

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'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	1715	48	1763	1577	147	1724	39	24	0	24	24	0	24	0
	Customer Service Related Complaints	1812	94	1906	814	953	1767	139	15	0	15	15	0	15	0
	Faults and Network Related Complaints	3916	275	4191	1749	2088	3837	354	25	0	25	25	0	25	0
	MNP Related Complaints	206	0	206	192	9	201	5	0	0	0	0	0	0	0
	UCC Related Complaints	294	7	301	241	59	300	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	598	16	614	495	90	585	29	0	0	0	0	0	0	0
	VAS Related Complaints	185	7	192	185	6	191	1	1	0	1	1	0	1	0
<b>Total</b>	<b>8726</b>	<b>447</b>	<b>9173</b>	<b>5253</b>	<b>3352</b>	<b>8605</b>	<b>568</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		4408728													
<b>Total Subscriber Base (Postpaid)</b>		153939													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	414	1	415	409	6	415	0	1	2	3	3	0	3	0
	Customer Service Related Complaints	96	2	98	68	25	93	5	2	0	2	1	0	1	1
	Faults and Network Related Complaints	307	13	320	220	66	286	34	4	2	6	6	0	6	0
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0
	UCC Related Complaints	97	2	99	99	0	99	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	113	0	113	111	1	112	1	0	0	0	0	0	0	0
	VAS Related Complaints	8	0	8	7	1	8	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1044</b>	<b>18</b>	<b>1062</b>	<b>923</b>	<b>99</b>	<b>1022</b>	<b>40</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		1284777													
<b>Total Subscriber Base (Postpaid)</b>		10357													

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(Cellular Mobile Telephone Service) - GSM

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

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJRAT	Billing Related Complaints	1787	22	1809	1727	56	1783	26	7	5	12	11	1	12	0
	Customer Service Related Complaints	1141	83	1224	469	647	1116	108	5	2	7	7	0	7	0
	Faults and Network Related Complaints	2085	52	2137	1430	527	1957	180	12	1	13	10	1	11	2
	MNP Related Complaints	160	1	161	159	2	161	0	1	0	1	1	0	1	0
	UCC Related Complaints	364	11	375	318	54	372	3	2	0	2	1	0	1	1
	Internet / Data Related Complaints	453	9	462	319	99	418	44	0	0	0	0	0	0	0
	VAS Related Complaints	87	0	87	77	9	86	1	0	0	0	0	0	0	0
<b>Total</b>	<b>6077</b>	<b>178</b>	<b>6255</b>	<b>4499</b>	<b>1394</b>	<b>5893</b>	<b>362</b>	<b>27</b>	<b>8</b>	<b>35</b>	<b>30</b>	<b>2</b>	<b>32</b>	<b>3</b>	
<b>Total Subscriber Base (Prepaid)</b>		3412101													
<b>Total Subscriber Base (Postpaid)</b>		50509													

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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	53	2	55	52	3	55	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	36	0	36	13	21	34	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	67	5	72	9	52	61	11	0	0	0	0	0	0	0
	MNP Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
	UCC Related Complaints	8	2	10	8	2	10	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
<b>Total</b>	<b>174</b>	<b>9</b>	<b>183</b>	<b>90</b>	<b>79</b>	<b>169</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		32248													
<b>Total Subscriber Base (Postpaid)</b>		5312													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	1880	13	1893	1818	66	1884	9	16	2	18	13	0	13	5
	Customer Service Related Complaints	1102	63	1165	574	533	1107	58	10	0	10	8	0	8	2
	Faults and Network Related Complaints	1579	46	1625	1061	429	1490	135	10	0	10	8	0	8	2
	MNP Related Complaints	247	1	248	235	7	242	6	0	0	0	0	0	0	0
	UCC Related Complaints	315	4	319	291	15	306	13	0	0	0	0	0	0	0
	Internet / Data Related Complaints	554	8	562	376	136	512	50	4	0	4	3	0	3	1
	VAS Related Complaints	84	6	90	84	5	89	1	0	0	0	0	0	0	0
<b>Total</b>	<b>5761</b>	<b>141</b>	<b>5902</b>	<b>4439</b>	<b>1191</b>	<b>5630</b>	<b>272</b>	<b>40</b>	<b>2</b>	<b>42</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>10</b>	
<b>Total Subscriber Base (Prepaid)</b>		2942776													
<b>Total Subscriber Base (Postpaid)</b>		45991													

