



Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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	434	3	437	414	12	426	11	2	0	2	2	0	2	0	0	
	Customer Service Related Complaints	180	8	188	139	47	186	2	5	0	5	5	0	5	0	0	
	Faults and Network Related Complaints	801	23	824	642	159	801	23	15	2	17	5	0	5	12	0	
	MNP Related Complaints	84	0	84	81	0	81	3	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	49	0	49	46	0	46	3	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	386	3	389	369	12	381	8	0	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	0	0
<b>Total</b>	<b>1942</b>	<b>37</b>	<b>1979</b>	<b>1699</b>	<b>230</b>	<b>1929</b>	<b>50</b>	<b>22</b>	<b>2</b>	<b>24</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>12</b>		
Total Subscriber base (Prepaid)-----		1695255															
Total Subscriber base (Postpaid)-----		15412															

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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
GURAT	Billing Related Complaints	2252	73	2325	2118	164	2282	43	25	0	25	24	0	24	1
	Customer Service Related Complaints	1731	72	1803	843	899	1742	61	11	0	11	11	0	11	0
	Faults and Network Related Complaints	4235	172	4407	4046	265	4311	96	50	0	50	50	0	50	0
	MNP Related Complaints	142	4	146	144	1	145	1	0	0	0	0	0	0	0
	UCC Related Complaints	198	7	205	181	16	197	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1552	3	1555	1464	56	1520	35	0	0	0	0	0	0	0
	VAS Related Complaints	61	1	62	57	4	61	1	0	0	0	0	0	0	0
<b>Total</b>	<b>10171</b>	<b>332</b>	<b>10503</b>	<b>8853</b>	<b>1405</b>	<b>10258</b>	<b>245</b>	<b>86</b>	<b>0</b>	<b>86</b>	<b>85</b>	<b>0</b>	<b>85</b>	<b>1</b>	
Total Subscriber base (Prepaid)-----		3285067													
Total Subscriber base (Postpaid)-----		72697													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Dec'15															
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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
HIMACHAL PRADESH	Billing Related Complaints	17	1	18	14	4	18	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	44	0	44	31	12	43	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	49	1	50	29	20	49	1	0	0	0	0	0	0	0
	MNP Related Complaints	2	0	2	2	0	2	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	6	0	6	4	2	6	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
	<b>Total</b>	<b>123</b>	<b>2</b>	<b>125</b>	<b>85</b>	<b>38</b>	<b>123</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Total Subscriber base (Prepaid)-----		46968													
Total Subscriber base (Postpaid)-----		6456													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	2826	56	2882	2640	209	2849	33	20	0	20	19	0	19	1
	Customer Service Related Complaints	1615	57	1672	1217	424	1641	31	2	0	2	2	0	2	0
	Faults and Network Related Complaints	2653	96	2749	2501	198	2699	50	12	0	12	10	0	10	2
	MNP Related Complaints	93	0	93	79	12	91	2	0	0	0	0	0	0	0
	UCC Related Complaints	145	5	150	143	6	149	1	1	0	1	1	0	1	0
	Internet / Data Related Complaints	713	11	724	679	32	711	13	6	0	6	6	0	6	0
	VAS Related Complaints	109	1	110	104	4	108	2	0	0	0	0	0	0	0
<b>Total</b>	<b>8154</b>	<b>226</b>	<b>8380</b>	<b>7363</b>	<b>885</b>	<b>8248</b>	<b>132</b>	<b>41</b>	<b>0</b>	<b>41</b>	<b>38</b>	<b>0</b>	<b>38</b>	<b>3</b>	
<b>Total Subscriber base (Prepaid)-----</b>		3064038													
<b>Total Subscriber base (Postpaid)-----</b>		77236													

