Name of Service Provider: Tata Teleservices Limited (Cellular Mobile Telephone Service) - GSM Customer Complaints Redressal Report for the Quarter ending - Jun'16 Complaint Centre(s) Appellate Authority Details of complaints received during Details of complaints received during the the Quarter and pending complaints Details of complaints redressed during the Quarter Quarter and pending complaints of Details of complaints redressed during the Quarter of previous Quarter previous Quarter Total no. of Total No. of LSA **Category of complaints** Total no. of No. of complaints complaints Total no. of No. of Total no. of Total No. of complaints to complaints complaints complaints complaints complaints complaints pending pending for complaints pending complaints to be omplaints pending be redressed redressed within redressed edressed within redressed redressed received complaints beyond the redressal on the received complaints redressed during for redressal on the during the specified time during the specified time beyond the time during the during the of previous time limit last day of during the of previous the Quarter last day of Quarter Quarter limit during the Quarter [8] limit during the limit during the Quarter [15] Quarter Quarter during the Quarter [9]=[5] Quarter Quarter [12]=[10]+[11] [16]=[12] - [15] [5]=[3]+[4] quarter [6] + [7] quarter = [13] + [14] Quarter [8] 1 4 5 9 10 11 12 14 15 16 3 6 7 8 13 2845 56 2901 2551 207 2758 143 Billing Related Complaints 3 0 3 3 0 3 0 ANDHRA PRADESH 90 Customer Service Related Complaints 2348 2438 1652 653 2305 133 0 0 0 0 0 0 0 Faults and Network Related Complaints 7064 204 7268 5272 1425 6697 571 36 4 40 32 0 32 8 MNP Related Complaints 2 208 210 204 4 208 2 0 0 0 0 0 0 0 22 UCC Related Complaints 380 402 352 25 377 25 0 0 0 0 0 0 0 Internet / Data Related Complaints 1706 16 1722 1596 71 1667 55 0 0 0 0 0 0 0 2 468 10 478 467 469 9 0 0 0 0 0 0 0 VAS Related Complaints 15019 400 15419 12094 2387 14481 938 43 Total 39 4 35 0 35 8 Total Subscriber base (Prepaid)-----4839674

Total Subscriber base (Postpaid)-----

Name of Service Provider: Tata Teleservices Limited (Cellular Mobile Telephone Service) - GSM Customer Complaints Redressal Report for the Quarter ending - Jun'16 Complaint Centre(s) Appellate Authority Details of complaints received during Details of complaints received during the the Quarter and pending complaints of Details of complaints redressed during the Quarter Quarter and pending complaints of Details of complaints redressed during the Quarter previous Quarter previous Quarter Total no. of Total No. of LSA **Category of complaints** Total no. of complaints complaints Total no. of Total no. of Total No. of No. of No. of complaints to complaints complaints complaints complaints complaints complaints pending redressed pending for complaints pending complaints to be omplaints pending be redressed redressed within redressed redressed within redressed redressed received complaints beyond the redressal on the received complaints redressed during for redressal on the during the specified time during the specified time beyond the time during the during the of previous time limit last day of during the of previous the Quarter last day of Quarter limit during the Quarter [8] limit during the Quarter [15] Quarter limit during the [12]=[10]+[11] during the Quarter [9]=[5] -[16]=[12] - [15] Quarter Quarter Quarter Quarter = [13] + [14] [5]=[3]+[4] quarter [6] + [7] quarter Quarter Quarter [8] 1 3 4 5 6 8 9 10 11 12 13 14 15 16 Billing Related Complaints 376 378 6 384 7 11 387 3 0 7 6 0 6 1 37 Customer Service Related Complaints 189 4 193 142 179 14 0 0 1 0 Faults and Network Related Complaints 849 24 873 711 142 853 20 17 6 23 16 0 16 7 MNP Related Complaints 83 84 84 0 84 0 0 0 0 0 0 0 0 UCC Related Complaints 207 2 209 207 0 207 2 0 0 0 0 0 0 0 Internet / Data Related Complaints 914 14 928 912 10 922 6 0 0 0 0 0 0 0 **VAS Related Complaints** 18 19 19 0 19 0 0 0 0 0 0 0 0 Total 2636 57 2453 195 2648 25 6 23 23 2693 45 31

