						Name of Service	Provider	: Tata Teleservices	Limited						
								hone Service) - G							
					Custome			port for the Quarte		Sep'15					
					Complaint C							Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter		of complaints redre	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quar	•		of complaints redre	essed during t	he Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
-	Billing Related Complaints	2304	94	2398	1692	631	2323	75	3	8	11	11	0	11	0
ESF	Customer Service Related Complaints	2416	151	2567	1407	1070	2477	90	8	3	11	11	0	11	0
AD	Faults and Network Related Complaints	8769	379	9148	6447	2331	8778	370	11	6	17	17	0	17	0
R	MNP Related Complaints	174	1	175	158	14	172	3	0	0	0	0	0	0	0
₹Z	UCC Related Complaints	350	8	358	335	12	347	11	0	0	0	0	0	0	0
Ľ,	Internet / Data Related Complaints	2178	40	2218	1874	289	2163	55	0	0	0	0	0	0	0
N N	VAS Related Complaints	149	1	150	139	6	145	5	0	0	0	0	0	0	0
	Tatal	16340	674	17014	12052	4353	16405	609	22	17	39	39	0	39	0
1	Total	10340	074	17014	12032	1000									
-	Total Total Subscriber base (Prepaid)	6002861	0/4	1/014	12052			•			•	•	•		•

					Ν	Name of Service	Provider :	Tata Teleservices	Limited						
						(Cellular M	obile Telepl	none Service) - G	SM						
					Customer	Complaints Re	dressal Rep	port for the Quarte	rending - S	ep'15					
					Complaint C	Centre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	Details o	of complaints redre	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quar		Details o	of complaints redro	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [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]	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	365	4	369	358	8	366	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	238	8	246	182	56	238	8	0	0	0	0	0	0	0
2	Faults and Network Related Complaints	1126	16	1142	943	176	1119	23	2	3	5	3	0	3	2
AF	MNP Related Complaints	51	0	51	51	0	51	0	0	0	0	0	0	0	0
BIHA	UCC Related Complaints	72	0	72	72	0	72	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	537	3	540	524	13	537	3	0	0	0	0	0	0	0
	VAS Related Complaints	19	0	19	19	0	19	0	0	1	1	1	0	1	0
	Total	2408	31	2439	2149	253	2402	37	2	4	6	4	0	4	2
	Total Subscriber base (Prepaid)	1657094													
	Total Subscriber base (Postpaid)	15917	]												

					N	ame of Service	Provider	Tata Teleservices	Limited						
								hone Service) - G							
					Customer			port for the Quarte		ep'15					
					Complaint C				- chiang - c			Appellate Aut	hority		
		the Quarter		eceived during ing complaints uarter		of complaints redro	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quart	•	••	of complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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	rearessea	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 [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]	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2000	33	2033	1801	159	1960	73	19	0	19	19	0	19	0
	Customer Service Related Complaints	1619	81	1700	783	845	1628	72	9	0	9	9	0	9	0
F	Faults and Network Related Complaints	5819	178	5997	5404	421	5825	172	27	2	29	29	0	29	0
RA	MNP Related Complaints	157	3	160	155	1	156	4	1	0	1	1	0	1	0
GUJRAT	UCC Related Complaints	215	16	231	203	21	224	7	2	1	3	3	0	3	0
G	Internet / Data Related Complaints	1218	54	1272	1136	133	1269	3	0	0	0	0	0	0	0
	VAS Related Complaints	77	0	77	73	3	76	1	0	0	0	0	0	0	0
	Total	11105	365	11470	9555	1583	11138	332	58	3	61	61	0	61	0
	Total	11100	000	11.00	5555										
	Total Subscriber base (Prepaid)	3233280		11.70	5000						•	•			•

					١	Name of Service	Provider :	Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	r Complaints Re	dressal Rep	port for the Quarte	r ending - S	ep'15					
					Complaint C	Centre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter		of complaints redr	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quar		Details o	of complaints redr	essed during	the Quarter
LSA	Category of complants	received	No. of pending complain ts 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	during the	for redressal on the	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
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
SH	Billing Related Complaints	25	1	26	23	2	25	1	0	0	0	0	0	0	0
E S	Customer Service Related Complaints	36	1	37	24	13	37	0	0	0	0	0	0	0	0
SAL	Faults and Network Related Complaints	68	10	78	36	41	77	1	0	0	0	0	0	0	0
ä	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>I</b>	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5 5	Internet / Data Related Complaints	8	0	8	7	1	8	0	0	0	0	0	0	0	0
MA	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIM	Total	137	12	149	90	57	147	2	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)	50172													
	Total Subscriber base (Postpaid)	6429													

