

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	1174	32	1206	1102	91	1193	13	11	0	11	11	0	11	0
	Customer Service Related Complaints	1146	118	1264	422	797	1219	45	12	0	12	12	0	12	0
	Faults and Network Related Complaints	1690	220	1910	1029	820	1849	61	11	0	11	11	0	11	0
	MNP Related Complaints	84	4	88	79	7	86	2	1	0	1	1	0	1	0
	UCC Related Complaints	366	1	367	284	62	346	21	0	0	0	0	0	0	0
	Internet / Data Related Complaints	176	11	187	157	28	185	2	0	0	0	0	0	0	0
	VAS Related Complaints	89	0	89	82	2	84	5	0	0	0	0	0	0	0
Total	4725	386	5111	3155	1807	4962	149	35	0	35	35	0	35	0	
Total Subscriber Base (Prepaid)		3549805													
Total Subscriber Base (Postpaid)		123239													

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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					
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
BIHAR	Billing Related Complaints	135	0	135	129	3	132	3	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	106	5	111	97	13	110	1	2	1	3	3	0	3	0	0	
	Faults and Network Related Complaints	168	31	199	141	52	193	6	2	0	2	2	0	2	0	0	
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	73	0	73	72	1	73	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	45	1	46	43	2	45	1	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0	0
Total	541	37	578	496	71	567	11	4	1	5	5	0	5	0	0	0	
Total Subscriber Base (Prepaid)		1095699															
Total Subscriber Base (Postpaid)		7650															

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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
GUJRAT	Billing Related Complaints	1335	19	1354	1283	41	1324	30	9	0	9	9	0	9	0
	Customer Service Related Complaints	529	100	629	276	331	607	22	7	0	7	5	0	5	2
	Faults and Network Related Complaints	1111	134	1245	878	340	1218	27	5	2	7	7	0	7	0
	MNP Related Complaints	111	0	111	108	2	110	1	0	0	0	0	0	0	0
	UCC Related Complaints	171	3	174	134	31	165	9	0	1	1	1	0	1	0
	Internet / Data Related Complaints	206	29	235	171	53	224	11	0	0	0	0	0	0	0
	VAS Related Complaints	50	0	50	41	4	45	5	0	0	0	0	0	0	0
Total	3513	285	3798	2891	802	3693	105	21	3	24	22	0	22	2	
Total Subscriber Base (Prepaid)		2892837													
Total Subscriber Base (Postpaid)		33273													