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)-----

1517394

					Name	of Service Pro	vider : Tata Te	eleservices Limite	d						
					(0	Cellular Mobile	Telephone Se	rvice) - GSM							
					Customer Comp	plaints Redress	sal Report for t	he Quarter endin	ıg - Jun'16						
					Complaint Cent	re(s)						Appellate Auth	ority		
		the Quarter	•	eceived during g complaints of arter		complaints red	ressed during	the Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints	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]	for redressal on the last day of Quarter
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2540	92	2632	2499	83	2582	50	20	4	24	23	0	23	1
	Customer Service Related Complaints	1558	73	1631	866	701	1567	64	11	0	11	10	0	10	1
L	Faults and Network Related Complaints	3718	148	3866	3316	446	3762	104	41	3	44	43	0	43	1
≨	MNP Related Complaints	118	1	119	114	2	116	3	0	0	0	0	0	0	0
Ü	UCC Related Complaints	234	11	245	212	19	231	14	1	0	1	1	0	1	0
ľ	Internet / Data Related Complaints	1394	34	1428	1292	107	1399	29	0	0	0	0	0	0	0
	VAS Related Complaints	204	6	210	207	2	209	1	0	0	0	0	0	0	0
1	Total	9766	365	10131	8506	1360	9866	265	73	7	80	77	0	77	3

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----

	Name of Ser	vice Provider : T	ata Teleservices Limite	d							
	(Cellular	Mobile Telepho	one Service) - GSM								
Customer Complaints Redressal Report for the Quarter ending - Jun'16											
Complaint Centre(s) Appellate Authority											
Details	of complaints re	dressed during th	ne Quarter	Details of	complaints rec	eived during the	Detai	ls of complaints red	ressed during the C	Quarter	
Total no. of	Total no. of	Total no. of					Total no. of				

					Complaint Cent	tre(s)						Appellate Aut	hority		
		Details of c	omplaints rece	ived during the	Details	of complaints re	dressed during tl	he Quarter	Details of	complaints rec	eived during the	Deta	ils of complaints red	lressed during the (Quarter
LSA	Category of complaints	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	the Quarter [15]	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
_	Billing Related Complaints	51	1	52	49	2	51	1	0	0	0	0	0	0	0
ESH	Customer Service Related Complaints	27	0	27	17	10	27	0	2	1	3	3	0	3	0
Α	Faults and Network Related Complaints	47	1	48	24	22	46	2	0	0	0	0	0	0	0
<u> </u>	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
₹	UCC Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
ΡĠ	Internet / Data Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
₹	VAS Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
	Total	146	2	148	110	35	145	3	2	1	3	3	0	3	0
	Total Subscriber base (Prepaid)	41925													

Name of Service Provider: Tata Teleservices Limited (Cellular Mobile Telephone Service) - GSM Customer Complaints Redressal Report for the Quarter ending - Jun'16 **Appellate Authority** Complaint Centre(s) Details of complaints received during Details of complaints received during the the Quarter and pending complaints of Details of complaints redressed during the Quarter Quarter and pending complaints of Details of complaints redressed during the Quarter previous Quarter previous Quarter Total No. of Total no. of LSA Total no. of **Category of complaints** Total no. of complaints complaints Total no. of Total no. of Total No. of No. of No. of complaints to complaints complaints complaints complaints complaints complaints pending redressed pending for complaints pending complaints to be omplaints pending be redressed redressed within redressed redressed within redressed redressed received complaints beyond the redressal on the received complaints redressed during for redressal on the during the specified time during the specified time beyond the time during the during the of previous time limit last day of during the of previous the Quarter last day of Quarter limit during the Quarter [8] limit during the Quarter [15] Quarter limit during the during the Quarter [9]=[5] -Quarter [12]=[10]+[11] [16]=[12] - [15] Quarter Quarter Quarter = [13] + [14] [5]=[3]+[4] quarter [6] + [7] quarter Quarter Quarter [8] 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 3039 58 2899 116 Billing Related Complaints 3097 3015 82 18 19 18 18 0 1 Customer Service Related Complaints 1622 34 1656 1220 364 1584 72 6 0 6 6 0 6 0 Faults and Network Related Complaints 2029 22 2051 1839 148 1987 64 18 0 18 16 0 16 2 HARYANA MNP Related Complaints 187 0 187 181 185 2 0 1 0 1 0 UCC Related Complaints 294 301 275 283 18 0 0 0 0 0 0 0 54 827 3 2 Internet / Data Related Complaints 843 4 847 773 20 0 0 0 VAS Related Complaints 185 188 183 185 0 0 0 0 0 0