					N	Name of Service	e Provider :	Tata Teleservices	Limited						
								hone Service) - G							
					Customer			port for the Quarte		ep'15					
					Complaint C	Centre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter		of complaints redre	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quart		Details o	of complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts of previous Quarter		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 [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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2259	62	2321	2064	201	2265	56	12	0	12	12	0	12	0
	Customer Service Related Complaints	1338	40	1378	976	345	1321	57	0	0	0	0	0	0	0
ANA	Faults and Network Related Complaints	3173	142	3315	2649	570	3219	96	13	1	14	14	0	14	0
٩.	MNP Related Complaints	28	2	30	24	6	30	0	0	0	0	0	0	0	0
<b>A</b> R,	UCC Related Complaints	101	5	106	99	2	101	5	0	0	0	0	0	0	0
Ĥ	Internet / Data Related Complaints	732	23	755	596	148	744	11	2	0	2	2	0	2	0
	VAS Related Complaints	65	0	65	63	1	64	1	0	0	0	0	0	0	0
	Total	7696	274	7970	6471	1273	7744	226	27	1	28	28	0	28	0
	Total Subscriber base (Prepaid)	3000160				•									

					Ν	ame of Service	Provider :	Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Re	dressal Rep	port for the Quarte	r ending - S	ep'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	Details o	of complaints redro	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quart		Details o	of complaints redr	essed during	the Quarter
LSA	Category of complants	during the	No. of pending complain ts 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]	for redressal on the	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]	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	5181	129	5310	4645	549	5194	116	9	0	9	1	0	1	8
4	Customer Service Related Complaints	4278	361	4639	2001	2457	4458	181	20	0	20	0	0	0	20
AK I	Faults and Network Related Complaints	19870	613	20483	15209	4670	19879	604	149	15	164	108	0	108	56
₹ T	MNP Related Complaints	590	7	597	567	29	596	1	0	0	0	0	0	0	0
N N	UCC Related Complaints	685	33	718	622	63	685	33	0	0	0	0	0	0	0
N N	Internet / Data Related Complaints	7931	244	8175	5384	2569	7953	222	0	0	0	0	0	0	0
-	VAS Related Complaints	121	2	123	100	11	111	12	8	0	8	3	0	3	5
	Total	38656	1389	40045	28528	10348	38876	1169	186	15	201	112	0	112	89
	Total Subscriber base (Prepaid)	7629171													
	Total Subscriber base (Postpaid)	234177													

					N	ame of Service	Provider :	Tata Teleservices	Limited						
								none Service) - GS							
					Customer			ort for the Quarte		ep'15					
					Complaint C							Appellate Aut	horitv		
		the Quarter		eceived during ng complaints uarter		of complaints redre	essed during t	he Quarter	Quarter a	mplaints recei nd pending co previous Quart			of complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the 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 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 [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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1385	32	1417	1256	137	1393	24	1	0	1	1	0	1	0
	Customer Service Related Complaints	926	32	958	489	434	923	35	1	0	1	1	0	1	0
∢	Faults and Network Related Complaints	4206	151	4357	3855	442	4297	60	0	0	0	0	0	0	0
AL	MNP Related Complaints	47	1	48	42	6	48	0	0	0	0	0	0	0	0
KER	UCC Related Complaints	80	4	84	77	3	80	4	0	0	0	0	0	0	0
¥	Internet / Data Related Complaints	1010	32	1042	927	85	1012	30	0	0	0	0	0	0	0
	VAS Related Complaints	67	1	68	56	11	67	1	0	0	0	0	0	0	0
	Total	7721	253	7974	6702	1118	7820	154	2	0	2	2	0	2	0
	Total Subscriber base (Prepaid)	1731661													

