

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	776	13	789	714	56	770	19	11	0	11	11	0	11	0
	Customer Service Related Complaints	807	45	852	393	413	806	46	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1359	61	1420	903	443	1346	74	4	0	4	4	0	4	0
	MNP Related Complaints	82	2	84	76	7	83	1	1	0	1	1	0	1	0
	UCC Related Complaints	459	21	480	335	114	449	31	0	0	0	0	0	0	0
	Internet / Data Related Complaints	79	2	81	65	15	80	1	0	0	0	0	0	0	0
	VAS Related Complaints	51	5	56	41	9	50	6	0	0	0	0	0	0	0
<b>Total</b>	<b>3613</b>	<b>149</b>	<b>3762</b>	<b>2527</b>	<b>1057</b>	<b>3584</b>	<b>178</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		3,030,331													
<b>Total Subscriber Base (Postpaid)</b>		102,244													

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(Cellular Mobile Telephone Service) - GSM

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
BIHAR	Billing Related Complaints	278	3	281	275	5	280	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	250	1	251	223	24	247	4	2	0	2	1	0	1	1	
	Faults and Network Related Complaints	192	6	198	132	64	196	2	3	0	3	2	0	2	1	
	MNP Related Complaints	32	0	32	32	0	32	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	61	0	61	60	1	61	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	12	1	13	12	1	13	0	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	0
<b>Total</b>	<b>827</b>	<b>11</b>	<b>838</b>	<b>736</b>	<b>95</b>	<b>831</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>		
<b>Total Subscriber Base (Prepaid)</b>		890,897														
<b>Total Subscriber Base (Postpaid)</b>		5,736														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJRAT	Billing Related Complaints	727	30	757	699	29	728	29	3	0	3	3	0	3	0
	Customer Service Related Complaints	473	22	495	310	152	462	33	8	2	10	9	0	9	1
	Faults and Network Related Complaints	889	27	916	747	151	898	18	0	0	0	0	0	0	0
	MNP Related Complaints	208	1	209	204	1	205	4	0	0	0	0	0	0	0
	UCC Related Complaints	169	9	178	134	36	170	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	137	11	148	134	14	148	0	0	0	0	0	0	0	0
	VAS Related Complaints	48	5	53	45	8	53	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2651</b>	<b>105</b>	<b>2756</b>	<b>2273</b>	<b>391</b>	<b>2664</b>	<b>92</b>	<b>11</b>	<b>2</b>	<b>13</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,512,939													
<b>Total Subscriber Base (Postpaid)</b>		23,864													

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## Customer Complaints Redressal Report for the Quarter Ending - Sep'17