8066

261

46

47

43

43

Total

Total Subscriber base (Prepaid)-----

Total Subscriber base (Postpaid)-----

8199

3280555 71521 128

8327

7370

					Name	of Service Pro	ovider : Tata 1	eleservices Limit	ed						
						Cellular Mobil	e Telephone S	ervice) - GSM							
					Customer Com	plaints Redres	sal Report for	the Quarter end	ing - Jun'16						
					Complaint Cent	re(s)						Appellate Auth	ority		
		the Quarte	•	eceived during ng complaints uarter		omplaints redi	essed during	the Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints	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
	Billing Related Complaints	8074	210	8284	7879	210	8089	195	47	8	55	35	0	35	20
	Customer Service Related Complaints	5267	210	5477	3541	1689	5230	247	62	32	94	80	0	80	14
ΚA	Faults and Network Related Complaints	11636	805	12441	9992	2042	12034	407	198	58	256	191	0	191	65
АТАКА	MNP Related Complaints	4992	13	5005	4976	6	4982	23	0	1	1	1	0	1	0
R.	UCC Related Complaints	736	24	760	676	40	716	44	0	0	0	0	0	0	0
KARN	Internet / Data Related Complaints	et / Data Related Complaints 3667 121 3788				350	3588	200	0	0	0	0	0	0	0
	VAS Related Complaints	elated Complaints 430 9 439					423	16	21	5	26	21	0	21	5
	Total	34802 1392 36194					35062	1132	328	104	432	328	0	328	104
	Total Subscriber base (Prepaid)	•		•		•	•	•	•		•	•			

Total Subscriber base (Postpaid)-----

					Name	of Service Pro	ovider : Tata 1	eleservices Limit	ed						
						Cellular Mobil	e Telephone S	ervice) - GSM							
					Customer Com	plaints Redres	sal Report for	the Quarter end	ing - Jun'16						
					Complaint Cent	re(s)						Appellate Auth	ority		
		the Quarte	•	eceived during ng complaints uarter		omplaints redr	essed during	the Quarter	Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter 2 3 4			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
	Billing Related Complaints	1084	9	1093	1028	37	1065	28	7	0	7	5	0	5	2
	Customer Service Related Complaints	1010	22	1032	751	237	988	44	7	1	8	8	0	8	0
_	Faults and Network Related Complaints	1613	24	1637	1498	83	1581	56	35	8	43	37	0	37	6
KERELA	MNP Related Complaints	195	0	195	194	0	194	1	0	0	0	0	0	0	0
ŒR	UCC Related Complaints	108	3	111	90	13	103	8	0	1	1	1	0	1	0
_	Internet / Data Related Complaints	t / Data Related Complaints 875 7 882			838	29	867	15	6	0	6	5	0	5	1
	VAS Related Complaints	elated Complaints 123 1 124				2	120	4	1	1	2	2	0	2	0
	Total	5008 66 5074					4918	156	56	11	67	58	0	58	9
	Total Subscriber base (Prepaid)	otal Subscriber base (Prepaid) 1821696						•	•	•	•		•	•	