					Ν	ame of Service	Provider	Tata Teleservices	Limited						
								hone Service) - GS							
					Customer			port for the Quarter		Sep'15					
					Complaint C							Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	Details o	of complaints redre	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quar	•		of complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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]	complaints pending for redressal on the	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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	1767	27	1794	1383	342	1725	69	12	0	12	5	0	5	7
	Customer Service Related Complaints	1970	133	2103	1153	831	1984	119	8	1	9	7	0	7	2
₹	Faults and Network Related Complaints	5593	199	5792	5194	424	5618	174	30	3	33	26	0	26	7
когко	MNP Related Complaints	39	0	39	39	0	39	0	0	0	0	0	0	0	0
Ľ,	UCC Related Complaints	296	13	309	292	13	305	4	0	0	0	0	0	0	0
¥	Internet / Data Related Complaints	720	24	744	676	56	732	12	0	0	0	0	0	0	0
_						2	30	0	0	0	0	0	0	0	0
	VAS Related Complaints	30	0	30	28	2	30	0	0	0	0	ů	0	0	0
	· · ·	30 10415	0 396	30 10811	28 8765	1668	10433	378	50	4	54	38	0	38	16
	VAS Related Complaints		0 396		-	1668		÷	-	4	54	38	0	38	-

					Name of	Service Provid	ler: Tata To	eleservices (Maha	rashtra) Lim	ited					
						(Cellular M	obile Telepl	hone Service) - G	SM						
					Customer	Complaints Re	dressal Rep	oort for the Quarte	r ending - S	ep'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	Details o	of complaints redre	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quar		Details o	of complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the 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 [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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	3996	65	4061	3763	194	3957	104	17	5	22	20	0	20	2
RA R	Customer Service Related Complaints	3705	181	3886	1824	1860	3684	202	0	0	0	0	0	0	0
Ē	Faults and Network Related Complaints	11790	237	12027	11164	497	11661	366	9	5	14	13	0	13	1
ASI	MNP Related Complaints	92	1	93	88	3	91	2	0	0	0	0	0	0	0
AR.	UCC Related Complaints	371	22	393	343	32	375	18	0	0	0	0	0	0	0
ÅH,	Internet / Data Related Complaints	2106	71	2177	1998	172	2170	7	17	0	17	11	0	11	6
Σ	VAS Related Complaints	100	1	101	98	1	99	2	18	0	18	12	0	12	6
	Total	22160	578	22738	19278	2759	22037	701	61	10	71	56	0	56	15
	Total Subscriber base (Prepaid)	5363994								-					
	Total Subscriber base (Postpaid)	156586													

<u> </u>					Ν	lame of Service	Provider	: Tata Teleservices	Limited						[
					N			hone Service) - G							
					Customer			port for the Quarte		en'15					
					Complaint C							Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	•	of complaints redre	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quart		••	f complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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 [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]	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
т	Billing Related Complaints	1376	37	1413	1308	66	1374	39	9	0	9	6	0	6	3
ESH	Customer Service Related Complaints	1150	40	1190	824	323	1147	43	22	0	22	21	0	21	1
AD	Faults and Network Related Complaints	3421	128	3549	3163	267	3430	119	4	0	4	4	0	4	0
R	MNP Related Complaints	150	0	150	149	1	150	0	1	0	1	0	0	0	1
٤.	UCC Related Complaints	201	12	213	198	12	210	3	0	0	0	0	0	0	0
рнүа	Internet / Data Related Complaints	602	30	632	531	97	628	4	0	0	0	0	0	0	0
IAL	VAS Related Complaints	32	1	33	32	1	33	0	0	0	0	0	0	0	0
~	Total	6932	248	7180	6205	767	6972	208	36	0	36	31	0	31	5
	Total Subscriber base (Prepaid)	5241098													
	Total Subscriber base (Postpaid)	56939	1												

					Name of	Service Provid	er: Tata T	eleservices (Maha	rashtra) Lim	ited					
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Re	dressal Rep	port for the Quarte	r ending - S	ep'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	Details o	of complaints redro	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quart	•	Details o	of complaints redr	essed during	the Quarter
LSA	Category of complants	received	No. of pending complain ts 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 pending for redressal on the last day of 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
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	687	29	716	420	225	645	71	120	0	120	114	0	114	6
	Customer Service Related Complaints	2280	141	2421	1002	1345	2347	74	33	0	33	30	0	30	3
7	Faults and Network Related Complaints	5507	117	5624	5020	452	5472	152	49	0	49	48	0	48	1
/B/	MNP Related Complaints	5	3	8	4	4	8	0	8	0	8	8	0	8	0
5	UCC Related Complaints	101	16	117	69	47	116	1	4	0	4	3	0	3	1
2	Internet / Data Related Complaints	411	11	422	366	56	422	0	10	0	10	10	0	10	0
	VAS Related Complaints	13	0	13	12	1	13	0	38	0	38	36	0	36	2
	Total	9004	317	9321	6893	2130	9023	298	262	0	262	249	0	249	13
	Total Subscriber base (Prepaid)	2780573													
	Total Subscriber base (Postpaid)	130418													

