					N	Name of Service	Provider	: Tata Teleservice:	s Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Re	dressal Rep	ort for the Quarte	r ending - J	une'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 (of complaints redr	essed during t	he 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		or 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	3007	201	3208	2346	752	3098	110	12	0	12	2	0	2	10
	Customer Service Related Complaints	2431	169	2600	1372	1077	2449	151	9	1	10	9	0	9	1
AD	Faults and Network Related Complaints	7871	406	8277	5496	2402	7898	379	35	0	35	28	0	28	7
A.	MNP Related Complaints	116	2	118	115	2	117	1	0	0	0	0	0	0	0
۲	UCC Related Complaints	323	15	338	303	27	330	8	0	0	0	0	0	0	0
1 \(\frac{1}{2} \)	Internet / Data Related Complaints	1274	50	1324	884	400	1284	40	0	0	0	0	0	0	0
¥	VAS Related Complaints	246	6	252	243	4	247	5	0	0	0	0	0	0	0
Total 15268 849 16117 10759 4664 15423 694 56 1 57 39									39	0	39	18			

Total Subscriber base (Postpaid)-----

5601152

					N	Name of Service	Provider :	Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - GS	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	ending - Jเ	ıne'15					
					Complaint C	Centre(s)						Appellate Aut	hority		
				eceived during							ved during the				
			and pendi previous Q	ng complaints	Details o	of complaints redre	essed during	the Quarter		nd pending co previous Quart	•	Details o	of complaints redre	essed during	the Quarter
		01 1	,		Totalous of	T-1-1	I 	I		Tevious Quart		T-(-1	T-1-1	I 	Т
LSA	Category of complants	Total no. of	No. of pending	Total no. of complaints to	Total no. of complaints	Total no. of complaints	Total no. of complaints	Total No. of	Total no. of	No. of	Total no. of complaints to	Total no. of complaints	Total no. of complaints	Total no. of complaints	Total No. of
		complaints received	complain		redressed within	redressed	rearessea	complaints pending for redressal on the	complaints received	pending complaints	be redressed	redressed within	redressed	redressed	complaints pending for redressal on the
		during the	ts of previous	during the Quarter	specified time limit during the	beyond the time limit during the	during the Quarter [8]	last day of Quarter	during the	of previous	during the Quarter	specified time limit during the	beyond the time limit during the	during the Quarter [8]	last day of Quarter
		Quarter	Quarter	[5]=[3]+[4]	quarter	Quarter	= [6] + [7]	[9]=[5] - [8]	Quarter	Quarter	[5]=[3]+[4]	quarter	Quarter	= [6] + [7]	[9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	428	7	435	423	8	431		n	0	0	0	•	0	0
					723	0	451	4	Ü	U	U	U	Ü	U	
	Customer Service Related Complaints	272	7	279	203	68	271	8	1	0	1	1	0	1	0
~	Customer Service Related Complaints Faults and Network Related Complaints	272 1084	7 40					8 16	1 6	0 0	1 6	1 6	0 0	1 6	0
1AR			7 40 0	279	203	68	271	4 8 16 0	1 6 0	0 0 0	1 6 0	1 6 0	0 0 0	1 6 0	U
BIHAR	Faults and Network Related Complaints	1084	7 40 0	279 1124	203 841 21 104	68 267	271 1108		1 6	0 0 0 0	1 6 0	1 6 0	0 0 0 0	1 6 0	0
BIHAR	Faults and Network Related Complaints MNP Related Complaints	1084 21	7 40 0 1 9	279 1124 21	203 841 21	68 267	271 1108 21		1 6	0 0 0 0 0	1 6 0 0	1 6 0 0	0 0 0 0	1 6 0 0	0
BIHAR	Faults and Network Related Complaints MNP Related Complaints UCC Related Complaints	1084 21 105	7 40 0 1 9	279 1124 21 106	203 841 21 104	68 267 0 2 44 0	271 1108 21 106		1 6	0 0 0 0 0	1 6 0 0	1 6 0 0	0 0 0 0 0	1 6 0 0 0	0
BIHAR	Faults and Network Related Complaints MNP Related Complaints UCC Related Complaints Internet / Data Related Complaints	1084 21 105 435	7 40 0 1 9	279 1124 21 106 444	203 841 21 104 397	68 267 0 2	271 1108 21 106 441		1 6	0 0 0 0 0	0 1 6 0 0 0 0	0 1 6 0 0 0	0 0 0 0 0 0	1 6 0 0 0 0	0

