

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	2309	64	2373	2131	165	2296	77	4	0	4	4	0	4	0
	Customer Service Related Complaints	2075	125	2200	1154	847	2001	199	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5978	581	6559	3426	1712	5138	1421	2	0	2	2	0	2	0
	MNP Related Complaints	168	2	170	162	7	169	1	0	0	0	0	0	0	0
	UCC Related Complaints	267	21	288	211	63	274	14	0	0	0	0	0	0	0
	Internet / Data Related Complaints	809	42	851	676	68	744	107	0	0	0	0	0	0	0
	VAS Related Complaints	232	8	240	228	0	228	12	0	0	0	0	0	0	0
Total	11838	843	12681	7988	2862	10850	1831	6	0	6	6	0	6	0	
Total Subscriber Base (Prepaid)		4,582,531													
Total Subscriber Base (Postpaid)		179,015													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	301	2	303	295	6	301	2	6	0	6	4	0	4	2
	Customer Service Related Complaints	137	3	140	113	22	135	5	0	2	2	2	0	2	0
	Faults and Network Related Complaints	511	22	533	397	83	480	53	4	6	10	8	0	8	2
	MNP Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0
	UCC Related Complaints	105	1	106	104	0	104	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	420	15	435	425	4	429	6	0	0	0	0	0	0	0
	VAS Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
Total	1530	43	1573	1390	115	1505	68	10	8	18	14	0	14	4	
Total Subscriber Base (Prepaid)		1,367,286													
Total Subscriber Base (Postpaid)		12,456													

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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	2367	35	2402	2268	75	2343	59	10	0	10	5	0	5	5
	Customer Service Related Complaints	1505	103	1608	745	696	1441	167	5	0	5	3	0	3	2
	Faults and Network Related Complaints	2495	158	2653	2106	283	2389	264	14	6	20	19	0	19	1
	MNP Related Complaints	226	1	227	224	2	226	1	0	0	0	0	0	0	0
	UCC Related Complaints	189	3	192	163	18	181	11	0	0	0	0	0	0	0
	Internet / Data Related Complaints	581	55	636	512	54	566	70	0	0	0	0	0	0	0
	VAS Related Complaints	124	6	130	124	2	126	4	0	1	1	1	0	1	0
	Total	7487	361	7848	6142	1130	7272	576	29	7	36	28	0	28	8
Total Subscriber Base (Prepaid)		3,235,661													
Total Subscriber Base (Postpaid)		60,504													

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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	28	1	29	27	0	27	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	16	1	17	8	8	16	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	49	3	52	30	10	40	12	0	0	0	0	0	0	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	0	2	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	1	0	1	1	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
Total	102	5	107	71	18	89	18	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		37,201													
Total Subscriber Base (Postpaid)		5,848													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	2555	29	2584	2457	102	2559	25	15	1	16	14	0	14	2
	Customer Service Related Complaints	1385	60	1445	863	486	1349	96	6	0	6	6	0	6	0
	Faults and Network Related Complaints	1710	93	1803	1381	221	1602	201	8	3	11	11	0	11	0
	MNP Related Complaints	365	0	365	359	4	363	2	0	0	0	0	0	0	0
	UCC Related Complaints	289	3	292	276	12	288	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	610	23	633	543	38	581	52	1	0	1	1	0	1	0
	VAS Related Complaints	101	3	104	98	0	98	6	0	0	0	0	0	0	0
Total	7015	211	7226	5977	863	6840	386	30	4	34	32	0	32	2	
Total Subscriber Base (Prepaid)		3,117,383													
Total Subscriber Base (Postpaid)		57,690													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	4436	115	4551	4264	121	4385	166	71	24	95	73	0	73	22
	Customer Service Related Complaints	6305	388	6693	2949	3089	6038	655	10	15	25	25	0	25	0
	Faults and Network Related Complaints	9531	869	10400	7794	1194	8988	1412	52	53	105	104	0	104	1
	MNP Related Complaints	366	14	380	346	21	367	13	5	0	5	5	0	5	0
	UCC Related Complaints	587	22	609	474	100	574	35	1	0	1	1	0	1	0
	Internet / Data Related Complaints	1889	275	2164	1366	329	1695	469	37	0	37	11	0	11	26
	VAS Related Complaints	314	14	328	305	14	319	9	2	1	3	3	0	3	0
Total	23428	1697	25125	17498	4868	22366	2759	178	93	271	222	0	222	49	
Total Subscriber Base (Prepaid)		7,971,711													
Total Subscriber Base (Postpaid)		202,105													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	1184	12	1196	1146	26	1172	24	5	3	8	5	0	5	3
	Customer Service Related Complaints	1062	31	1093	777	235	1012	81	0	1	1	1	0	1	0
	Faults and Network Related Complaints	2135	69	2204	1918	120	2038	166	2	0	2	2	0	2	0
	MNP Related Complaints	462	1	463	458	2	460	3	2	0	2	2	0	2	0
	UCC Related Complaints	78	5	83	72	7	79	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	469	21	490	424	33	457	33	3	6	9	7	0	7	2
	VAS Related Complaints	112	0	112	111	0	111	1	0	0	0	0	0	0	0
Total	5502	139	5641	4906	423	5329	312	12	10	22	17	0	17	5	
Total Subscriber Base (Prepaid)		1,744,863													
Total Subscriber Base (Postpaid)		37,581													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	1093	16	1109	1003	94	1097	12	2	2	4	3	0	3	1
	Customer Service Related Complaints	585	25	610	413	163	576	34	4	4	8	8	0	8	0
	Faults and Network Related Complaints	2191	115	2306	1996	164	2160	146	21	13	34	26	0	26	8
	MNP Related Complaints	85	0	85	85	0	85	0	0	0	0	0	0	0	0
	UCC Related Complaints	117	3	120	112	1	113	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	320	11	331	315	8	323	8	0	0	0	0	0	0	0
	VAS Related Complaints	170	3	173	170	0	170	3	0	0	0	0	0	0	0
Total	4561	173	4734	4094	430	4524	210	27	19	46	37	0	37	9	
Total Subscriber Base (Prepaid)		2,835,184													
Total Subscriber Base (Postpaid)		41,566													

