

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	543	19	562	517	35	552	10	5	0	5	5	0	5	0
	Customer Service Related Complaints	481	46	527	292	217	509	18	3	0	3	3	0	3	0
	Faults and Network Related Complaints	844	74	918	577	275	852	66	7	0	7	7	0	7	0
	MNP Related Complaints	143	1	144	141	3	144	0	1	0	1	1	0	1	0
	UCC Related Complaints	268	31	299	168	106	274	25	0	0	0	0	0	0	0
	Internet / Data Related Complaints	68	1	69	54	12	66	3	0	0	0	0	0	0	0
	VAS Related Complaints	41	6	47	43	4	47	0	1	0	1	1	0	1	0
Total	2388	178	2566	1792	652	2444	122	17	0	17	17	0	17	0	
Total Subscriber Base (Prepaid)		2,702,271													
Total Subscriber Base (Postpaid)		79,062													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	90	1	91	87	2	89	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	91	4	95	73	20	93	2	4	1	5	4	0	4	1
	Faults and Network Related Complaints	90	2	92	72	17	89	3	1	1	2	2	0	2	0
	MNP Related Complaints	130	0	130	130	0	130	0	0	0	0	0	0	0	0
	UCC Related Complaints	26	0	26	25	0	25	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	6	0	6	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	434	7	441	394	39	433	8	5	2	7	6	0	6	1	
Total Subscriber Base (Prepaid)		664,104													
Total Subscriber Base (Postpaid)		3,564													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJARAT	Billing Related Complaints	586	29	615	588	11	599	16	4	0	4	4	0	4	0
	Customer Service Related Complaints	362	33	395	324	65	389	6	2	1	3	3	0	3	0
	Faults and Network Related Complaints	284	18	302	255	37	292	10	1	0	1	1	0	1	0
	MNP Related Complaints	450	4	454	453	1	454	0	0	0	0	0	0	0	0
	UCC Related Complaints	144	8	152	132	10	142	10	0	0	0	0	0	0	0
	Internet / Data Related Complaints	63	0	63	61	0	61	2	0	0	0	0	0	0	0
	VAS Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0
Total	1903	92	1995	1827	124	1951	44	7	1	8	8	0	8	0	
Total Subscriber Base (Prepaid)		2,037,561													
Total Subscriber Base (Postpaid)		15,793													

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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	5	1	6	4	2	6	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	10	1	11	4	6	10	1	0	1	1	1	0	1	0
	Faults and Network Related Complaints	2	1	3	1	2	3	0	0	0	0	0	0	0	0
	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	25	3	28	17	10	27	1	1	1	2	2	0	2	0	
Total Subscriber Base (Prepaid)		12,624													
Total Subscriber Base (Postpaid)		1,136													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	324	3	327	318	5	323	4	9	2	11	10	0	10	1
	Customer Service Related Complaints	348	19	367	246	102	348	19	4	1	5	4	0	4	1
	Faults and Network Related Complaints	247	45	292	213	65	278	14	2	0	2	1	0	1	1
	MNP Related Complaints	570	3	573	572	0	572	1	0	0	0	0	0	0	0
	UCC Related Complaints	79	3	82	75	6	81	1	1	0	1	1	0	1	0
	Internet / Data Related Complaints	66	8	74	50	24	74	0	4	1	5	4	0	4	1
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
Total	1638	81	1719	1478	202	1680	39	20	4	24	20	0	20	4	
Total Subscriber Base (Prepaid)		1,695,631													
Total Subscriber Base (Postpaid)		12,241													

