscriber base (Prepaid)-----		2506375													
Total Subscriber base (Postpaid)-----		217144													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

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 [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	
PUNJAB	Billing Related Complaints	420	23	443	387	36	423	20	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	295	12	307	204	86	290	17	2	0	2	2	0	2	0	0
	Faults and Network Related Complaints	1543	55	1598	1245	291	1536	62	3	0	3	2	0	2	2	1
	MNP Related Complaints	8	0	8	7	1	8	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	2	9	7	2	9	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	22	0	22	19	3	22	0	31	1	32	27	0	27	5	0
	VAS Related Complaints	31	0	31	30	1	31	0	0	0	0	0	0	0	0	0
Total	2326	92	2418	1899	420	2319	99	36	1	37	31	0	31	6		
Total Subscriber base (Prepaid)-----		585719														
Total Subscriber base (Postpaid)-----		36046														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

LSA	Category of complants	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 [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	
ORISSA	Billing Related Complaints	86	3	89	78	11	89	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	41	2	43	23	18	41	2	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	733	6	739	666	63	729	10	1	0	1	1	0	1	0	0
	MNP Related Complaints	5	2	7	6	0	6	1	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	0
	Internet / Data Related Complaints	7	0	7	6	1	7	0	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	0
Total	874	13	887	781	93	874	13	1	0	1	1	0	1	0	0	
Total Subscriber base (Prepaid)-----		163618														
Total Subscriber base (Postpaid)-----		9055														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

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 [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
RAJASTHAN	Billing Related Complaints	354	11	365	293	53	346	19	9	2	11	11	0	11	0
	Customer Service Related Complaints	350	11	361	131	210	341	20	6	7	13	11	2	13	0
	Faults and Network Related Complaints	1220	59	1279	808	424	1232	47	23	2	25	24	0	24	1
	MNP Related Complaints	4	0	4	4	0	4	0	3	0	3	3	0	3	0
	UCC Related Complaints	5	2	7	1	6	7	0	1	0	1	1	0	1	0
	Internet / Data Related Complaints	39	1	40	31	9	40	0	0	0	0	0	0	0	0
	VAS Related Complaints	20	1	21	19	1	20	1	0	0	0	0	0	0	0
	Total	1992	85	2077	1287	703	1990	87	42	11	53	50	2	52	1
Total Subscriber base (Prepaid)-----		1136434													
Total Subscriber base (Postpaid)-----		46087													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

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 [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
WEST BENGAL	Billing Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	10	1	11	7	2	9	2	0	0	0	0	0	0	0
	MNP Related Complaints	3	0	3	3	0	3	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	16	1	17	13	2	15	2	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----	75257														
Total Subscriber base (Postpaid)-----	77														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

LSA	Category of complants	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 [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
TAMILNADU	Billing Related Complaints	196	5	201	126	67	193	8	8	0	8	8	0	8	0
	Customer Service Related Complaints	223	35	258	98	142	240	18	20	0	20	20	0	20	0
	Faults and Network Related Complaints	4992	180	5172	4150	920	5070	102	25	0	25	25	0	25	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	6	1	7	0	2	0	2	2	0	2	0
	Internet / Data Related Complaints	6	1	7	3	3	6	1	11	0	11	11	0	11	0
	VAS Related Complaints	4	0	4	4	0	4	0	1	0	1	1	0	1	0
Total	5429	221	5650	4388	1133	5521	129	67	0	67	67	0	67	0	
Total Subscriber base (Prepaid)-----		106862													
Total Subscriber base (Postpaid)-----		44279													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

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 [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
URE	Billing Related Complaints	148	8	156	128	24	152	4	1	0	1	1	0	1	0
	Customer Service Related Complaints	60	9	69	45	22	67	2	2	0	2	0	0	0	2
	Faults and Network Related Complaints	1036	36	1072	913	131	1044	28	0	0	0	0	0	0	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	43	19	62	41	4	45	17	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	3	0	3	0	40	24	64	53	0	53	11
	VAS Related Complaints	4	2	6	6	0	6	0	0	0	0	0	0	0	0
Total	1295	74	1369	1137	181	1318	51	43	24	67	54	0	54	13	
Total Subscriber base (Prepaid)-----		497772													
Total Subscriber base (Postpaid)-----		13055													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - March'15															
LSA	Category of complants	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 [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
UPW	Billing Related Complaints	201	14	215	152	48	200	15	2	0	2	1	0	1	1
	Customer Service Related Complaints	176	5	181	105	61	166	15	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1693	43	1736	1577	125	1702	34	14	2	16	8	0	8	8
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	17	0	17	11	6	17	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	3	32	19	11	30	2	33	4	37	32	0	32	5
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
Total	2126	65	2191	1874	251	2125	66	49	6	55	41	0	41	14	
Total Subscriber base (Prepaid)-----		639160													
Total Subscriber base (Postpaid)-----		29746													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - March'15															
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 [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
KOLKOTA	Billing Related Complaints	235	14	249	170	68	238	11	0	0	0	0	0	0	0
	Customer Service Related Complaints	221	8	229	140	78	218	11	8	0	8	6	0	6	2
	Faults and Network Related Complaints	3541	30	3571	3230	295	3525	46	2	0	2	2	0	2	0
	MNP Related Complaints	11	1	12	12	0	12	0	0	0	0	0	0	0	0
	UCC Related Complaints	16	0	16	15	1	16	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	1	12	9	3	12	0	0	0	0	0	0	0	0
	VAS Related Complaints	11	1	12	12	0	12	0	0	0	0	0	0	0	0
Total	4046	55	4101	3588	445	4033	68	10	0	10	8	0	8	2	
Total Subscriber base (Prepaid)-----	227920														
Total Subscriber base (Postpaid)-----	40101														