					N	ame of Service	Provider	Tata Teleservices	Limited						1
					•			hone Service) - G							
					Customer			port for the Quarte		ep'15					
					Complaint C				J			Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter		of complaints redro	essed during	the Quarter	Quarter a	mplaints recei nd pending co previous Quart		Details o	of complaints redre	essed during	the Quarter
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts of previous Quarter		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 [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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	570	10	580	547	25	572	8	0	0	0	0	0	0	0
	Customer Service Related Complaints	297	8	305	215	74	289	16	0	0	0	0	0	0	0
⊲	Faults and Network Related Complaints	1483	60	1543	1338	172	1510	33	6	0	6	6	0	6	0
ORISS/	MNP Related Complaints	28	1	29	28	0	28	1	0	0	0	0	0	0	0
SRI SRI	UCC Related Complaints	65	0	65	64	0	64	1	0	0	0	0	0	0	0
5	Internet / Data Related Complaints	284	1	285	267	17	284	1	0	0	0	0	0	0	0
	VAS Related Complaints	11	0	11	10	0	10	1	0	0	0	0	0	0	0
	Total	2738	80	2818	2469	288	2757	61	6	0	6	6	0	6	0
	Total Subscriber base (Prepaid)	2573149													
	Total Subscriber base (Postpaid)	27547													

					N	ame of Service	Provider	Tata Teleservices	Limited							
					ľ			hone Service) - G								
					Customer			port for the Quarte		en'15						
					Complaint C				Appellate Authority							
	Category of complants	the Quarter		eceived during ng complaints uarter		Quarter a	mplaints recei nd pending co previous Quart		Details of complaints redressed during the Quarter							
LSA		Total no. of complaints received during the Quarter	No. of pending complain ts 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 [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]	for redressal on the	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	1826	37	1863	1625	138	1763	100	7	0	7	7	0	7	0	
	Customer Service Related Complaints	1600	56	1656	1136	437	1573	83	3	0	3	3	0	3	0	
B	Faults and Network Related Complaints	4881	95	4976	4495	405	4900	76	12	2	14	12	0	12	2	
٩٢	MNP Related Complaints	48	0	48	40	8	48	0	0	0	0	0	0	0	0	
					101	16	200	11	0	0	0	0	0	0	0	
5	UCC Related Complaints	204	7	211	184	10	200									
PUNJA	UCC Related Complaints Internet / Data Related Complaints	204 1438	7 42	211 1480	184 1344	115	1459	21	11	0	11	11	0	11	0	
_		-	7 42 2		-	-			11 1	0	11 1	11 1	0	11 1	0	
_	Internet / Data Related Complaints	1438	7 42 2 239	1480	1344	-	1459	21	11 1 <b>34</b>	0 0 2	11 1 36	11 1 <b>34</b>	0 0 0	11 1 <b>34</b>	0 0 2	
_	Internet / Data Related Complaints VAS Related Complaints	1438 217	2	1480 219	1344 206	115 2	1459 208	21 11	1	0 0 2	1	1	0 0 0	11 1 34	0 0 2	

					Ν	lame of Service	Provider :	Tata Teleservices	Limited						
						(Cellular M	obile Telepl	hone Service) - G	SM						
					Customer	<b>Complaints Re</b>	dressal Rep	ort for the Quarte	r ending - S	ep'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		the Quarter		eceived during ng complaints uarter	Details o	Quarter a	mplaints recei nd pending co previous Quar		Details of complaints redressed during the Quarter						
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complain ts 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	rearessea	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 [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]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	219	1	220	214	1	215	5	1	0	1	1	0	1	0
-	Customer Service Related Complaints	48	0	48	48	0	48	0	1	0	1	1	0	1	0
AN	Faults and Network Related Complaints	135	1	136	130	3	133	3	1	0	1	1	0	1	0
STH	MNP Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
Ř	UCC Related Complaints	21	3	24	21	0	21	3	0	0	0	0	0	0	0
RA.	Internet / Data Related Complaints	9	0	9	8	0	8	1	0	0	0	0	0	0	0
<b>-</b>	VAS Related Complaints	20	0	20	19	0	19	1	0	0	0	0	0	0	0
	Total	476	5	481	464	4	468	13	3	0	3	3	0	3	0
	Total Subscriber base (Prepaid)	754588													
	Total Subscriber base (Postpaid)	0	]												