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KARNATAKA	Billing Related Complaints	1268	26	1294	1209	58	1267	27	19	9	28	18	0	18	10
	Customer Service Related Complaints	1756	320	2076	643	1346	1989	87	3	0	3	2	0	2	1
	Faults and Network Related Complaints	2072	107	2179	1793	349	2142	37	46	36	82	78	0	78	4
	MNP Related Complaints	346	2	348	344	3	347	1	1	2	3	2	0	2	1
	UCC Related Complaints	1007	94	1101	714	340	1054	47	10	2	12	9	0	9	3
	Internet / Data Related Complaints	670	55	725	543	159	702	23	24	0	24	1	0	1	23
	VAS Related Complaints	174	16	190	170	12	182	8	0	0	0	0	0	0	0
Total	7293	620	7913	5416	2267	7683	230	103	49	152	110	0	110	42	
Total Subscriber Base (Prepaid)		5,865,849													
Total Subscriber Base (Postpaid)		67,509													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	124	3	127	125	1	126	1	2	2	4	4	0	4	0
	Customer Service Related Complaints	78	4	82	49	33	82	0	4	0	4	0	0	0	4
	Faults and Network Related Complaints	215	5	220	196	11	207	13	1	3	4	4	0	4	0
	MNP Related Complaints	170	0	170	170	0	170	0	1	1	2	1	0	1	1
	UCC Related Complaints	36	10	46	31	12	43	3	4	0	4	4	0	4	0
	Internet / Data Related Complaints	58	1	59	54	5	59	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	5	1	6	0	2	0	2	1	0	1	1
Total	687	23	710	630	63	693	17	14	6	20	14	0	14	6	
Total Subscriber Base (Prepaid)		992,567													
Total Subscriber Base (Postpaid)		8,960													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KOLKATA	Billing Related Complaints	222	5	227	203	19	222	5	1	0	1	1	0	1	0	
	Customer Service Related Complaints	202	8	210	162	37	199	11	0	1	1	1	0	1	0	
	Faults and Network Related Complaints	217	8	225	160	40	200	25	4	1	5	5	0	5	0	
	MNP Related Complaints	204	0	204	204	0	204	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	179	15	194	170	21	191	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	1	15	13	2	15	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0	0
Total	1041	37	1078	914	120	1034	44	5	2	7	7	0	7	0		
Total Subscriber Base (Prepaid)		1,723,925														
Total Subscriber Base (Postpaid)		14,095														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	903	17	920	874	28	902	18	7	3	10	9	0	9	1
	Customer Service Related Complaints	956	67	1023	628	343	971	52	2	2	4	4	0	4	0
	Faults and Network Related Complaints	981	67	1048	747	203	950	98	19	6	25	15	0	15	10
	MNP Related Complaints	265	1	266	261	3	264	2	0	0	0	0	0	0	0
	UCC Related Complaints	517	54	571	434	130	564	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	358	24	382	231	88	319	63	1	0	1	1	0	1	0
	VAS Related Complaints	82	3	85	81	0	81	4	6	1	7	5	0	5	2
Total	4062	233	4295	3256	795	4051	244	35	12	47	34	0	34	13	
Total Subscriber Base (Prepaid)		3,363,203													
Total Subscriber Base (Postpaid)		64,728													

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MADHYA PRADESH	Billing Related Complaints	505	6	511	498	9	507	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	215	9	224	179	43	222	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	219	11	230	203	17	220	10	0	0	0	0	0	0	0
	MNP Related Complaints	295	1	296	272	0	272	24	0	0	0	0	0	0	0
	UCC Related Complaints	113	2	115	112	3	115	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	55	2	57	47	5	52	5	0	0	0	0	0	0	0
	VAS Related Complaints	21	0	21	21	0	21	0	0	0	0	0	0	0	0
Total	1423	31	1454	1332	77	1409	45	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		3,742,704													
Total Subscriber Base (Postpaid)		15,706													

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MUMBAI	Billing Related Complaints	756	12	768	709	36	745	23	9	0	9	8	0	8	1
	Customer Service Related Complaints	378	10	388	258	116	374	14	6	1	7	7	0	7	0
	Faults and Network Related Complaints	506	32	538	400	98	498	40	21	1	22	19	0	19	3
	MNP Related Complaints	197	3	200	199	0	199	1	4	0	4	3	0	3	1
	UCC Related Complaints	256	40	296	183	102	285	11	1	1	2	2	0	2	0
	Internet / Data Related Complaints	69	3	72	55	13	68	4	0	0	0	0	0	0	0
	VAS Related Complaints	48	1	49	47	0	47	2	14	0	14	12	0	12	2
Total	2210	101	2311	1851	365	2216	95	55	3	58	51	0	51	7	
Total Subscriber Base (Prepaid)		1,720,304													
Total Subscriber Base (Postpaid)		53,669													