Total Subscriber base (Postpaid)-----

						Name of Serv	ice Provide	r : Tata Teleservio	es Limited						
						(Cellular	Mobile Tel	ephone Service) -	GSM						
					Custon	ner Complaints F	Redressal R	eport for the Quar	ter ending -	June'15					
					Complaint C	entre(s)						Appellate A	uthority		
		Details of co	omplaints r	eceived during					Details of co	mplaints recei	ved during the				
			•	g complaints of	Details of	of complaints redre	essed during t	he Quarter		nd pending co		Detai	Is of complaints re	dressed during the	Quarter
		pı	revious Qu	arter					ŗ	previous Quart	er				
LSA	Category of complants	Total no. of complaints received during the	No. of pending complain ts of previous	be redressed during the	Total no. of complaints redressed within specified time limit during the	Total no. of complaints redressed beyond the time limit during the	Total no. of complaints redressed during the Quarter [8]	Total No. of complaints pending for redressal on the last day of Quarter	Total no. of complaints received during the	No. of pending complaints of previous	Total no. of complaints to be redressed during the Quarter	Total no. of complaints redressed within specified time limit during the	Total no. of complaints redressed beyond the time limit during the	Total no. of complaints redressed during the Quarter [8] =	last day of Quarter
		Quarter	Quarter	[5]=[3]+[4]	quarter	Quarter	= [6] + [7]	[9]=[5] - [8]	Quarter	Quarter	[5]=[3]+[4]	quarter	Quarter	[6] + [7]	[9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	2858	53	2911	2689	172	2861	50	15	2	17	17	0	17	0
	Customer Service Related Complaints	1496	70	1566	664	821	1485	81	11	1	12	12	0	12	0
ь	Faults and Network Related Complaints	6134	165	6299	5501	620	6121	178	14	0	14	12	0	12	2
A _A	MNP Related Complaints	124	0	124	118	3	121	3	0	0	0	0	0	0	0
1 35	UCC Related Complaints	243	5	248	202	30	232	16	4	0	4	3	0	3	1
6	Internet / Data Related Complaints	1693	44	1737	1514	169	1683	54	0	0	0	0	0	0	0
	VAS Related Complaints	181	6	187	179	4	183	4	0	0	0	0	0	0	0
	Total	12729	343	13072	10867	1819	12686	386	44	3	47	44	0	44	3

Total Subscriber base (Postpaid)-----

3281053

					N	Name of Service	Provider	: Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	rending - Ju	ıne'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 orevious Quar	•	Details o	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]	l otal No. of 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		complaints pending for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Ï	Billing Related Complaints	90	0	90	84	2	86	4	0	0	0	0	0	0	0
ES	Customer Service Related Complaints	26	0	26	18	7	25	1	0	0	0	0	0	0	0
I₹	Faults and Network Related Complaints	85	10	95	49	36	85	10	0	0	0	0	0	0	0
<u> </u>	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
₹	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
\$	Internet / Data Related Complaints	7	0	7	5	2	7	0	0	0	0	0	0	0	0
Ι	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
Ī	Total	218	10	228	166	47	213	15	0	0	0	0	0	0	0