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----

					Name	of Service Pro	ovider : Tata 1	eleservices Limit	ed						
						Cellular Mobil	e Telephone S	ervice) - GSM							
					Customer Com	plaints Redres	sal Report for	the Quarter end	ing - Jun'16						
					Complaint Cent	re(s)						Appellate Auth	ority		
			•	eceived during						•	eived during the				
		1	r and pendi previous Qu	ng complaints Iarter	Details of c	omplaints redr	essed during t	the Quarter		and pending previous Qu	complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints	Category of complaints Total no. of complaints pending received during the Quarter Quarter Total no. of complaints pending complaints of previous Quarter Quarter 2 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] -	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
	Billing Related Complaints	1564	53	1617	1439	159	1598	19	6	1	7	4	0	4	3
	Customer Service Related Complaints	934	46	980	683	269	952	28	19	2	21	15	0	15	6
⋖	Faults and Network Related Complaints	4044	131	4175	3621	436	4057	118	47	7	54	35	0	35	19
ΙŞ	MNP Related Complaints	69	0	69	67	1	68	1	0	0	0	0	0	0	0
КОЦКАТА	UCC Related Complaints	268	15	283	268	9	277	6	0	0	0	0	0	0	0
¥	Internet / Data Related Complaints	676	9	685	647	30	677	8	0	0	0	0	0	0	0
	VAS Related Complaints	67	1	68	64	2	66	2	0	0	0	0	0	0	0
	Total	7622	255	7877	6789	906	7695	182	72	10	82	54	0	54	28

Total Subscriber base (Postpaid)-----

2852755

					Name	of Corvice Dre	widor : Tata I	eleservices Limit	ad						
_									eu						
-						Cellular Mobile									
							sai Report for	the Quarter end	ing - Jun 16						
					Complaint Cent	re(s)						Appellate Author	ority		
		Details of c	omplaints re	eceived during					Details of co	mplaints rec	eived during the				
		the Quarte	r and pendi	ng complaints	Details of c	omplaints redr	essed during	the Quarter	Quarter a	and pending	complaints of	Details of	complaints redr	essed during	the Quarter
		of	previous Qu	ıarter						previous Qua	irter				
LSA	Category of complaints	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
	Billing Related Complaints	5898	262	6160	5935	94	6029	131	10	5	15	14	0	14	1
⋖	Customer Service Related Complaints	4346	251	4597	2465	1844	4309	288	6	0	6	5	0	5	1
HTRA	Faults and Network Related Complaints	11049	271	11320	9594	1456	11050	270	94	11	105	89	0	89	16
AS	MNP Related Complaints	153	1	154	146	5	151	3	0	0	0	0	0	0	0
ARASI	UCC Related Complaints	743	36	779	672	66	738	41	0	0	0	0	0	0	0
MAH	Internet / Data Related Complaints	3828	107	3935	3398	408	3806	129	19	6	25	24	0	24	1
Σ	VAS Related Complaints	237	11	248	230	9	239	9	40	11	51	51	0	51	0
	Total	26254	939	27193	22440	3882	26322	871	169	33	202	183	0	183	19

Total Subscriber base (Prepaid)----Total Subscriber base (Postpaid)-----

					Name	of Service Pro	ovider · Tata 1	eleservices Limit	ed						
						(Cellular Mobil			cu						
								the Quarter endi	ing - lun'16						
		1			Complaint Cent	<u>. </u>	our report for	the quarter end				Appellate Auth	ority		
					Complaint Cent	10(3)						Appenate Auth	Officy		
			•	eceived during						•	eived during the				
		1	•	ng complaints	Details of c	omplaints redr	essed during	the Quarter	-		complaints of	Details of	complaints redr	essed during	the Quarter
		of	previous Qu	ıarter						previous Qua	arter				
LSA	Category of complaints	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
	Billing Related Complaints	2086	52	2138	2076	11	2087	51	15	1	16	16	0	16	0
ESH	Customer Service Related Complaints	1194	35	1229	901	279	1180	49	41	1	42	32	0	32	10
PRADI	Faults and Network Related Complaints	2240	37	2277	2151	73	2224	53	5	1	6	6	0	6	0
P.R.	MNP Related Complaints	275	3	278	271	0	271	7	0	0	0	0	0	0	0
₹	UCC Related Complaints	256	9	265	247	16	263	2	0	0	0	0	0	0	0
МАБНУА	Internet / Data Related Complaints	625	3	628	586	27	613	15	0	0	0	0	0	0	0
Σ	VAS Related Complaints	101	1	102	101	0	101	1	0	0	0	0	0	0	0
	Total	6777	140	6917	6333	406	6739	178	61	3	64	54	0	54	10