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

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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
KARNATAKA	Billing Related Complaints	6115	116	6231	5679	357	6036	195	15	8	23	18	0	18	5
	Customer Service Related Complaints	4379	181	4560	2170	2106	4276	284	63	20	83	71	0	71	12
	Faults and Network Related Complaints	16840	604	17444	10934	4632	15566	1878	157	56	213	147	0	147	66
	MNP Related Complaints	1249	1	1250	1230	17	1247	3	1	0	1	1	0	1	0
	UCC Related Complaints	940	33	973	846	93	939	34	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3969	222	4191	3011	880	3891	300	0	0	0	0	0	0	0
	VAS Related Complaints	102	12	114	94	2	96	18	31	5	36	31	0	31	5
	<b>Total</b>	<b>33594</b>	<b>1169</b>	<b>34763</b>	<b>23964</b>	<b>8087</b>	<b>32051</b>	<b>2712</b>	<b>267</b>	<b>89</b>	<b>356</b>	<b>268</b>	<b>0</b>	<b>268</b>	<b>88</b>
Total Subscriber base (Prepaid)-----		7994736													
Total Subscriber base (Postpaid)-----		240062													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERALA	Billing Related Complaints	1717	24	1741	1584	99	1683	58	11	0	11	6	0	6	5
	Customer Service Related Complaints	1088	35	1123	709	370	1079	44	1	0	1	1	0	1	0
	Faults and Network Related Complaints	3309	60	3369	3168	169	3337	32	8	0	8	6	0	6	2
	MNP Related Complaints	223	0	223	221	2	223	0	0	0	0	0	0	0	0
	UCC Related Complaints	139	4	143	122	4	126	17	2	0	2	0	0	0	2
	Internet / Data Related Complaints	1026	30	1056	968	76	1044	12	7	0	7	0	0	0	7
	VAS Related Complaints	81	1	82	73	0	73	9	0	0	0	0	0	0	0
	<b>Total</b>	<b>7583</b>	<b>154</b>	<b>7737</b>	<b>6845</b>	<b>720</b>	<b>7565</b>	<b>172</b>	<b>29</b>	<b>0</b>	<b>29</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>16</b>
<b>Total Subscriber base (Prepaid)-----</b>		1741670													
<b>Total Subscriber base (Postpaid)-----</b>		53807													

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(Cellular Mobile Telephone Service) - GSM															
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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
KOLKOTA	Billing Related Complaints	2128	69	2197	1886	258	2144	53	8	7	15	13	0	13	2
	Customer Service Related Complaints	1641	119	1760	1002	691	1693	67	13	2	15	8	0	8	7
	Faults and Network Related Complaints	3754	174	3928	3506	364	3870	58	27	7	34	19	0	19	15
	MNP Related Complaints	67	0	67	64	3	67	0	0	0	0	0	0	0	0
	UCC Related Complaints	266	4	270	245	12	257	13	0	0	0	0	0	0	0
	Internet / Data Related Complaints	599	12	611	582	19	601	10	0	0	0	0	0	0	0
	VAS Related Complaints	33	0	33	32	0	32	1	1	0	1	1	0	1	0
	<b>Total</b>	<b>8488</b>	<b>378</b>	<b>8866</b>	<b>7317</b>	<b>1347</b>	<b>8664</b>	<b>202</b>	<b>49</b>	<b>16</b>	<b>65</b>	<b>41</b>	<b>0</b>	<b>41</b>	<b>24</b>
<b>Total Subscriber base (Prepaid)-----</b>		2896616													
<b>Total Subscriber base (Postpaid)-----</b>		63611													



**Name of Service Provider : Tata Teleservices (Maharashtra) Limited  
(Cellular Mobile Telephone Service) - GSM**

**Customer Complaints Redressal Report for the Quarter ending - Dec'15**

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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	5753	104	5857	5661	136	5797	60	6	2	8	7	0	7	1
	Customer Service Related Complaints	4345	202	4547	2616	1814	4430	117	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11211	366	11577	10070	1258	11328	249	39	1	40	18	0	18	22
	MNP Related Complaints	155	2	157	154	0	154	3	0	0	0	0	0	0	0
	UCC Related Complaints	451	18	469	427	30	457	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3212	7	3219	2929	216	3145	74	15	5	20	19	0	19	1
	VAS Related Complaints	89	2	91	78	5	83	8	21	6	27	26	0	26	1
<b>Total</b>	<b>25216</b>	<b>701</b>	<b>25917</b>	<b>21935</b>	<b>3459</b>	<b>25394</b>	<b>523</b>	<b>81</b>	<b>14</b>	<b>95</b>	<b>70</b>	<b>0</b>	<b>70</b>	<b>25</b>	
<b>Total Subscriber base (Prepaid)-----</b>		5180470													
<b>Total Subscriber base (Postpaid)-----</b>		160697													

