

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Jun'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	2845	56	2901	2551	207	2758	143	3	0	3	3	0	3	0
	Customer Service Related Complaints	2348	90	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	208	2	210	204	4	208	2	0	0	0	0	0	0	0
	UCC Related Complaints	380	22	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
	VAS Related Complaints	468	10	478	467	2	469	9	0	0	0	0	0	0	0
Total	15019	400	15419	12094	2387	14481	938	39	4	43	35	0	35	8	
Total Subscriber base (Prepaid)-----		4839674													
Total Subscriber base (Postpaid)-----		203882													

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(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Jun'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			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	376	11	387	378	6	384	3	7	0	7	6	0	6	1
	Customer Service Related Complaints	189	4	193	142	37	179	14	1	0	1	1	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	1	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	1	19	19	0	19	0	0	0	0	0	0	0	0
Total	2636	57	2693	2453	195	2648	45	25	6	31	23	0	23	8	
Total Subscriber base (Prepaid)-----		1517394													
Total Subscriber base (Postpaid)-----		13329													

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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
GUJRAT	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
	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
	UCC Related Complaints	234	11	245	212	19	231	14	1	0	1	1	0	1	0
	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
Total	9766	365	10131	8506	1360	9866	265	73	7	80	77	0	77	3	
Total Subscriber base (Prepaid)-----		3398295													
Total Subscriber base (Postpaid)-----		71978													

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LSA	Category of complaints	Complaint Centre(s)							Appellate Authority								
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of complaints received during the			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		
HIMACHAL PRADESH	Billing Related Complaints	51	1	52	49	2	51	1	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	27	0	27	17	10	27	0	2	1	3	3	0	3	0	0	
	Faults and Network Related Complaints	47	1	48	24	22	46	2	0	0	0	0	0	0	0	0	
	MNP Related Complaints	1	0	1	1	0	1	0	0	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	0	0
	Internet / Data Related Complaints	3	0	3	2	1	3	0	0	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	0	0
Total		146	2	148	110	35	145	3	2	1	3	3	0	3	0		
Total Subscriber base (Prepaid)-----		41925															
Total Subscriber base (Postpaid)-----		6463															

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	3039	58	3097	2899	116	3015	82	18	1	19	18	0	18	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
	MNP Related Complaints	187	0	187	181	4	185	2	1	0	1	1	0	1	0
	UCC Related Complaints	294	7	301	275	8	283	18	0	0	0	0	0	0	0
	Internet / Data Related Complaints	843	4	847	773	54	827	20	3	0	3	2	0	2	1
	VAS Related Complaints	185	3	188	183	2	185	3	0	0	0	0	0	0	0
Total	8199	128	8327	7370	696	8066	261	46	1	47	43	0	43	4	
Total Subscriber base (Prepaid)-----		3280555													
Total Subscriber base (Postpaid)-----		71521													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	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
	Faults and Network Related Complaints	11636	805	12441	9992	2042	12034	407	198	58	256	191	0	191	65
	MNP Related Complaints	4992	13	5005	4976	6	4982	23	0	1	1	1	0	1	0
	UCC Related Complaints	736	24	760	676	40	716	44	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3667	121	3788	3238	350	3588	200	0	0	0	0	0	0	0
	VAS Related Complaints	430	9	439	420	3	423	16	21	5	26	21	0	21	5
Total	34802	1392	36194	30722	4340	35062	1132	328	104	432	328	0	328	104	
Total Subscriber base (Prepaid)-----		7921166													
Total Subscriber base (Postpaid)-----		233757													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	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
	MNP Related Complaints	195	0	195	194	0	194	1	0	0	0	0	0	0	0
	UCC Related Complaints	108	3	111	90	13	103	8	0	1	1	1	0	1	0
	Internet / Data Related Complaints	875	7	882	838	29	867	15	6	0	6	5	0	5	1
	VAS Related Complaints	123	1	124	118	2	120	4	1	1	2	2	0	2	0
Total	5008	66	5074	4517	401	4918	156	56	11	67	58	0	58	9	
Total Subscriber base (Prepaid)-----		1821696													
Total Subscriber base (Postpaid)-----		44327													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	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
	MNP Related Complaints	69	0	69	67	1	68	1	0	0	0	0	0	0	0
	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 (Prepaid)-----		2852755													
Total Subscriber base (Postpaid)-----		55449													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	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
	Faults and Network Related Complaints	11049	271	11320	9594	1456	11050	270	94	11	105	89	0	89	16
	MNP Related Complaints	153	1	154	146	5	151	3	0	0	0	0	0	0	0
	UCC Related Complaints	743	36	779	672	66	738	41	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3828	107	3935	3398	408	3806	129	19	6	25	24	0	24	1
	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)-----		5276428													
Total Subscriber base (Postpaid)-----		166280													