Total Subscriber base (Postpaid)-----

53100

					N	lame of Service	Provider :	Tata Teleservices	Limited						
						(Cellular Mo	obile Telep	hone Service) - G	SM						
					Customer	Complaints Rec	iressal Rep	ort for the Quarter	rending - Ju	ıne'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		Details of co	omplaints r	eceived during					Details of co	mplaints recei	ved during the				
			•	ng complaints	Details o	of complaints redre	essed during	the Quarter		nd pending co		Details of	of complaints redre	essed during	the Quarter
		of p	previous Q	uarter					ı	previous Quar	er				
LSA	Category of complants	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	2723	60	2783	2526	183	2709	74	0	0	0	0	0	0	0
	Customer Service Related Complaints	1054	25	1079	787	252	1039	40	0	0	0	0	0	0	0
₹	Faults and Network Related Complaints	3765	252	4017	3179	696	3875	142	23	4	27	26	0	26	1
₹	MNP Related Complaints	25	0	25	22	1	23	2	0	0	0	0	0	0	0
Α̈́	UCC Related Complaints	131	2	133	127	1	128	5	0	0	0	0	0	0	0
Ì	Internet / Data Related Complaints	858	52	910	722	165	887	23	3	0	3	3	0	3	0
	VAS Related Complaints	151	4	155	150	0	150	5	0	0	0	0	0	0	0
	Total	8707	395	9102	7513	1298	8811	291	26	4	30	29	0	29	1

Total Subscriber base (Postpaid)-----

2875769

					N	lame of Service	Provider	Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer			ort for the Quarter		ıne'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	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	6024	142	6166	5490	514	6004	162	0	0	0	0	0	0	0
⋖	Customer Service Related Complaints	3816	236	4052	1925	1766	3691	361	0	0	0	0	0	0	0
ξ	Faults and Network Related Complaints	16270	559	16829	12156	4060	16216	613	131	51	182	167	0	167	15
AŢ.	MNP Related Complaints	294	1	295	275	13	288	7	0	0	0	0	0	0	0
N N	UCC Related Complaints	668	47	715	561	121	682	33	0	0	0	0	0	0	0
₹	Internet / Data Related Complaints	4315	312	4627	2123	2260	4383	244	0	0	0	0	0	0	0
-	VAS Related Complaints	467	18	485	466	7	473	12	0	0	0	0	0	0	0
	Total	31854	1315	33169	22996	8741	31737	1432	131	51	182	167	0	167	15
	Total Subscriber base (Prepaid)														
	Total Subscriber base (Postpaid) 232541														

					N	Name of Service	Provider	: Tata Teleservices	s Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	r ending - Ju	une'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 orevious Quar	•	Details o	f 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	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 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	1483	20	1503	1339	125	1464	39	0	0	0	0	0	0	0
	Customer Service Related Complaints	884	38	922	588	302	890	32	0	0	0	0	0	0	0
⋖	Faults and Network Related Complaints	3691	112	3803	2676	976	3652	151	2	0	2	2	0	2	0
Ŋ.	MNP Related Complaints	27	1	28	26	1	27	1	0	0	0	0	0	0	0
Ê	UCC Related Complaints	82	4	86	79	3	82	4	0	0	0	0	0	0	0
_ x	Internet / Data Related Complaints	998	30	1028	771	225	996	32	0	0	0	0	0	0	0
	VAS Related Complaints	86	3	89	78	6	84	5	0	0	0	0	0	0	0
	VAS related complaints														

Total Subscriber base (Postpaid)-----

1699370

					N	lame of Service	Provider	Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	ending - Jเ	ıne'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 redr	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]	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	1486	43	1529	1181	315	1496	33	1	0	1	1	0	1	0
	Customer Service Related Complaints	1877	76	1953	921	899	1820	133	5	0	5	4	0	4	1
₹	Faults and Network Related Complaints	4682	171	4853	4001	653	4654	199	3	0	3	0	0	0	3
5	MNP Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0
1 5	UCC Related Complaints	289	7	296	267	16	283	13	0	0	0	0	0	0	0
ᇫ	Internet / Data Related Complaints	648	28	676	519	133	652	24	0	0	0	0	0	0	0
	VAS Related Complaints	56	3	59	59	0	59	0	0	0	0	0	0	0	0
	Total										9	5	0	5	4
	Total Subscriber base (Prepaid) 2742567														