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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	2005	20	2025	1990	24	2014	11	3	0	3	2	0	2	1
	Customer Service Related Complaints	1029	41	1070	616	376	992	78	15	0	15	15	0	15	0
	Faults and Network Related Complaints	1751	88	1839	1595	110	1705	134	7	0	7	6	0	6	1
	MNP Related Complaints	362	4	366	356	4	360	6	1	0	1	1	0	1	0
	UCC Related Complaints	321	21	342	282	38	320	22	0	0	0	0	0	0	0
	Internet / Data Related Complaints	273	9	282	230	24	254	28	0	0	0	0	0	0	0
	VAS Related Complaints	38	3	41	40	0	40	1	0	0	0	0	0	0	0
	Total	5779	186	5965	5109	576	5685	280	26	0	26	24	0	24	2
Total Subscriber Base (Prepaid)		5,678,412													
Total Subscriber Base (Postpaid)		51,237													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	1502	64	1566	1420	73	1493	73	23	4	27	26	0	26	1
	Customer Service Related Complaints	1191	146	1337	602	512	1114	223	12	0	12	11	0	11	1
	Faults and Network Related Complaints	3222	277	3499	2513	458	2971	528	42	1	43	40	0	40	3
	MNP Related Complaints	163	2	165	164	0	164	1	5	0	5	5	0	5	0
	UCC Related Complaints	1501	66	1567	1508	35	1543	24	1	0	1	1	0	1	0
	Internet / Data Related Complaints	391	28	419	334	37	371	48	0	0	0	0	0	0	0
	VAS Related Complaints	186	7	193	182	4	186	7	12	1	13	13	0	13	0
	Total	8156	590	8746	6723	1119	7842	904	95	6	101	96	0	96	5
Total Subscriber Base (Prepaid)		2,505,320													
Total Subscriber Base (Postpaid)		114,023													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	1169	7	1176	1146	14	1160	16	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	194	9	203	146	47	193	10	4	4	8	8	0	8	0	
	Faults and Network Related Complaints	631	29	660	578	55	633	27	5	4	9	9	0	9	0	
	MNP Related Complaints	105	0	105	105	0	105	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	173	3	176	161	8	169	7	0	0	0	0	0	0	0	0
	VAS Related Complaints	19	0	19	19	0	19	0	0	0	0	0	0	0	0	0
Total	2334	48	2382	2198	124	2322	60	9	8	17	17	0	17	0	0	
Total Subscriber Base (Prepaid)		2,557,020														
Total Subscriber Base (Postpaid)		25,572														