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KARNATAKA	Billing Related Complaints	3886	108	3994	3812	107	3919	75	63	22	85	65	0	65	20
	Customer Service Related Complaints	6849	357	7206	2307	4350	6657	549	3	0	3	1	0	1	2
	Faults and Network Related Complaints	7442	247	7689	5068	2119	7187	502	70	1	71	39	0	39	32
	MNP Related Complaints	390	1	391	368	17	385	6	4	0	4	2	0	2	2
	UCC Related Complaints	785	27	812	708	98	806	6	6	0	6	3	0	3	3
	Internet / Data Related Complaints	2119	60	2179	1263	676	1939	240	25	26	51	51	0	51	0
	VAS Related Complaints	469	7	476	435	40	475	1	0	0	0	0	0	0	0
<b>Total</b>	<b>21940</b>	<b>807</b>	<b>22747</b>	<b>13961</b>	<b>7407</b>	<b>21368</b>	<b>1379</b>	<b>171</b>	<b>49</b>	<b>220</b>	<b>161</b>	<b>0</b>	<b>161</b>	<b>59</b>	
<b>Total Subscriber Base (Prepaid)</b>		7937348													
<b>Total Subscriber Base (Postpaid)</b>		174546													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	2248	20	2268	2225	34	2259	9	13	3	16	16	0	16	0
	Customer Service Related Complaints	1062	46	1108	694	371	1065	43	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1321	61	1382	1227	133	1360	22	18	0	18	6	0	6	12
	MNP Related Complaints	163	1	164	163	1	164	0	0	0	0	0	0	0	0
	UCC Related Complaints	63	3	66	62	4	66	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	379	5	384	312	54	366	18	3	2	5	5	0	5	0
	VAS Related Complaints	113	1	114	112	0	112	2	1	0	1	1	0	1	0
<b>Total</b>	<b>5349</b>	<b>137</b>	<b>5486</b>	<b>4795</b>	<b>597</b>	<b>5392</b>	<b>94</b>	<b>35</b>	<b>5</b>	<b>40</b>	<b>28</b>	<b>0</b>	<b>28</b>	<b>12</b>	
<b>Total Subscriber Base (Prepaid)</b>		1642204													
<b>Total Subscriber Base (Postpaid)</b>		30406													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	953	5	958	920	33	953	5	3	1	4	1	0	1	3
	Customer Service Related Complaints	437	18	455	310	137	447	8	10	0	10	5	0	5	5
	Faults and Network Related Complaints	1595	49	1644	1356	207	1563	81	13	8	21	16	0	16	5
	MNP Related Complaints	143	0	143	141	1	142	1	0	0	0	0	0	0	0
	UCC Related Complaints	107	6	113	111	2	113	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	226	6	232	223	5	228	4	0	0	0	0	0	0	0
	VAS Related Complaints	68	2	70	69	1	70	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3529</b>	<b>86</b>	<b>3615</b>	<b>3130</b>	<b>386</b>	<b>3516</b>	<b>99</b>	<b>26</b>	<b>9</b>	<b>35</b>	<b>22</b>	<b>0</b>	<b>22</b>	<b>13</b>	
<b>Total Subscriber Base (Prepaid)</b>		2744466													
<b>Total Subscriber Base (Postpaid)</b>		33709													



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MAHARASHTRA	Billing Related Complaints	2652	48	2700	2558	99	2657	43	22	8	30	25	0	25	5
	Customer Service Related Complaints	2781	203	2984	1608	1249	2857	127	15	2	17	12	0	12	5
	Faults and Network Related Complaints	4706	147	4853	3656	1001	4657	196	58	20	78	67	0	67	11
	MNP Related Complaints	195	3	198	193	4	197	1	4	0	4	4	0	4	0
	UCC Related Complaints	631	23	654	557	83	640	14	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1123	48	1171	759	306	1065	106	16	6	22	22	0	22	0
	VAS Related Complaints	185	0	185	169	15	184	1	7	0	7	7	0	7	0
<b>Total</b>	<b>12273</b>	<b>472</b>	<b>12745</b>	<b>9500</b>	<b>2757</b>	<b>12257</b>	<b>488</b>	<b>122</b>	<b>36</b>	<b>158</b>	<b>137</b>	<b>0</b>	<b>137</b>	<b>21</b>	
<b>Total Subscriber Base (Prepaid)</b>		5115705													
<b>Total Subscriber Base (Postpaid)</b>		131860													