Total Subscriber base (Prepaid)-----Total Subscriber base (Postpaid)-----

					Name of	Service Provid	ler: Tata T	eleservices (Maha	rashtra) Lim	ited					
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	r ending - Ju	une'15					
					Complaint C	entre(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 Quar	•	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 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	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	regressed	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	4092	90	4182	3930	159	4089	93	19	2	21	16	0	16	5
≴	Customer Service Related Complaints	2769	118	2887	1046	1660	2706	181	1	1	2	2	0	2	0
ΙĒ	Faults and Network Related Complaints	8146	178	8324	7772	315	8087	237	38	9	47	42	0	42	5
AS	MNP Related Complaints	62	4	66	61	4	65	1	0	0	0	0	0	0	0
AR	UCC Related Complaints	314	18	332	225	85	310	22	0	0	0	0	0	0	0
A H	Internet / Data Related Complaints	2240	58	2298	2008	219	2227	71	0	0	0	0	0	0	0
Σ	VAS Related Complaints	376	7	383	371	2	373	10	9	0	9	9	0	9	0
	Total	17999	473	18472	15413	2444	17857	615	67	12	79	69	0	69	10

Total Subscriber base (Postpaid)-----

5016629

					Name of	Service Provid	er: Tata T	eleservices (Maha	rashtra) Lim	ited					
						(Cellular M	obile Telep	hone Service) - GS	SM						
					Customer	Complaints Red	Iressal Rep	ort for the Quarter	ending - Ju	ıne'15					
					Complaint C	entre(s)						Appellate Aut	hority		
		the Quarter	and pendi	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	complaints received during the Quarter 2 3 4					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	3182	98	3280	3003	193	3196	84	20	0	20	20	0	20	0
	Customer Service Related Complaints	2066	120	2186	679	1361	2040	146	4	0	4	4	0	4	0
=	Faults and Network Related Complaints	5655	170	5825	5197	436	5633	192	18	0	18	18	0	18	0
l g	MNP Related Complaints	172	7	179	170	4	174	5	1	0	1	1	0	1	0
≦	UCC Related Complaints	391	15	406	262	111	373	33	0	0	0	0	0	0	0
	Internet / Data Related Complaints	733	37	770	649	99	748	22	0	0	0	0	0	0	0
	VAS Related Complaints	211	8	219	211	0	211	8	10	0	10	10	0	10	0
	Total	12410	455	12865	10171	2204	12375	490	53	0	53	53	0	53	0

Total Subscriber base (Postpaid)-----

2742786

					N	lame of Service	Provider	Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	ending - Ju	une'15					
					Complaint C	entre(s)						Appellate Aut	hority		
				eceived during					Details of co	mplaints recei	ved during the				
				ng complaints uarter	Details o	of complaints redre	essed during	the Quarter		nd pending co previous Quar		Details o	of complaints redr	essed during	the Quarter
LSA	Category of complants	complaints received during the Quarter 2 3 4					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	1800	30	1830	1710	78	1788	42	8	0	8	8	0	8	0
ESH	Customer Service Related Complaints	1286	34	1320	988	292	1280	40	23	4	27	27	0	27	0
AD A	Faults and Network Related Complaints	3071	100	3171	2691	352	3043	128	3	0	3	3	0	3	0
8	MNP Related Complaints	117	1	118	116	2	118	0	0	0	0	0	0	0	0
₹	UCC Related Complaints	210	7	217	196	9	205	12	0	0	0	0	0	0	0
1 \(\frac{1}{2} \)	Internet / Data Related Complaints	934	27	961	782	149	931	30	0	0	0	0	0	0	0
₽	VAS Related Complaints	70	1	71	69	1	70	1	1	0	1	1	0	1	0
	Total	7488	200	7688	6552	883	7435	253	35	4	39	39	0	39	0
	Total Subscriber base (Prepaid)	4957969								•					•