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Customer Complaints Redressal Report for the Quarter Ending - Dec'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	91	2	93	89	3	92	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	93	6	99	82	16	98	1	1	2	3	2	0	2	1
	Faults and Network Related Complaints	137	12	149	71	68	139	10	1	0	1	1	0	1	0
	MNP Related Complaints	126	0	126	125	1	126	0	0	0	0	0	0	0	0
	UCC Related Complaints	29	0	29	28	0	28	1	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	483	20	503	401	89	490	13	2	2	4	3	0	3	1	
Total Subscriber Base (Prepaid)		1,280,319													
Total Subscriber Base (Postpaid)		5,014													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'17

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	401	10	411	365	42	407	4	15	5	20	19	0	19	1
	Customer Service Related Complaints	485	39	524	314	184	498	26	5	3	8	7	0	7	1
	Faults and Network Related Complaints	342	69	411	233	143	376	35	5	4	9	6	0	6	3
	MNP Related Complaints	310	1	311	307	4	311	0	1	0	1	1	0	1	0
	UCC Related Complaints	6185	9	6194	6142	42	6184	10	1	0	1	1	0	1	0
	Internet / Data Related Complaints	112	16	128	73	51	124	4	4	3	7	6	0	6	1
	VAS Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
Total	7844	144	7988	7443	466	7909	79	31	15	46	40	0	40	6	
Total Subscriber Base (Prepaid)		1,618,675													
Total Subscriber Base (Postpaid)		23,593													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
RAJASTHAN	Billing Related Complaints	16	1	17	17	0	17	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	18	0	18	18	0	18	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	25	0	25	24	0	24	1	0	0	0	0	0	0	0
	MNP Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
	UCC Related Complaints	5	3	8	5	3	8	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	82	4	86	82	3	85	1	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		301,235													
Total Subscriber Base (Postpaid)		36													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	511	18	529	494	21	515	14	7	0	7	7	0	7	0
	Customer Service Related Complaints	494	39	533	254	255	509	24	9	0	9	9	0	9	0
	Faults and Network Related Complaints	923	24	947	798	94	892	55	7	0	7	7	0	7	0
	MNP Related Complaints	717	5	722	717	2	719	3	3	0	3	3	0	3	0
	UCC Related Complaints	267	20	287	262	22	284	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	44	1	45	38	6	44	1	0	0	0	0	0	0	0
	VAS Related Complaints	33	4	37	36	0	36	1	0	0	0	0	0	0	0
Total	2989	111	3100	2599	400	2999	101	26	0	26	26	0	26	0	
Total Subscriber Base (Prepaid)		2,955,270													
Total Subscriber Base (Postpaid)		51,096													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAR PRADESH EAST	Billing Related Complaints	189	10	199	186	11	197	2	0	1	1	1	0	1	0
	Customer Service Related Complaints	242	22	264	198	57	255	9	5	2	7	6	0	6	1
	Faults and Network Related Complaints	164	3	167	145	8	153	14	3	3	6	4	0	4	2
	MNP Related Complaints	301	1	302	301	1	302	0	0	0	0	0	0	0	0
	UCC Related Complaints	191	4	195	175	15	190	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	14	1	15	15	0	15	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	2	7	7	0	7	0	0	0	0	0	0	0	0
Total	1106	43	1149	1027	92	1119	30	8	6	14	11	0	11	3	
Total Subscriber Base (Prepaid)		2,507,797													
Total Subscriber Base (Postpaid)		9,145													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'17

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAAR PRADESH WEST	Billing Related Complaints	296	5	301	297	2	299	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	274	24	298	240	51	291	7	2	0	2	1	0	1	1
	Faults and Network Related Complaints	249	17	266	216	38	254	12	8	1	9	6	0	6	3
	MNP Related Complaints	378	1	379	377	2	379	0	1	0	1	1	0	1	0
	UCC Related Complaints	56	5	61	55	4	59	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	47	2	49	43	6	49	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	1	0	1	0	0	0	1
Total	1306	54	1360	1234	103	1337	23	13	1	14	9	0	9	5	
Total Subscriber Base (Prepaid)		2,158,415													
Total Subscriber Base (Postpaid)		8,990													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'17

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	6	1	7	6	1	7	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	42	0	42	42	0	42	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	3	0	3	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	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	71	1	72	71	1	72	0	0	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		112,983														
Total Subscriber Base (Postpaid)		29														