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MADHYA PRADESH	Billing Related Complaints	882	4	886	853	28	881	5	7	1	8	8	0	8	0
	Customer Service Related Complaints	797	46	843	481	329	810	33	16	0	16	15	0	15	1
	Faults and Network Related Complaints	1610	23	1633	1329	234	1563	70	1	1	2	2	0	2	0
	MNP Related Complaints	251	5	256	250	5	255	1	0	0	0	0	0	0	0
	UCC Related Complaints	278	20	298	255	40	295	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	231	1	232	169	45	214	18	0	0	0	0	0	0	0
	VAS Related Complaints	51	0	51	47	4	51	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4100</b>	<b>99</b>	<b>4199</b>	<b>3384</b>	<b>685</b>	<b>4069</b>	<b>130</b>	<b>24</b>	<b>2</b>	<b>26</b>	<b>25</b>	<b>0</b>	<b>25</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		5670622													
<b>Total Subscriber Base (Postpaid)</b>		42162													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Mar'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
MUMBAI	Billing Related Complaints	1645	30	1675	1547	89	1636	39	35	1	36	34	0	34	2
	Customer Service Related Complaints	1142	73	1215	699	450	1149	66	45	1	46	46	0	46	0
	Faults and Network Related Complaints	2157	95	2252	1693	449	2142	110	27	3	30	29	0	29	1
	MNP Related Complaints	116	1	117	113	2	115	2	0	0	0	0	0	0	0
	UCC Related Complaints	359	16	375	328	37	365	10	3	0	3	3	0	3	0
	Internet / Data Related Complaints	213	8	221	165	45	210	11	0	0	0	0	0	0	0
	VAS Related Complaints	104	4	108	106	2	108	0	7	0	7	7	0	7	0
	<b>Total</b>	<b>5736</b>	<b>227</b>	<b>5963</b>	<b>4651</b>	<b>1074</b>	<b>5725</b>	<b>238</b>	<b>117</b>	<b>5</b>	<b>122</b>	<b>119</b>	<b>0</b>	<b>119</b>	<b>3</b>
<b>Total Subscriber Base (Prepaid)</b>		2488319													
<b>Total Subscriber Base (Postpaid)</b>		97006													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'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	843	14	857	840	13	853	4	2	0	2	2	0	2	0
	Customer Service Related Complaints	121	5	126	87	33	120	6	2	0	2	1	0	1	1
	Faults and Network Related Complaints	366	3	369	320	37	357	12	3	0	3	1	0	1	2
	MNP Related Complaints	54	0	54	54	0	54	0	0	0	0	0	0	0	0
	UCC Related Complaints	55	0	55	53	0	53	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	143	3	146	137	8	145	1	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1588</b>	<b>25</b>	<b>1613</b>	<b>1496</b>	<b>92</b>	<b>1588</b>	<b>25</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>3</b>	
<b>Total Subscriber Base (Prepaid)</b>		2430794													
<b>Total Subscriber Base (Postpaid)</b>		21496													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Mar'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	2716	22	2738	2621	98	2719	19	36	2	38	25	0	25	13
	Customer Service Related Complaints	2153	93	2246	1056	1031	2087	159	16	1	17	16	0	16	1
	Faults and Network Related Complaints	2271	77	2348	1549	586	2135	213	18	0	18	13	0	13	5
	MNP Related Complaints	275	1	276	252	19	271	5	3	1	4	4	0	4	0
	UCC Related Complaints	410	7	417	375	33	408	9	0	0	0	0	0	0	0
	Internet / Data Related Complaints	807	26	833	553	198	751	82	8	0	8	7	0	7	1
	VAS Related Complaints	243	3	246	240	5	245	1	0	0	0	0	0	0	0
<b>Total</b>	<b>8875</b>	<b>229</b>	<b>9104</b>	<b>6646</b>	<b>1970</b>	<b>8616</b>	<b>488</b>	<b>81</b>	<b>4</b>	<b>85</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>20</b>	
<b>Total Subscriber Base (Prepaid)</b>		2716489													
<b>Total Subscriber Base (Postpaid)</b>		78958													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Mar'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	59	0	59	59	0	59	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	18	0	18	17	0	17	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	82	1	83	83	0	83	0	2	0	2	2	0	2	0	0
	MNP Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	72	0	72	72	0	72	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	18	1	19	19	0	19	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>287</b>	<b>2</b>	<b>289</b>	<b>288</b>	<b>0</b>	<b>288</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		707372														
<b>Total Subscriber Base (Postpaid)</b>		36														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'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	4074	79	4153	3956	160	4116	37	12	0	12	12	0	12	0
	Customer Service Related Complaints	3567	122	3689	1544	1986	3530	159	21	0	21	21	0	21	0
	Faults and Network Related Complaints	4168	142	4310	3479	650	4129	181	28	0	28	28	0	28	0
	MNP Related Complaints	323	1	324	321	0	321	3	1	0	1	1	0	1	0
	UCC Related Complaints	321	16	337	282	50	332	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	571	24	595	490	86	576	19	0	0	0	0	0	0	0
	VAS Related Complaints	111	2	113	96	16	112	1	3	0	3	3	0	3	0
<b>Total</b>	<b>13135</b>	<b>386</b>	<b>13521</b>	<b>10168</b>	<b>2948</b>	<b>13116</b>	<b>405</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		5367728													
<b>Total Subscriber Base (Postpaid)</b>		141835													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'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	431	5	436	409	18	427	9	3	1	4	3	0	3	1
	Customer Service Related Complaints	306	12	318	140	164	304	14	9	1	10	5	0	5	5
	Faults and Network Related Complaints	516	15	531	428	79	507	24	6	2	8	7	0	7	1
	MNP Related Complaints	107	1	108	106	1	107	1	0	0	0	0	0	0	0
	UCC Related Complaints	149	0	149	143	6	149	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	176	0	176	166	7	173	3	0	0	0	0	0	0	0
	VAS Related Complaints	17	1	18	18	0	18	0	1	0	1	1	0	1	0
	<b>Total</b>	<b>1702</b>	<b>34</b>	<b>1736</b>	<b>1410</b>	<b>275</b>	<b>1685</b>	<b>51</b>	<b>19</b>	<b>4</b>	<b>23</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>7</b>
<b>Total Subscriber Base (Prepaid)</b>		4155763													
<b>Total Subscriber Base (Postpaid)</b>		28213													



Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'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
UTAR PRADESH WEST	Billing Related Complaints	1518	4	1522	1490	26	1516	6	2	2	4	4	0	4	0
	Customer Service Related Complaints	1108	38	1146	723	378	1101	45	12	1	13	7	0	7	6
	Faults and Network Related Complaints	1509	44	1553	1096	361	1457	96	17	4	21	19	0	19	2
	MNP Related Complaints	412	0	412	410	0	410	2	0	0	0	0	0	0	0
	UCC Related Complaints	171	1	172	167	3	170	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	704	15	719	648	60	708	11	0	0	0	0	0	0	0
	VAS Related Complaints	25	0	25	22	3	25	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>5447</b>	<b>102</b>	<b>5549</b>	<b>4556</b>	<b>831</b>	<b>5387</b>	<b>162</b>	<b>31</b>	<b>7</b>	<b>38</b>	<b>30</b>	<b>0</b>	<b>30</b>	<b>8</b>
<b>Total Subscriber Base (Prepaid)</b>		3555823													
<b>Total Subscriber Base (Postpaid)</b>		41672													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Mar'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	170	3	173	168	0	168	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	30	0	30	28	0	28	2	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	95	2	97	97	0	97	0	0	1	1	1	0	1	0	
	MNP Related Complaints	27	0	27	27	0	27	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	22	2	24	24	0	24	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	31	0	31	31	0	31	0	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	0
<b>Total</b>	<b>381</b>	<b>7</b>	<b>388</b>	<b>381</b>	<b>0</b>	<b>381</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>		
<b>Total Subscriber Base (Prepaid)</b>		392139														
<b>Total Subscriber Base (Postpaid)</b>		30														