					N	lame of Service	Provider	: Tata Teleservices	Limited						
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	r ending - Ju	une'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 orevious Quar		Details o	f complaints redre	essed during	the Quarter
LS	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	1690	20	1710	1661	39	1700	10	0	0	0	0	0	0	0
	Customer Service Related Complaints	355	4	359	293	58	351	8	3	0	3	3	0	3	0
4	Faults and Network Related Complaints	1615	51	1666	1381	225	1606	60	10	0	10	10	0	10	0
SS	MNP Related Complaints	11	0	11	10	0	10	1	0	0	0	0	0	0	0
18	UCC Related Complaints	96	5	101	99	2	101	0	0	0	0	0	0	0	0
1	Internet / Data Related Complaints	243	8	251	221	29	250	1	0	0	0	0	0	0	0
	VAS Related Complaints	28	2	30	30	0	30	0	0	0	0	0	0	0	0
Total 4038 90 4128 3695 353 4048 80 13 0 13 13								0	13	0					

Total Subscriber base (Postpaid)-----

2446936

	Name of Service Provider: Tata Teleservices Limited																
	(Cellular Mobile Telephone Service) - GSM																
	Customer Complaints Redressal Report for the Quarter ending - June'15																
					Complaint C	entre(s)			Appellate Authority								
		the Quarter		eceived during ng complaints	Details o	Quarter a	mplaints receind pending co previous Quar		Details of complaints redressed during the Quarter								
LSA	Category of complants	Total no. of	No. of pending	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		omplaints 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	2638	51	2689	2542	94	2636	53	0	0	0	0	0	0	0		
	Customer Service Related Complaints	1255	43	1298	875	367	1242	56	0	0	0	0	0	0	0		
ω	Faults and Network Related Complaints	5015	307	5322	4585	642	5227	95	21	0	21	19	0	19	2		
₹	MNP Related Complaints	21	0	21	19	2	21	0	0	0	0	0	0	0	0		
3	UCC Related Complaints	124	3	127	116	4	120	7	0	0	0	0	0	0	0		
<u> </u>	Internet / Data Related Complaints	1461	84	1545	1334	169	1503	42	0	0	0	0	0	0	0		
	VAS Related Complaints	295	6	301	292	3	295	6	0	0	0	0	0	0	0		
	Total	10809	494	11303	9763	1281	11044	259	21	0	21	19	0	19	2		

Total Subscriber base (Postpaid)-----

2533075

	Name of Service Provider: Tata Teleservices Limited																
						(Cellular M	obile Telep	none Service) - G	SM								
	Customer Complaints Redressal Report for the Quarter ending - June'15																
					Complaint C	entre(s)			Appellate Authority								
		Details of co	omplaints r	eceived during					Details of co	mplaints recei	ved during the						
		the Quarter and pending complaints of previous Quarter			Details o		nd pending co previous Quar		Details of complaints redressed during the Quarter								
LSA		Total no. of complaints received during the Quarter	No. of pending complain ts of previous Quarter	during the	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	124	1	125	124	0	124	1	2	0	2	2	0	2	0		
۱ ـ	Customer Service Related Complaints	19	1	20	20	0	20	0	1	0	1	1	0	1	0		
≨	Faults and Network Related Complaints	102	0	102	100	1	101	1	1	0	1	1	0	1	0		
⊭	MNP Related Complaints	22	1	23	19	4	23	0	0	0	0	0	0	0	0		
Iĕ	UCC Related Complaints	33	0	33	30	0	30	3	0	0	0	0	0	0	0		
Ϋ́	Internet / Data Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0		
-	VAS Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0		
	Total	329	3	332	322	5	327	5	4	0	4	4	0	4	0		
	Total Subscriber base (Prepaid)	778798															