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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	1887	39	1926	1839	62	1901	25	4	3	7	7	0	7	0
	Customer Service Related Complaints	1132	43	1175	709	416	1125	50	32	1	33	32	0	32	1
	Faults and Network Related Complaints	2616	119	2735	2499	191	2690	45	9	0	9	8	0	8	1
	MNP Related Complaints	136	0	136	135	0	135	1	0	1	1	1	0	1	0
	UCC Related Complaints	995	3	998	966	24	990	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	797	4	801	727	65	792	9	0	0	0	0	0	0	0
	VAS Related Complaints	57	0	57	53	2	55	2	1	0	1	1	0	1	0
	<b>Total</b>	<b>7620</b>	<b>208</b>	<b>7828</b>	<b>6928</b>	<b>760</b>	<b>7688</b>	<b>140</b>	<b>46</b>	<b>5</b>	<b>51</b>	<b>49</b>	<b>0</b>	<b>49</b>	<b>2</b>
Total Subscriber base (Prepaid)-----		5378092													
Total Subscriber base (Postpaid)-----		57484													

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(Cellular Mobile Telephone Service) - GSM

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	2108	122	2230	1867	278	2145	85	44	4	48	45	0	45	3
	Customer Service Related Complaints	2036	76	2112	1196	857	2053	59	14	0	14	14	0	14	0
	Faults and Network Related Complaints	5339	198	5537	5189	264	5453	84	36	1	37	36	0	36	1
	MNP Related Complaints	166	2	168	167	0	167	1	5	0	5	5	0	5	0
	UCC Related Complaints	371	12	383	343	29	372	11	1	0	1	1	0	1	0
	Internet / Data Related Complaints	624	10	634	584	37	621	13	0	0	0	0	0	0	0
	VAS Related Complaints	56	0	56	53	1	54	2	27	2	29	29	0	29	0
<b>Total</b>	<b>10700</b>	<b>420</b>	<b>11120</b>	<b>9399</b>	<b>1466</b>	<b>10865</b>	<b>255</b>	<b>127</b>	<b>7</b>	<b>134</b>	<b>130</b>	<b>0</b>	<b>130</b>	<b>4</b>	
<b>Total Subscriber base (Prepaid)-----</b>		<b>2748526</b>													
<b>Total Subscriber base (Postpaid)-----</b>		<b>128244</b>													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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	584	8	592	535	29	564	28	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	319	16	335	239	83	322	13	2	0	2	1	0	1	1	
	Faults and Network Related Complaints	1261	33	1294	1143	129	1272	22	3	2	5	4	0	4	1	
	MNP Related Complaints	145	1	146	144	1	145	1	0	0	0	0	0	0	0	
	UCC Related Complaints	78	1	79	77	2	79	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	287	1	288	270	15	285	3	0	0	0	0	0	0	0	
	VAS Related Complaints	13	1	14	14	0	14	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>2687</b>	<b>61</b>	<b>2748</b>	<b>2422</b>	<b>259</b>	<b>2681</b>	<b>67</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>2</b>		
Total Subscriber base (Prepaid)-----		2717004														
Total Subscriber base (Postpaid)-----		26626														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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	1938	100	2038	1862	131	1993	45	35	0	35	31	0	31	4
	Customer Service Related Complaints	1991	83	2074	1484	534	2018	56	9	0	9	9	0	9	0
	Faults and Network Related Complaints	3784	76	3860	3581	219	3800	60	22	2	24	20	0	20	4
	MNP Related Complaints	81	0	81	73	6	79	2	0	0	0	0	0	0	0
	UCC Related Complaints	329	11	340	314	21	335	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1242	21	1263	1198	48	1246	17	17	0	17	17	0	17	0
	VAS Related Complaints	169	11	180	168	2	170	10	2	0	2	2	0	2	0
<b>Total</b>	<b>9534</b>	<b>302</b>	<b>9836</b>	<b>8680</b>	<b>961</b>	<b>9641</b>	<b>195</b>	<b>85</b>	<b>2</b>	<b>87</b>	<b>79</b>	<b>0</b>	<b>79</b>	<b>8</b>	
<b>Total Subscriber base (Prepaid)-----</b>		2799317													
<b>Total Subscriber base (Postpaid)-----</b>		105884													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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	157	5	162	161	0	161	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	25	0	25	24	0	24	1	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	124	3	127	126	0	126	1	2	0	2	2	0	2	0	0
	MNP Related Complaints	36	0	36	35	0	35	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	43	3	46	46	0	46	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	25	1	26	26	0	26	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	24	1	25	25	0	25	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>434</b>	<b>13</b>	<b>447</b>	<b>443</b>	<b>0</b>	<b>443</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid)-----</b>		717743														
<b>Total Subscriber base (Postpaid)-----</b>		44														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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	
TAMILNADU	Billing Related Complaints	90	2	92	60	28	88	4	9	0	9	9	0	9	0	
	Customer Service Related Complaints	179	13	192	69	110	179	13	14	0	14	14	0	14	0	
	Faults and Network Related Complaints	3757	58	3815	3198	528	3726	89	4	0	4	4	0	4	0	
	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	4	2	6	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	5	0	5	5	0	5	0	0
	<b>Total</b>	<b>4039</b>	<b>73</b>	<b>4112</b>	<b>3337</b>	<b>669</b>	<b>4006</b>	<b>106</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>0</b>
<b>Total Subscriber base (Prepaid)-----</b>		6812806														
<b>Total Subscriber base (Postpaid)-----</b>		187760														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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
URE	Billing Related Complaints	475	17	492	440	37	477	15	5	0	5	3	0	3	2
	Customer Service Related Complaints	496	26	522	298	202	500	22	2	1	3	1	0	1	2
	Faults and Network Related Complaints	1443	37	1480	1363	96	1459	21	17	6	23	18	0	18	5
	MNP Related Complaints	22	0	22	21	0	21	1	0	0	0	0	0	0	0
	UCC Related Complaints	157	1	158	145	6	151	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	367	4	371	359	10	369	2	0	0	0	0	0	0	0
	VAS Related Complaints	48	0	48	47	1	48	0	1	0	1	1	0	1	0
<b>Total</b>	<b>3008</b>	<b>85</b>	<b>3093</b>	<b>2673</b>	<b>352</b>	<b>3025</b>	<b>68</b>	<b>25</b>	<b>7</b>	<b>32</b>	<b>23</b>	<b>0</b>	<b>23</b>	<b>9</b>	
<b>Total Subscriber base (Prepaid)-----</b>		5029641													
<b>Total Subscriber base (Postpaid)-----</b>		35558													



Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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
UPW	Billing Related Complaints	2422	50	2472	2404	43	2447	25	32	3	35	24	0	24	11
	Customer Service Related Complaints	1109	55	1164	822	314	1136	28	2	0	2	1	0	1	1
	Faults and Network Related Complaints	2861	122	2983	2635	312	2947	36	28	10	38	28	0	28	10
	MNP Related Complaints	52	1	53	52	1	53	0	0	0	0	0	0	0	0
	UCC Related Complaints	202	1	203	194	3	197	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1252	6	1258	1166	80	1246	12	7	2	9	8	0	8	1
	VAS Related Complaints	95	1	96	90	2	92	4	22	10	32	22	0	22	10
	<b>Total</b>	<b>7993</b>	<b>236</b>	<b>8229</b>	<b>7363</b>	<b>755</b>	<b>8118</b>	<b>111</b>	<b>91</b>	<b>25</b>	<b>116</b>	<b>83</b>	<b>0</b>	<b>83</b>	<b>33</b>
Total Subscriber base (Prepaid)-----		4015092													
Total Subscriber base (Postpaid)-----		56849													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Dec'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 [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	149	3	152	134	12	146	6	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	0	26	22	4	26	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	220	5	225	190	29	219	6	2	1	3	2	0	2	1	
	MNP Related Complaints	57	1	58	57	1	58	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	15	2	17	17	0	17	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	11	0	11	8	3	11	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>495</b>	<b>12</b>	<b>507</b>	<b>446</b>	<b>49</b>	<b>495</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	
Total Subscriber base (Prepaid)-----		608248														
Total Subscriber base (Postpaid)-----		44														