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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	
HIMACHAL PRADESH	Billing Related Complaints	30	0	30	27	3	30	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	41	2	43	23	18	41	2	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	54	10	64	15	49	64	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	5	1	6	6	0	6	0	1	0	1	1	0	1	0	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	0	2	2	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0
Total	137	13	150	76	72	148	2	1	0	1	1	0	1	0	0	
Total Subscriber Base (Prepaid)		23142														
Total Subscriber Base (Postpaid)		3684														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	836	5	841	795	41	836	5	12	5	17	17	0	17	0
	Customer Service Related Complaints	861	40	901	416	464	880	21	9	2	11	7	0	7	4
	Faults and Network Related Complaints	1149	98	1247	854	351	1205	42	9	2	11	8	0	8	3
	MNP Related Complaints	140	3	143	125	18	143	0	0	0	0	0	0	0	0
	UCC Related Complaints	135	13	148	137	10	147	1	2	0	2	1	0	1	1
	Internet / Data Related Complaints	218	33	251	161	83	244	7	2	1	3	3	0	3	0
	VAS Related Complaints	36	0	36	34	2	36	0	0	0	0	0	0	0	0
Total	3375	192	3567	2522	969	3491	76	34	10	44	36	0	36	8	
Total Subscriber Base (Prepaid)		2543755													
Total Subscriber Base (Postpaid)		29941													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	2955	69	3024	2903	71	2974	50	92	20	112	78	0	78	34
	Customer Service Related Complaints	4613	453	5066	1457	3437	4894	172	1	2	3	3	0	3	0
	Faults and Network Related Complaints	4404	299	4703	3571	1015	4586	117	81	32	113	83	0	83	30
	MNP Related Complaints	267	6	273	265	4	269	4	1	2	3	3	0	3	0
	UCC Related Complaints	811	5	816	608	172	780	36	2	3	5	3	0	3	2
	Internet / Data Related Complaints	734	117	851	479	343	822	29	13	0	13	9	0	9	4
	VAS Related Complaints	269	0	269	254	7	261	8	0	0	0	0	0	0	0
Total	14053	949	15002	9537	5049	14586	416	190	59	249	179	0	179	70	
Total Subscriber Base (Prepaid)		7037569													
Total Subscriber Base (Postpaid)		131361													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	796	8	804	775	26	801	3	11	0	11	9	0	9	2
	Customer Service Related Complaints	409	35	444	247	188	435	9	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1120	15	1135	1075	42	1117	18	13	12	25	23	0	23	2
	MNP Related Complaints	46	0	46	46	0	46	0	1	0	1	1	0	1	0
	UCC Related Complaints	77	0	77	74	2	76	1	2	0	2	2	0	2	0
	Internet / Data Related Complaints	125	11	136	120	15	135	1	2	0	2	0	0	0	2
	VAS Related Complaints	37	2	39	39	0	39	0	1	0	1	1	0	1	0
Total	2610	71	2681	2376	273	2649	32	30	12	42	36	0	36	6	
Total Subscriber Base (Prepaid)		1384001													
Total Subscriber Base (Postpaid)		21706													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	460	5	465	426	33	459	6	1	3	4	4	0	4	0
	Customer Service Related Complaints	306	6	312	243	68	311	1	6	5	11	9	0	9	2
	Faults and Network Related Complaints	681	61	742	552	174	726	16	7	5	12	12	0	12	0
	MNP Related Complaints	38	1	39	38	1	39	0	0	0	0	0	0	0	0
	UCC Related Complaints	116	0	116	106	5	111	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	55	4	59	57	2	59	0	0	0	0	0	0	0	0
	VAS Related Complaints	12	0	12	11	0	11	1	0	0	0	0	0	0	0
Total	1668	77	1745	1433	283	1716	29	14	13	27	25	0	25	2	
Total Subscriber Base (Prepaid)		2376719													
Total Subscriber Base (Postpaid)		23259													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	1951	37	1988	1909	59	1968	20	19	5	24	21	0	21	3
	Customer Service Related Complaints	1699	97	1796	1064	679	1743	53	8	5	13	12	0	12	1
	Faults and Network Related Complaints	2891	130	3021	2462	461	2923	98	27	11	38	27	0	27	11
	MNP Related Complaints	174	1	175	168	5	173	2	1	0	1	1	0	1	0
	UCC Related Complaints	377	9	386	315	55	370	16	0	0	0	0	0	0	0
	Internet / Data Related Complaints	424	62	486	332	141	473	13	1	0	1	1	0	1	0
	VAS Related Complaints	58	1	59	58	1	59	0	5	0	5	5	0	5	0
Total	7574	337	7911	6308	1401	7709	202	61	21	82	67	0	67	15	
Total Subscriber Base (Prepaid)		4480559													
Total Subscriber Base (Postpaid)		106666													

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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	641	4	645	619	21	640	5	5	0	5	5	0	5	0	
	Customer Service Related Complaints	486	26	512	273	229	502	10	8	1	9	8	0	8	1	
	Faults and Network Related Complaints	895	56	951	798	121	919	32	1	0	1	1	0	1	0	
	MNP Related Complaints	191	0	191	185	6	191	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	320	3	323	310	12	322	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	110	9	119	90	25	115	4	0	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0
Total	2650	98	2748	2282	414	2696	52	14	1	15	14	0	14	1		
Total Subscriber Base (Prepaid)		4939764														
Total Subscriber Base (Postpaid)		30460														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	1190	39	1229	1170	45	1215	14	11	2	13	13	0	13	0
	Customer Service Related Complaints	768	50	818	466	337	803	15	9	0	9	9	0	9	0
	Faults and Network Related Complaints	1375	78	1453	1148	269	1417	36	28	1	29	28	0	28	1
	MNP Related Complaints	51	2	53	52	1	53	0	0	0	0	0	0	0	0
	UCC Related Complaints	636	2	638	588	19	607	31	2	0	2	2	0	2	0
	Internet / Data Related Complaints	85	6	91	64	23	87	4	0	0	0	0	0	0	0
	VAS Related Complaints	57	0	57	57	0	57	0	13	0	13	13	0	13	0
Total	4162	177	4339	3545	694	4239	100	63	3	66	65	0	65	1	
Total Subscriber Base (Prepaid)		2180557													
Total Subscriber Base (Postpaid)		80931													