	Name of Service Provider : Tata Teleservices Limited														
						(Cellular M	obile Telep	hone Service) - G	SM						
					Customer	Complaints Red	dressal Rep	ort for the Quarter	rending - Ju	une'15					
					Complaint C	entre(s)						Appellate Aut	hority		
				eceived during							ved during the				
			and pendi previous Q	ing complaints uarter	Details o		nd pending co previous Quar		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 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	2319	67	2386	1863	466	2329	57	6	0	6	6	0	6	0
l _	Customer Service Related Complaints	3388	151	3539	1250	2062	3312	227	4	0	4	4	0	4	0
B	Faults and Network Related Complaints	7072	340	7412	5880	1403	7283	129	20	0	20	20	0	20	0
I≜	MNP Related Complaints	36	2	38	36	2	38	0	0	0	0	0	0	0	0
I ≢	UCC Related Complaints	259	10	269	234	24	258	11	0	0	0	0	0	0	0
¥	Internet / Data Related Complaints	699	66	765	480	270	750	15	0	0	0	0	0	0	0
	VAS Related Complaints	342	20	362	341	18	359	3	1	0	1	1	0	1	0
	Total	14115	656	14771	10084	4245	14329	442	31	0	31	31	0	31	0
	Total Subscriber base (Prepaid)	6952336]												

	Name of Service Provider : Tata Teleservices Limited														
						(Cellular Mo	obile Telep	hone Service) - G	SM						
	Customer Complaints Redressal Report for the Quarter ending - June'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						
LS	A 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]	for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	721	14	735	624	99	723	12	3	2	5	5	0	5	0
	Customer Service Related Complaints	497	12	509	313	180	493	16	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1951	47	1998	1733	205	1938	60	1	2	3	3	0	3	0
μ	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
5	UCC Related Complaints	208	5	213	202	3	205	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	521	4	525	453	61	514	11	0	0	0	0	0	0	0
	VAS Related Complaints	85	0	85	85	0	85	0	0	0	0	0	0	0	0
	Total	3988	82	4070	3415	548	3963	107	4	4	8	8	0	8	0

Total Subscriber base (Postpaid)-----

5031974

					Name of S	ervice Provid	der : Tata T	eleservices L	imited							
					(Cellu	ılar Mobile To	elephone S	ervice) - GSN	Λ							
	Customer Complaints Redressal Report for the Quarter ending - June'15															
				C	Complaint Cent	re(s)		Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of co	the Quarter	Quarter ar	nplaints received pending correvious Quart	•	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			pending for redressal on		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	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	pending for redressal on	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
	Billing Related Complaints	1632	29	1661	1571	63	1634	27	16	7	23	19	0	19	4	
	Customer Service Related Complaints	1352	32	1384	1026	329	1355	29	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	3326	146	3472	2626	684	3310	162	13	12	25	23	0	23	2	
WAN	MNP Related Complaints	66	0	66	65	1	66	0	0	0	0	0	0	0	0	
3	UCC Related Complaints	135	2	137	126	7	133	4	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	1109	34	1143	828	274	1102	41	8	3	11	10	0	10	1	
	VAS Related Complaints	82	1	83	80	3	83	0	5	0	5	5	0	5	0	
	Total	7702	244	7946	6322	1361	7683	263	42	22	64	57	0	57	7	

Total Subscriber base (Postpaid)-----

3829368

	Name of Service Provider: Tata Teleservices Limited														
						(Cellular M	obile Telepl	hone Service) - G	SM						
	Customer Complaints Redressal Report for the Quarter ending - June 15														
	Category of complants -				Complaint C	entre(s)						Appellate Aut	nority		
		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	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]	omplaints pending for redressal on the
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	Billing Related Complaints	90	1	91	91	0	91	0	0	0	0	0	0	0	0
누	Customer Service Related Complaints	26	0	26	25	1	26	0	0	0	0	0	0	0	0
2	Faults and Network Related Complaints	191	4	195	182	8	190	5	1	0	1	1	0	1	0
l li	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0
l E	UCC Related Complaints	15	0	15	10	0	10	5	0	0	0	0	0	0	0
ÆS	Internet / Data Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
>	VAS Related Complaints	3	0	3	3	0	3	0	1	0	1	1	0	1	0
	Total	350	5	355	336	9	345	10	2	0	2	2	0	2	0
	Total Subscriber base (Prepaid)	756128		-	•	•	•	•	•	•	•	•		•	
	Total Subscriber base (Postpaid)	57													