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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	2086	52	2138	2076	11	2087	51	15	1	16	16	0	16	0
	Customer Service Related Complaints	1194	35	1229	901	279	1180	49	41	1	42	32	0	32	10
	Faults and Network Related Complaints	2240	37	2277	2151	73	2224	53	5	1	6	6	0	6	0
	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
	Internet / Data Related Complaints	625	3	628	586	27	613	15	0	0	0	0	0	0	0
	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 (Prepaid)-----		6136938													
Total Subscriber base (Postpaid)-----		58928													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	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
	MNP Related Complaints	159	1	160	153	5	158	2	2	0	2	2	0	2	0
	UCC Related Complaints	540	18	558	484	42	526	32	2	0	2	2	0	2	0
	Internet / Data Related Complaints	744	9	753	672	49	721	32	0	0	0	0	0	0	0
	VAS Related Complaints	341	9	350	339	3	342	8	22	0	22	21	0	21	1
Total	10139	272	10411	8686	1199	9885	526	175	2	177	167	0	167	10	
Total Subscriber base (Prepaid)-----		2637783													
Total Subscriber base (Postpaid)-----		120883													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Jun'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
ORISSA	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
	MNP Related Complaints	174	1	175	175	0	175	0	0	0	0	0	0	0	0
	UCC Related Complaints	84	1	85	81	0	81	4	0	0	0	0	0	0	0
	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	2686	149	2835	75	9	1	10	6	0	6	4	
Total Subscriber base (Prepaid)-----		2520489													
Total Subscriber base (Postpaid)-----		27392													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Jun'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	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
	UCC Related Complaints	744	40	784	724	22	746	38	1	0	1	1	0	1	0
	Internet / Data Related Complaints	1553	15	1568	1439	81	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)-----		2858492													
Total Subscriber base (Postpaid)-----		110561													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Jun'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	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
	Faults and Network Related Complaints	91	5	96	93	2	95	1	0	0	0	0	0	0	0
	MNP Related Complaints	24	0	24	22	0	22	2	0	0	0	0	0	0	0
	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	368	354	6	360	8	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		800940													
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 - Jun'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	3999	64	4063	3854	125	3979	84	38	0	38	38	0	38	0
	Customer Service Related Complaints	3606	130	3736	2489	1092	3581	155	6	0	6	6	0	6	0
	Faults and Network Related Complaints	5976	154	6130	5384	490	5874	256	15	0	15	15	0	15	0
	MNP Related Complaints	202	2	204	198	0	198	6	0	0	0	0	0	0	0
	UCC Related Complaints	453	22	475	432	14	446	29	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1581	39	1620	1536	50	1586	34	0	0	0	0	0	0	0
	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													
Total Subscriber base (Postpaid)-----		173499													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Jun'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	540	13	553	485	34	519	34	3	1	4	4	0	4	0
	Customer Service Related Complaints	774	29	803	510	248	758	45	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1719	42	1761	1637	69	1706	55	19	7	26	17	0	17	9
	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
	Internet / Data Related Complaints	503	7	510	485	13	498	12	0	0	0	0	0	0	0
	VAS Related Complaints	34	1	35	32	1	33	2	0	0	0	0	0	0	0
Total	3778	101	3879	3352	368	3720	159	22	8	30	21	0	21	9	
Total Subscriber base (Prepaid)-----		4683707													
Total Subscriber base (Postpaid)-----		36342													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Jun'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
UTTAAR PRADESH WEST	Billing Related Complaints	4673	45	4718	4620	22	4642	76	19	8	27	22	0	22	5
	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
	MNP Related Complaints	128	5	133	131	0	131	2	1	0	1	1	0	1	0
	UCC Related Complaints	749	5	754	743	8	751	3	0	0	0	0	0	0	0
	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
	Total	10002	126	10128	9316	533	9849	279	73	12	85	69	0	69	16
Total Subscriber base (Prepaid)-----		3902129													
Total Subscriber base (Postpaid)-----		52000													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Jun'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	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
	Faults and Network Related Complaints	242	0	242	233	2	235	7	3	1	4	4	0	4	0
	MNP Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0
	UCC Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0
	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													
Total Subscriber base (Postpaid)-----		38													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Jun'16															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during			Details of complaints redressed during the Quarter				Details of complaints received during the			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
PAN INDIA	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
	MNP Related Complaints	7152	31	7183	7089	32	7121	62	4	1	5	5	0	5	0
	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)-----		1446669													