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(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	335	4	339	325	11	336	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	159	6	165	132	32	164	1	4	1	5	3	0	3	2
	Faults and Network Related Complaints	142	7	149	117	27	144	5	1	2	3	3	0	3	0
	MNP Related Complaints	19	0	19	19	0	19	0	0	0	0	0	0	0	0
	UCC Related Complaints	59	2	61	59	1	60	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	27	0	27	27	0	27	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	743	19	762	681	71	752	10	5	3	8	6	0	6	2	
Total Subscriber Base (Prepaid)		2117009													
Total Subscriber Base (Postpaid)		13276													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	1074	18	1092	970	102	1072	20	36	13	49	44	0	44	5
	Customer Service Related Complaints	1418	120	1538	691	816	1507	31	16	1	17	17	0	17	0
	Faults and Network Related Complaints	1354	142	1496	909	534	1443	53	20	5	25	22	0	22	3
	MNP Related Complaints	178	4	182	141	40	181	1	0	0	0	0	0	0	0
	UCC Related Complaints	961	9	970	964	3	967	3	2	0	2	2	0	2	0
	Internet / Data Related Complaints	307	52	359	228	122	350	9	0	1	1	1	0	1	0
	VAS Related Complaints	82	1	83	82	0	82	1	0	0	0	0	0	0	0
Total	5374	346	5720	3985	1617	5602	118	74	20	94	86	0	86	8	
Total Subscriber Base (Prepaid)		2350473													
Total Subscriber Base (Postpaid)		55278													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
RAJASTHAN	Billing Related Complaints	42	0	42	41	0	41	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	13	1	14	14	0	14	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	35	0	35	31	0	31	4	0	0	0	0	0	0	0
	MNP Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	112	1	113	108	0	108	5	0	0	0	0	0	0	0	
Total Subscriber Base (Prepaid)		577293													
Total Subscriber Base (Postpaid)		36													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	1924	36	1960	1779	148	1927	33	11	0	11	11	0	11	0
	Customer Service Related Complaints	1929	149	2078	742	1284	2026	52	20	0	20	20	0	20	0
	Faults and Network Related Complaints	2852	161	3013	2547	398	2945	68	26	0	26	26	0	26	0
	MNP Related Complaints	283	3	286	282	2	284	2	2	0	2	2	0	2	0
	UCC Related Complaints	312	5	317	288	27	315	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	258	15	273	222	48	270	3	0	0	0	0	0	0	0
	VAS Related Complaints	68	1	69	67	0	67	2	0	0	0	0	0	0	0
	Total	7626	370	7996	5927	1907	7834	162	59	0	59	59	0	59	0
Total Subscriber Base (Prepaid)		4512621													
Total Subscriber Base (Postpaid)		108606													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAR PRADESH EAST	Billing Related Complaints	414	9	423	351	66	417	6	5	1	6	5	0	5	1
	Customer Service Related Complaints	260	11	271	150	106	256	15	4	5	9	8	0	8	1
	Faults and Network Related Complaints	345	21	366	313	41	354	12	2	1	3	2	0	2	1
	MNP Related Complaints	42	1	43	43	0	43	0	0	0	0	0	0	0	0
	UCC Related Complaints	157	0	157	150	7	157	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	1	30	24	6	30	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	1	0	1	1	0	1	0
Total	1251	43	1294	1035	226	1261	33	12	7	19	16	0	16	3	
Total Subscriber Base (Prepaid)		3608474													
Total Subscriber Base (Postpaid)		21292													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Jun'17															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAAR PRADESH WEST	Billing Related Complaints	662	5	667	623	42	665	2	5	0	5	4	0	4	1
	Customer Service Related Complaints	561	41	602	386	211	597	5	10	6	16	15	0	15	1
	Faults and Network Related Complaints	697	61	758	514	221	735	23	4	2	6	5	0	5	1
	MNP Related Complaints	193	2	195	186	9	195	0	1	0	1	1	0	1	0
	UCC Related Complaints	109	2	111	95	15	110	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	125	8	133	102	31	133	0	0	0	0	0	0	0	0
	VAS Related Complaints	14	0	14	14	0	14	0	0	0	0	0	0	0	0
	Total	2361	119	2480	1920	529	2449	31	20	8	28	25	0	25	3
Total Subscriber Base (Prepaid)		3048158													
Total Subscriber Base (Postpaid)		26035													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1
	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	1	0	1	0	0	0	1	
Total Subscriber Base (Prepaid)		267608														
Total Subscriber Base (Postpaid)		28														