					Ν	Name of Service	Provider	Tata Teleservices	Limited							
	(Cellular Mobile Telephone Service) - GSM															
	Customer Complaints Redressal Report for the Quarter ending - Sep'15															
					Complaint C	Centre(s)			Appellate Authority							
	Category of complants	the Quarter		eceived during ng complaints uarter	Details o	Quarter a	mplaints recei nd pending co previous Quar		Details of complaints redressed during the Quarter							
LSA		Total no. of complaints received during the 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 [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]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	1864	39	1903	1374	429	1803	100	22	0	22	22	0	22	0	
	Billing Related Complaints Customer Service Related Complaints	1864 4704	39 227	1903 4931	1374 1530	429 3165	1803 4695	100 236	22 6	0	22 6	22 6		22 6	0	
Ŋ					-	-			22 6 11	0 0 0	22 6 11		0	22 6 11	÷	
_	Customer Service Related Complaints	4704	227	4931	1530	3165	4695	236	6	0 0 0 0	22 6 11 1	6	0	22 6 11 1	÷	
_	Customer Service Related Complaints Faults and Network Related Complaints	4704 8304	227	4931 8433	1530 7280	3165 846	4695 8126	236 307	6	0 0 0 0 0	22 6 11 1 0	6	0 0 0	22 6 11 1 0	0	
_	Customer Service Related Complaints Faults and Network Related Complaints MNP Related Complaints	4704 8304 61	227	4931 8433 61	1530 7280 47	3165 846 12	4695 8126 59	236 307 2	6 11 1	0 0 0 0 0 0	22 6 11 1 0 0	6	0 0 0 0	22 6 11 1 0 0	0 0 0	
TAMILNADU	Customer Service Related Complaints Faults and Network Related Complaints MNP Related Complaints UCC Related Complaints	4704 8304 61 235	227 129 0 11	4931 8433 61 246	1530 7280 47 211	3165 846 12 21	4695 8126 59 232	236 307 2 14	6 11 1 0	0 0 0 0 0 0 0	22 6 11 0 0 11	6	0 0 0 0 0	22 6 11 0 0 11	0 0 0 0	
TAMILNADU	Customer Service Related Complaints Faults and Network Related Complaints MNP Related Complaints UCC Related Complaints Internet / Data Related Complaints	4704 8304 61 235 1022	227 129 0 11	4931 8433 61 246 1037	1530 7280 47 211 931	3165 846 12 21 68	4695 8126 59 232 999	236 307 2 14	6 11 1 0 0	0 0 0 0 0 0 0 0 0 0	22 6 11 0 0 11 51	6 11 1 0 0	0 0 0 0 0	22 6 11 0 0 11 51	0 0 0 0 0	
TAMILNADU	Customer Service Related Complaints Faults and Network Related Complaints MNP Related Complaints UCC Related Complaints Internet / Data Related Complaints VAS Related Complaints	4704 8304 61 235 1022 92	227 129 0 11 15 2	4931 8433 61 246 1037 94	1530 7280 47 211 931 81	3165 846 12 21 68 8	4695 8126 59 232 999 89	236 307 2 14 38 5	6 11 1 0 0 11	0 0 0 0 0 0 0 0 0	6 11 1 0 0 11	6 11 1 0 0 11	0 0 0 0 0 0 0	6 11 1 0 0 11	0 0 0 0 0 0	