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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	9	0	9	7	1	8	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	37	2	39	12	26	38	1	1	0	1	0	0	0	0	1
	Faults and Network Related Complaints	11	0	11	3	7	10	1	0	0	0	0	0	0	0	0
	MNP Related Complaints	2	0	2	2	0	2	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
<b>Total</b>		<b>59</b>	<b>2</b>	<b>61</b>	<b>24</b>	<b>34</b>	<b>58</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		17,183														
<b>Total Subscriber Base (Postpaid)</b>		2,129														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	1048	5	1053	1028	22	1050	3	18	0	18	16	0	16	2
	Customer Service Related Complaints	739	21	760	577	164	741	19	2	4	6	5	0	5	1
	Faults and Network Related Complaints	851	42	893	699	149	848	45	0	3	3	3	0	3	0
	MNP Related Complaints	122	0	122	119	0	119	3	2	0	2	2	0	2	0
	UCC Related Complaints	139	1	140	134	3	137	3	1	1	2	2	0	2	0
	Internet / Data Related Complaints	214	7	221	190	23	213	8	3	0	3	2	0	2	1
	VAS Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3137</b>	<b>76</b>	<b>3213</b>	<b>2771</b>	<b>361</b>	<b>3132</b>	<b>81</b>	<b>26</b>	<b>8</b>	<b>34</b>	<b>30</b>	<b>0</b>	<b>30</b>	<b>4</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,218,704													
<b>Total Subscriber Base (Postpaid)</b>		20,419													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	1740	50	1790	1717	47	1764	26	47	34	81	72	0	72	9
	Customer Service Related Complaints	4022	172	4194	1496	2378	3874	320	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3742	117	3859	3178	574	3752	107	80	30	110	74	0	74	36
	MNP Related Complaints	296	4	300	294	4	298	2	5	0	5	3	0	3	2
	UCC Related Complaints	1182	36	1218	858	266	1124	94	10	2	12	10	0	10	2
	Internet / Data Related Complaints	896	29	925	709	161	870	55	10	4	14	14	0	14	0
	VAS Related Complaints	236	8	244	216	12	228	16	1	0	1	1	0	1	0
<b>Total</b>	<b>12114</b>	<b>416</b>	<b>12530</b>	<b>8468</b>	<b>3442</b>	<b>11910</b>	<b>620</b>	<b>153</b>	<b>70</b>	<b>223</b>	<b>174</b>	<b>0</b>	<b>174</b>	<b>49</b>	
<b>Total Subscriber Base (Prepaid)</b>		5,917,204													
<b>Total Subscriber Base (Postpaid)</b>		99,761													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	302	3	305	297	5	302	3	8	2	10	8	0	8	2
	Customer Service Related Complaints	204	9	213	130	79	209	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	544	18	562	516	41	557	5	9	2	11	8	0	8	3
	MNP Related Complaints	44	0	44	44	0	44	0	1	0	1	0	0	0	1
	UCC Related Complaints	78	1	79	57	12	69	10	1	0	1	1	0	1	0
	Internet / Data Related Complaints	62	1	63	58	4	62	1	0	2	2	2	0	2	0
	VAS Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1244</b>	<b>32</b>	<b>1276</b>	<b>1112</b>	<b>141</b>	<b>1253</b>	<b>23</b>	<b>19</b>	<b>6</b>	<b>25</b>	<b>19</b>	<b>0</b>	<b>19</b>	<b>6</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,129,486													
<b>Total Subscriber Base (Postpaid)</b>		15,477													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KOLKATA	Billing Related Complaints	542	6	548	521	22	543	5	1	0	1	1	0	1	0	
	Customer Service Related Complaints	354	1	355	308	39	347	8	6	2	8	7	0	7	1	
	Faults and Network Related Complaints	403	16	419	328	83	411	8	3	0	3	2	0	2	1	
	MNP Related Complaints	33	0	33	33	0	33	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	158	5	163	141	7	148	15	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	40	0	40	39	0	39	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	1	6	5	1	6	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1535</b>	<b>29</b>	<b>1564</b>	<b>1375</b>	<b>152</b>	<b>1527</b>	<b>37</b>	<b>10</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>2</b>		
<b>Total Subscriber Base (Prepaid)</b>		2,049,156														
<b>Total Subscriber Base (Postpaid)</b>		18,070														



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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	329	16	345	319	9	328	17	9	3	12	9	0	9	3
	Customer Service Related Complaints	379	58	437	222	148	370	67	10	1	11	9	0	9	2
	Faults and Network Related Complaints	665	72	737	577	93	670	67	27	11	38	32	0	32	6
	MNP Related Complaints	93	0	93	92	0	92	1	0	0	0	0	0	0	0
	UCC Related Complaints	351	38	389	281	54	335	54	0	0	0	0	0	0	0
	Internet / Data Related Complaints	121	10	131	91	16	107	24	2	0	2	2	0	2	0
	VAS Related Complaints	16	1	17	14	0	14	3	1	0	1	0	0	0	1
<b>Total</b>	<b>1954</b>	<b>195</b>	<b>2149</b>	<b>1596</b>	<b>320</b>	<b>1916</b>	<b>233</b>	<b>49</b>	<b>15</b>	<b>64</b>	<b>52</b>	<b>0</b>	<b>52</b>	<b>12</b>	
<b>Total Subscriber Base (Prepaid)</b>		3,852,632													
<b>Total Subscriber Base (Postpaid)</b>		88,811													