Total Subscriber base (Postpaid)-----

6136938

					Name	of Service Pro	vider : Tata T	eleservices Limite	ed						
					(1	Cellular Mobile	Telephone S	ervice) - GSM							
					Customer Com	plaints Redress	sal Report for	the Quarter endi	ng - Jun'16						
					Complaint Cent	re(s)						Appellate Author	ority		
		the Quarte	•	eceived during ng complaints uarter	Details of c	omplaints redr	essed during		Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	during the	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
	Billing Related Complaints	2590	80	2670	2464	87	2551	119	61	1	62	59	0	59	3
	Customer Service Related Complaints	1846	85	1931	1101	680	1781	150	27	0	27	27	0	27	0
=	Faults and Network Related Complaints	3919	70	3989	3473	333	3806	183	61	1	62	56	0	56	6
/B/	MNP Related Complaints	159	1	160	153	5	158	2	2	0	2	2	0	2	0
MUMBAI	UCC Related Complaints	540	18	558	484	42	526	32	2	0	2	2	0	2	0
Σ	Internet / Data Related Complaints	744	9	753	672	49	721	32	0	0	0	0	0	0	0
	VAS Related Complaints	Related Complaints 341 9 350				3	342	8	22	0	22	21	0	21	1
	Total	10139 272 1041: stal Subscriber base (Prepaid) 2637783				1199	9885	526	175	2	177	167	0	167	10
	Total Subscriber base (Prepaid)		<u> </u>			<u> </u>				<u> </u>					

					Name	of Service Pro	vider : Tata T	eleservices Limite	ed						
					(Cellular Mobile	Telephone S	ervice) - GSM							
								the Quarter endi	ng - Jun'16						
					Complaint Cent	re(s)						Appellate Author	ority		
		the Quarte	•	eceived during ng complaints uarter	Details of c	omplaints redr	essed during		Quarter	•	eived during the complaints of arter	Details of	complaints redr	essed during	the Quarter
LSA	Category of complaints	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	during the	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
	Billing Related Complaints	982	15	997	970	9	979	18	2	0	2	2	0	2	0
	Customer Service Related Complaints	273	15	288	223	59	282	6	0	0	0	0	0	0	0
_	Faults and Network Related Complaints	910	25	935	832	64	896	39	7	1	8	4	0	4	4
SS	MNP Related Complaints	174	1	175	175	0	175	0	0	0	0	0	0	0	0
ORISSA	UCC Related Complaints	84	1	85	81	0	81	4	0	0	0	0	0	0	0
ľ	Internet / Data Related Complaints	376	3	379	354	17	371	8	0	0	0	0	0	0	0
	VAS Related Complaints	50	1	51	51	0	51	0	0	0	0	0	0	0	0
	Total	2849 61 2910 otal Subscriber base (Prepaid) 2520489				149	2835	75	9	1	10	6	0	6	4
	Total Subscriber base (Prepaid)	-				<u> </u>			<u> </u>	<u> </u>					

					Name	of Service Pro	vider : Tata Te	eleservices Limite	ed						
					(0	Cellular Mobile	Telephone Se	rvice) - GSM							
					Customer Comp	olaints Redress	sal Report for t	he Quarter endir	ng - Jun'16						
					Complaint Cent	re(s)						Appellate Auth	ority		
		the Quarte	•	eceived during ng complaints uarter	Details of c	omplaints red	ressed during t		Quarter a	•	eived during the complaints of arter	Details of	complaints red	essed during	the Quarter
LSA	Category of complaints Total no. of complaints received during the Quarter Quarter Tocom be during the Quarter Quarter Quarter 2 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
	Billing Related Complaints	2883	50	2933	2732	94	2826	107	50	3	53	51	0	51	2
	Customer Service Related Complaints	2064	75	2139	1413	595	2008	131	27	2	29	28	0	28	1
_	Faults and Network Related Complaints	2747	46	2793	2446	248	2694	99	15	0	15	12	0	12	3
₹	MNP Related Complaints	153	1	154	142	4	146	8	0	0	0	0	0	0	0
ΙŞ	UCC Related Complaints	744	40	784	724	22	746	38	1	0	1	1	0	1	0
١ -	Internet / Data Related Complaints	et / Data Related Complaints 1553 15					1520	48	40	2	42	41	0	41	1
	VAS Related Complaints	333	4	337	317	3	320	17	0	0	0	0	0	0	0
	Total	10477	231	10708	9213	1047	10260	448	133	7	140	133	0	133	7
	Total Subscriber base (Prepaid)	otal Subscriber base (Prepaid) 2858492								·	•				