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(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	2673	60	2733	2542	126	2668	65	34	4	38	36	0	36	2
	Customer Service Related Complaints	2346	106	2452	1343	880	2223	229	13	2	15	14	0	14	1
	Faults and Network Related Complaints	2326	178	2504	1883	302	2185	319	15	3	18	18	0	18	0
	MNP Related Complaints	206	5	211	191	14	205	6	2	0	2	1	0	1	1
	UCC Related Complaints	374	8	382	346	25	371	11	0	1	1	1	0	1	0
	Internet / Data Related Complaints	924	41	965	808	59	867	98	1	0	1	1	0	1	0
	VAS Related Complaints	238	13	251	242	2	244	7	0	0	0	0	0	0	0
Total	9087	411	9498	7355	1408	8763	735	65	10	75	71	0	71	4	
Total Subscriber Base (Prepaid)		2,818,093													
Total Subscriber Base (Postpaid)		95,790													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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	190	3	193	193	0	193	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	0	7	7	0	7	0	2	0	2	2	0	2	0	
	Faults and Network Related Complaints	122	2	124	121	2	123	1	1	0	1	1	0	1	0	
	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0	
	UCC Related Complaints	15	0	15	14	1	15	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	119	1	120	120	0	120	0	0	0	0	0	0	0	0	
	VAS Related Complaints	25	0	25	24	0	24	1	0	0	0	0	0	0	0	
Total	491	6	497	492	3	495	2	3	0	3	3	0	3	0		
Total Subscriber Base (Prepaid)		757,865														
Total Subscriber Base (Postpaid)		40														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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
MAHARASHTRA	Billing Related Complaints	3323	72	3395	3233	69	3302	93	36	6	42	34	0	34	8
	Customer Service Related Complaints	3761	296	4057	2010	1507	3517	540	14	2	16	14	0	14	2
	Faults and Network Related Complaints	6149	245	6394	5111	714	5825	569	72	16	88	68	0	68	20
	MNP Related Complaints	223	4	227	217	5	222	5	1	0	1	1	0	1	0
	UCC Related Complaints	486	33	519	415	58	473	46	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1362	91	1453	1086	148	1234	219	34	4	38	32	0	32	6
	VAS Related Complaints	155	8	163	154	1	155	8	18	1	19	19	0	19	0
	Total	15459	749	16208	12226	2502	14728	1480	175	29	204	168	0	168	36
Total Subscriber Base (Prepaid)		5,327,970													
Total Subscriber Base (Postpaid)		148,015													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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	10982	145	11127	10905	106	11011	116	18	0	18	18	0	18	0
	Customer Service Related Complaints	4343	203	4546	3151	1192	4343	203	13	2	15	15	0	15	0
	Faults and Network Related Complaints	5226	392	5618	4544	517	5061	557	19	0	19	19	0	19	0
	MNP Related Complaints	614	7	621	619	1	620	1	0	0	0	0	0	0	0
	UCC Related Complaints	342	20	362	317	27	344	18	0	0	0	0	0	0	0
	Internet / Data Related Complaints	762	54	816	652	88	740	76	0	0	0	0	0	0	0
	VAS Related Complaints	144	5	149	143	1	144	5	4	0	4	4	0	4	0
	Total	22413	826	23239	20331	1932	22263	976	54	2	56	56	0	56	0
Total Subscriber Base (Prepaid)		5,497,551													
Total Subscriber Base (Postpaid)		166,566													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	349	7	356	321	24	345	11	2	0	2	1	0	1	1
	Customer Service Related Complaints	377	33	410	234	144	378	32	2	1	3	2	0	2	1
	Faults and Network Related Complaints	671	34	705	606	48	654	51	7	3	10	8	0	8	2
	MNP Related Complaints	92	0	92	91	0	91	1	0	0	0	0	0	0	0
	UCC Related Complaints	135	1	136	128	8	136	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	243	4	247	234	5	239	8	0	0	0	0	0	0	0
	VAS Related Complaints	36	1	37	33	2	35	2	0	0	0	0	0	0	0
	Total	1903	80	1983	1647	231	1878	105	11	4	15	11	0	11	4
Total Subscriber Base (Prepaid)		4,411,211													
Total Subscriber Base (Postpaid)		32,876													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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	1182	12	1194	1159	26	1185	9	6	3	9	7	0	7	2
	Customer Service Related Complaints	878	58	936	553	295	848	88	2	4	6	5	0	5	1
	Faults and Network Related Complaints	1672	124	1796	1368	195	1563	233	9	10	19	15	0	15	4
	MNP Related Complaints	256	10	266	264	1	265	1	0	0	0	0	0	0	0
	UCC Related Complaints	165	1	166	162	2	164	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	700	22	722	660	17	677	45	0	0	0	0	0	0	0
	VAS Related Complaints	78	6	84	79	1	80	4	0	0	0	0	0	0	0
	Total	4931	233	5164	4245	537	4782	382	17	17	34	27	0	27	7
Total Subscriber Base (Prepaid)		3,747,257													
Total Subscriber Base (Postpaid)		46,619													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Dec'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	182	2	184	180	1	181	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	24	0	24	24	0	24	0	0	1	1	1	0	1	0	
	Faults and Network Related Complaints	137	5	142	139	1	140	2	1	1	2	1	0	1	1	
	MNP Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0	
	UCC Related Complaints	12	2	14	12	0	12	2	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	43	0	43	43	0	43	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	422	9	431	422	2	424	7	1	2	3	2	0	2	1		
Total Subscriber Base (Prepaid)		423,305														
Total Subscriber Base (Postpaid)		34														