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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	669	5	674	659	9	668	6	2	0	2	2	0	2	0
	Customer Service Related Complaints	557	10	567	474	84	558	9	0	1	1	1	0	1	0
	Faults and Network Related Complaints	809	32	841	770	60	830	11	1	0	1	1	0	1	0
	MNP Related Complaints	236	0	236	234	1	235	1	0	0	0	0	0	0	0
	UCC Related Complaints	294	1	295	285	8	293	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	84	4	88	76	10	86	2	0	0	0	0	0	0	0
	VAS Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2661</b>	<b>52</b>	<b>2713</b>	<b>2510</b>	<b>172</b>	<b>2682</b>	<b>31</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		4,343,894													
<b>Total Subscriber Base (Postpaid)</b>		22,928													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	929	14	943	894	37	931	12	11	0	11	11	0	11	0
	Customer Service Related Complaints	465	15	480	341	129	470	10	5	0	5	4	0	4	1
	Faults and Network Related Complaints	1074	36	1110	867	211	1078	32	21	1	22	21	0	21	1
	MNP Related Complaints	176	0	176	172	1	173	3	0	0	0	0	0	0	0
	UCC Related Complaints	966	31	997	892	65	957	40	5	0	5	4	0	4	1
	Internet / Data Related Complaints	52	4	56	38	15	53	3	0	0	0	0	0	0	0
	VAS Related Complaints	41	0	41	40	0	40	1	10	0	10	10	0	10	0
<b>Total</b>	<b>3703</b>	<b>100</b>	<b>3803</b>	<b>3244</b>	<b>458</b>	<b>3702</b>	<b>101</b>	<b>52</b>	<b>1</b>	<b>53</b>	<b>50</b>	<b>0</b>	<b>50</b>	<b>3</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,922,268													
<b>Total Subscriber Base (Postpaid)</b>		69,389													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	514	3	517	501	14	515	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	364	1	365	345	14	359	6	2	2	4	2	0	2	2
	Faults and Network Related Complaints	161	5	166	127	27	154	12	0	0	0	0	0	0	0
	MNP Related Complaints	45	0	45	44	1	45	0	0	0	0	0	0	0	0
	UCC Related Complaints	25	1	26	26	0	26	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	0	11	10	1	11	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
<b>Total</b>	<b>1124</b>	<b>10</b>	<b>1134</b>	<b>1057</b>	<b>57</b>	<b>1114</b>	<b>20</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,653,767													
<b>Total Subscriber Base (Postpaid)</b>		8,355													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	880	20	900	849	41	890	10	14	5	19	14	0	14	5
	Customer Service Related Complaints	1021	31	1052	690	323	1013	39	9	0	9	6	0	6	3
	Faults and Network Related Complaints	992	53	1045	682	294	976	69	6	3	9	5	0	5	4
	MNP Related Complaints	80	1	81	79	1	80	1	2	0	2	2	0	2	0
	UCC Related Complaints	1192	3	1195	1168	18	1186	9	2	0	2	2	0	2	0
	Internet / Data Related Complaints	268	9	277	195	66	261	16	9	0	9	6	0	6	3
	VAS Related Complaints	21	1	22	22	0	22	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4454</b>	<b>118</b>	<b>4572</b>	<b>3685</b>	<b>743</b>	<b>4428</b>	<b>144</b>	<b>42</b>	<b>8</b>	<b>50</b>	<b>35</b>	<b>0</b>	<b>35</b>	<b>15</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>2,015,218</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>39,155</b>													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	27	1	28	27	0	27	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	24	4	28	28	0	28	0	0	0	0	0	0	0	0
	MNP Related Complaints	21	0	21	21	0	21	0	0	0	0	0	0	0	0
	UCC Related Complaints	27	0	27	23	1	24	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
<b>Total</b>	<b>115</b>	<b>5</b>	<b>120</b>	<b>115</b>	<b>1</b>	<b>116</b>	<b>4</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>		454,738													
<b>Total Subscriber Base (Postpaid)</b>		38													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	1071	33	1104	1032	54	1086	18	11	0	11	8	3	11	0
	Customer Service Related Complaints	1184	52	1236	568	629	1197	39	12	0	12	6	6	12	0
	Faults and Network Related Complaints	2392	68	2460	2090	346	2436	24	10	0	10	7	3	10	0
	MNP Related Complaints	300	2	302	294	3	297	5	1	0	1	1	0	1	0
	UCC Related Complaints	211	2	213	161	32	193	20	0	0	0	0	0	0	0
	Internet / Data Related Complaints	146	3	149	134	14	148	1	0	0	0	0	0	0	0
	VAS Related Complaints	47	2	49	43	2	45	4	0	0	0	0	0	0	0
<b>Total</b>	<b>5351</b>	<b>162</b>	<b>5513</b>	<b>4322</b>	<b>1080</b>	<b>5402</b>	<b>111</b>	<b>34</b>	<b>0</b>	<b>34</b>	<b>22</b>	<b>12</b>	<b>34</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		3,635,646													
<b>Total Subscriber Base (Postpaid)</b>		85,139													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Sep'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	813	6	819	766	43	809	10	1	1	2	1	0	1	1
	Customer Service Related Complaints	705	15	720	581	117	698	22	3	1	4	2	0	2	2
	Faults and Network Related Complaints	544	12	556	533	20	553	3	5	1	6	3	0	3	3
	MNP Related Complaints	74	0	74	72	1	73	1	0	0	0	0	0	0	0
	UCC Related Complaints	198	0	198	190	4	194	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	57	0	57	55	1	56	1	0	0	0	0	0	0	0
	VAS Related Complaints	13	0	13	10	1	11	2	1	0	1	1	0	1	0
	<b>Total</b>	<b>2404</b>	<b>33</b>	<b>2437</b>	<b>2207</b>	<b>187</b>	<b>2394</b>	<b>43</b>	<b>10</b>	<b>3</b>	<b>13</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>6</b>
<b>Total Subscriber Base (Prepaid)</b>		3,002,286													
<b>Total Subscriber Base (Postpaid)</b>		15,544													



Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	798	2	800	778	17	795	5	4	1	5	5	0	5	0
	Customer Service Related Complaints	584	5	589	490	75	565	24	4	1	5	5	0	5	0
	Faults and Network Related Complaints	802	23	825	715	93	808	17	13	1	14	13	0	13	1
	MNP Related Complaints	107	0	107	104	2	106	1	0	0	0	0	0	0	0
	UCC Related Complaints	114	1	115	97	13	110	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	203	0	203	196	5	201	2	2	0	2	2	0	2	0
	VAS Related Complaints	14	0	14	13	1	14	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2622</b>	<b>31</b>	<b>2653</b>	<b>2393</b>	<b>206</b>	<b>2599</b>	<b>54</b>	<b>23</b>	<b>3</b>	<b>26</b>	<b>25</b>	<b>0</b>	<b>25</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,579,315													
<b>Total Subscriber Base (Postpaid)</b>		16,529													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter Ending - Sep'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	13	1	14	13	0	13	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	25	1	26	26	0	26	0	1	1	2	1	1	2	0	0
	MNP Related Complaints	24	0	24	24	0	24	0	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	0
	Internet / Data Related Complaints	2	0	2	2	0	2	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
<b>Total</b>	79	2	81	80	0	80	1	1	1	2	1	1	2	0	0	
<b>Total Subscriber Base (Prepaid)</b>		170,488														
<b>Total Subscriber Base (Postpaid)</b>		26														