					Namo	of Sarvica Pro	vidor : Tata To	leservices Limite	.4						
						Cellular Mobile			u						
					•		•	he Quarter endir	ng - lun'16						
					Complaint Cent			quarter enun	.6			Appellate Auth	ority		
					Complaint Cent	10(3)						Appellate Autil	ority		
			-	eceived during							eived during the				
		-	er and pendi previous Qu	ng complaints	Details of c	omplaints red	ressed during t	he Quarter	-	and pending previous Qu	complaints of	Details of	complaints redr	essed during	the Quarter
		01	previous Qu	aarter				ı		previous Qu	ai tei		ı		1
LSA	Category of complaints Total no. of complaints received during the Quarter 2 3			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 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
	Billing Related Complaints	146	5	151	147	2	149	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	17	0	17	14	2	16	1	0	0	0	0	0	0	0
Ā	Faults and Network Related Complaints	91	5	96	93	2	95	1	0	0	0	0	0	0	0
RAJASTHAN	MNP Related Complaints	24	0	24	22	0	22	2	0	0	0	0	0	0	0
JAS	UCC Related Complaints	11	2	13	13	0	13	0	0	0	0	0	0	0	0
₹	Internet / Data Related Complaints	24	0	24	23	0	23	1	0	0	0	0	0	0	0
	VAS Related Complaints	43	0	43	42	0	42	1	0	0	0	0	0	0	0
	Total	356 12 3					360	8	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)	otal Subscriber base (Prepaid) 800940									·	·			

	Name of Service Provider: Tata Teleservices Limited															
					(0	Cellular Mobile	Telephone Se	ervice) - GSM								
					Customer Comp	olaints Redress	sal Report for	the Quarter endi	ng - Jun'16							
					Complaint Centi	re(s)			Appellate Authority							
		the Quarte	•	eceived during ng complaints uarter	Details of co	omplaints redr	ressed during t	ng the Quarter Quarter and pending con previous Quarte		Details of complaints received during the Quarter and pending complaints of previous Quarter Details of complaints redres			Iressed during the Quarter			
LSA	Category of complaints	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	
	Billing Related Complaints	3999	64	4063	3854	125	3979	84	38	0	38	38	0	38	0	
l _	Customer Service Related Complaints	3606	130	3736	2489	1092	3581	155	6	0	6	6	0	6	0	
g	Faults and Network Related Complaints	5976	154	6130	5384	490	5874	256	15	0	15	15	0	15	0	
ž	MNP Related Complaints	202	2	204	198	0	198	6	0	0	0	0	0	0	0	
١į	UCC Related Complaints	453	22	475	432	14	446	29	0	0	0	0	0	0	0	
ا ا	Internet / Data Related Complaints	1581	39	1620	1536	50	1586	34	0	0	0	0	0	0	0	
l .	VAS Related Complaints	311	2	313	307	1	308	5	20	0	20	20	0	20	0	
	Total	16128	413	16541	14200	1772	15972	569	79	0	79	79	0	79	0	
	Total Subscriber base (Prepaid)	6017235					•	•	·		•	•				

	Name of Service Provider : Tata Teleservices Limited															
	(Cellular Mobile Telephone Service) - GSM															
					Customer Comp	plaints Redress	sal Report for	the Quarter endi	ng - Jun'16							
					Complaint Centi	re(s)			Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Quarter a	•	eived during the complaints of arter	Details of complaints redressed during the Quarter				
LSA	Category of complaints	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	
Ţ	Billing Related Complaints	540	13	553	485	34	519	34	3	1	4	4	0	4	0	
EAST	Customer Service Related Complaints	774	29	803	510	248	758	45	0	0	0	0	0	0	0	
FS	Faults and Network Related Complaints	1719	42	1761	1637	69	1706	55	19	7	26	17	0	17	9	
DE	MNP Related Complaints	9	0	9	8	1	9	0	0	0	0	0	0	0	0	
₽	UCC Related Complaints	199	9	208	195	2	197	11	0	0	0	0	0	0	0	
R	Internet / Data Related Complaints	503	7	510	485	13	498	12	0	0	0	0	0	0	0	
ΙĚ	VAS Related Complaints	34	1	35	32	1	33	2	0	0	0	0	0	0	0	
.n	Total	3778	101	3879	3352	368	3720	159	22	8	30	21	0	21	9	
	Total Subscriber base (Prepaid)	4683707		•	•		•	•	•		•	•		•	•	