					Ν	lame of Service	Provider	Tata Teleservices	s Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	<b>Complaints Re</b>	dressal Re	port for the Quarte	r ending - S	ep'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		the Quarter	•	eceived during ng complaints uarter	Details o	Quarter an	mplaints rece nd pending co previous Quar		Details o	Details of complaints redressed during the Quarter					
LSA	Category of complants	Total no. of complaints received during the 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 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 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]	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	515	10	525	445	63	508	17	5	0	5	5	0	5	0
	Customer Service Related Complaints	466	16	482	317	139	456	26	1	0	1	0	0	0	1
	Faults and Network Related Complaints	2137	60	2197	1943	217	2160	37	11	0	11	4	0	4	7
UPE	MNP Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
5	UCC Related Complaints	155	8	163	156	6	162	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	314	11	325	299	22	321	4	0	0	0	0	0	0	0
	VAS Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
	Total	3612	105	3717	3185	447	3632	85	17	0	17	9	0	9	8
	Total Subscriber base (Prepaid)	5135929													-
	Total Subscriber base (Postpaid)	37198													

					Name of Se	ervice Provid	der : Tata 1	eleservices L	imited									
					(Cellu	lar Mobile T	elephone S	ervice) - GSM	Л									
				Cust	omer Complain	ts Redressa	I Report for	the Quarter e	ending - Sep	o'15								
				C	Complaint Centr	omplaint Centre(s)					Appellate Authority							
		the Quarter a		eceived during g complaints of arter	Details of co	mplaints redre	essed during	the Quarter	Quarter an	nplaints received pending contracts of the second sec	•		Details of complaints redressed during the Quarter					
LSA	Category of complants	Total no. of complaints received during the Quarter	No. of pending complai nts 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 [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the guarter	Total no. of complaints redressed beyond the time limit during the Quarter	redressed	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16			
	Billing Related Complaints	1959	23	1982	1851	81	1932	50	16	4	20	17	0	17	3			
	Customer Service Related Complaints	1246	29	1275	944	276	1220	55	0	0	0	0	0	0	0			
	Faults and Network Related Complaints	3332	162	3494	2785	587	3372	122	37	2	39	29	0	29	10			
Νd	MNP Related Complaints	34	0	34	33	0	33	1	0	0	0	0	0	0	0			
5	UCC Related Complaints	157	4	161	158	2	160	1	0	0	0	0	0	0	0			
	Internet / Data Related Complaints	722	41	763	624	133	757	6	5	1	6	4	0	4	2			
	VAS Related Complaints	41	0	41	39	1	40	1	28	0	28	18	0	18	10			
	Total	7491	259	7750	6434	1080	7514	236	86	7	93	68	0	68	25			
	Total Subscriber base (Prepaid)	4032807					-	-										
1	Total Subscriber base (Postpaid)	56937																

						lama of Camilar	Dravidar	. Toto Tologomicou	- Lingite d						
	Name of Service Provider : Tata Teleservices Limited (Cellular Mobile Telephone Service) - GSM														
┝───	Customer Complaints Redressal Report for the Quarter ending - Sep'15														
<u> </u>	Complaint Centre(s) Appellate Authority														
'		Defeile of a				entre(s)		J	Details of an			Appellate Autr	hority		
	1	the Quarter		received during ing complaints		of complaints redre	essed during	the Quarter	Quarter an	mplaints recei ind pending co previous Quart		Details c	of complaints redre	essed during	the Quarter
LSA	Category of complants	of p Total no. of complaints received during the Quarter	No. of pending	Total no. of complaints to be redressed during the	Total no. of complaints redressed within specified time limit during the quarter	complaints redressed beyond the time	during the	I otal No. of complaints pending for redressal on the	Total no. of complaints	No. of	Total no. of complaints to be redressed during the		Total no. of complaints redressed beyond the time limit during the Quarter	during the	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Billing Related Complaints	166	0	166	157	6	163	3	0	0	0	0	0	0	0
' L	Customer Service Related Complaints	33	0	33	31	2	33	0	0	0	0	0	0	0	0
NGA	Faults and Network Related Complaints	231	5	236	211	20	231	5	3	0	3	2	0	2	1
BE -	MNP Related Complaints	22	0	22	21	0	21	1	0	0	0	0	0	0	0
l E '	UCC Related Complaints	23	5	28	26	0	26	2	0	0	0	0	0	0	0
ES I	Internet / Data Related Complaints	36	0	36	35	0	35	1	0	0	0	0	0	0	0
5	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
<u> </u>	Total	517	10	527	487	28	515	12	3	0	3	2	0	2	1
	Total Subscriber base (Prepaid)	696911													
	Total Subscriber base (Postpaid)	0													