	Name of Service Provider : Tata Teleservices Limited															
						Cellular Mobile										
								the Quarter endi	ng - Jun'16							
					Complaint Centi	re(s)	•		Appellate Authority							
	Category of complaints	the Quarte	•	eceived during ng complaints uarter	Details of complaints redressed during the Quarter				Quarter a	•	eived during the complaints of arter	Details of complaints redressed during the Quarter				
LSA		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	
ST	Billing Related Complaints	4673	45	4718	4620	22	4642	76	19	8	27	22	0	22	5	
WEST	Customer Service Related Complaints	1387	42	1429	1055	300	1355	74	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	2143	22	2165	1889	179	2068	97	29	1	30	26	0	26	4	
DE	MNP Related Complaints	128	5	133	131	0	131	2	1	0	1	1	0	1	0	
PRADESH	UCC Related Complaints	749	5	754	743	8	751	3	0	0	0	0	0	0	0	
AR P	Internet / Data Related Complaints	828	4	832	789	23	812	20	6	1	7	5	0	5	2	
₹	VAS Related Complaints	94	3	97	89	1	90	7	18	2	20	15	0	15	5	
7	Total	10002	126	10128	9316	533	9849	279	73	12	85	69	0	69	16	
	Total Subscriber base (Prepaid)	3902129									<u> </u>		<u> </u>			

	Name of Service Provider: Tata Teleservices Limited															
					(Cellular Mobile	e Telephone S	ervice) - GSM								
	Customer Complaints Redressal Report for the Quarter ending - Jun'16															
					Complaint Centi	re(s)			Appellate Authority							
		the Quarte	ails of complaints received during Quarter and pending complaints Operation of previous Quarter Operation of previous Quarter							•	ceived during the complaints of arter	Details of complaints redressed during the Quarter				
LSA	Category of complaints	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	
	Billing Related Complaints	91	0	91	90	0	90	1	0	0	0	0	0	0	0	
_	Customer Service Related Complaints	21	0	21	21	0	21	0	2	0	2	0	0	0	2	
BENGAL	Faults and Network Related Complaints	242	0	242	233	2	235	7	3	1	4	4	0	4	0	
Ë	MNP Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0	
I B	UCC Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0	
WEST	Internet / Data Related Complaints	66	0	66	66	0	66	0	0	0	0	0	0	0	0	
>	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	
	Total	462	0	462	452	2	454	8	5	1	6	4	0	4	2	
	Total Subscriber base (Prepaid)	484754		•	•	•						•	•			

Name of Service Provider: Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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

		1			stomer complai			•								
					omplaint Centre	· •			Appellate Authority							
		Details of complaints received during			Details of complaints redressed during the Quarter				Details of co	mplaints recei	ved during the	Details of complaints redressed during the Quarter				
LSA	Category of complaints	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	
	Billing Related Complaints	43461	1076	44537	42095	1298	43393	1144	306	33	339	300	0	300	39	
	Customer Service Related Complaints	28483	1141	29624	19064	9059	28123	1501	217	39	256	221	0	221	35	
⊴	Faults and Network Related Complaints	62036	2031	64067	54005	7660	61665	2402	640	109	749	599	0	599	150	
INDIA	MNP Related Complaints	7152	31	7183	7089	32	7121	62	4	1	5	5	0	5	0	
AN	UCC Related Complaints	6027	226	6253	5692	284	5976	277	4	1	5	5	0	5	0	
-	Internet / Data Related Complaints	20206	392	20598	18646	1320	19966	632	74	9	83	77	0	77	6	
	VAS Related Complaints	3055	63	3118	3002	31	3033	85	122	19	141	130	0	130	11	
	Total	170420	4960	175380	149593	19684	169277	6103	1367	211	1578	1337	0	1337	241	
	Total Subscriber base (Prepaid)	60992355					•			•		•		•	•	

Total Subscriber base (Postpaid)-----