

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - CDMA																
Customer Complaints Redressal Report for the Quarter ending - Dec'15																
LSA	Category of complants	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 [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	585	38	623	419	178	597	26	1	0	1	1	0	1	0	
	Customer Service Related Complaints	428	26	454	214	213	427	27	5	0	5	5	0	5	0	
	Faults and Network Related Complaints	8324	129	8453	7932	461	8393	60	1	0	1	1	0	1	0	
	MNP Related Complaints	96	5	101	91	10	101	0	0	0	0	0	0	0	0	
	UCC Related Complaints	34	0	34	27	7	34	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	33	2	35	24	10	34	1	0	0	0	0	0	0	0	
	VAS Related Complaints	5	0	5	3	1	4	1	0	0	0	0	0	0	0	
	Total	9505	200	9705	8710	880	9590	115	7	0	7	7	0	7	0	
	Total Subscriber base (Prepaid)-----	939931														
	Total Subscriber base (Postpaid)-----	136005														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Dec'15

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
BIHAR	Billing Related Complaints	57	1	58	48	7	55	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	89	2	91	73	15	88	3	2	0	2	2	0	2	0
	Faults and Network Related Complaints	832	25	857	745	104	849	8	5	0	5	2	0	2	3
	MNP Related Complaints	39	0	39	37	0	37	2	0	0	0	0	0	0	0
	UCC Related Complaints	10	1	11	9	1	10	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	0	24	20	1	21	3	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	1053	29	1082	934	128	1062	20	8	0	8	5	0	5	3	
Total Subscriber base (Prepaid)-----		531251													
Total Subscriber base (Postpaid)-----		17977													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
GUJRAT	Billing Related Complaints	260	23	283	168	109	277	6	1	0	1	1	0	1	0	
	Customer Service Related Complaints	351	6	357	180	163	343	14	7	0	7	7	0	7	0	
	Faults and Network Related Complaints	3161	58	3219	3022	167	3189	30	1	0	1	1	0	1	0	
	MNP Related Complaints	17	1	18	18	0	18	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	12	0	12	10	2	12	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	0	21	10	9	19	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	0
Total	3825	88	3913	3411	450	3861	52	9	0	9	9	0	9	0		
Total Subscriber base (Prepaid)-----		257209														
Total Subscriber base (Postpaid)-----		54490														

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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	14	4	18	12	5	17	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	35	0	35	27	7	34	1	1	0	1	1	0	1	0	0
	Faults and Network Related Complaints	172	3	175	163	12	175	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	2	3	2	0	2	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	224	9	233	206	24	230	3	1	0	1	1	0	1	0	0
Total Subscriber base (Prepaid)-----		33897														
Total Subscriber base (Postpaid)-----		5628														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
HARYANA	Billing Related Complaints	77	4	81	45	31	76	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	166	2	168	123	38	161	7	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	672	12	684	610	68	678	6	1	0	1	1	0	1	0	
	MNP Related Complaints	12	0	12	9	3	12	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	0	11	8	2	10	1	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	0
Total	942	18	960	799	142	941	19	1	0	1	1	0	1	0		
Total Subscriber base (Prepaid)-----		551848														
Total Subscriber base (Postpaid)-----		23013														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
KARNATAKA	Billing Related Complaints	58	10	68	39	25	64	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	128	9	137	55	72	127	10	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2704	33	2737	2507	198	2705	32	2	1	3	3	0	3	
	MNP Related Complaints	6	0	6	4	2	6	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	2	1	3	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	0	5	2	3	5	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	2907	52	2959	2611	301	2912	47	2	1	3	3	0	3		
Total Subscriber base (Prepaid)-----		227496													
Total Subscriber base (Postpaid)-----		40326													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	1425	67	1492	1027	409	1436	56	27	1	28	26	0	26	2
	Customer Service Related Complaints	1911	98	2009	1381	580	1961	48	46	4	50	48	0	48	2
	Faults and Network Related Complaints	6535	82	6617	6309	242	6551	66	7	1	8	8	0	8	0
	MNP Related Complaints	253	5	258	177	80	257	1	2	0	2	2	0	2	0
	UCC Related Complaints	274	29	303	201	88	289	14	1	1	2	2	0	2	0
	Internet / Data Related Complaints	146	7	153	122	28	150	3	0	0	0	0	0	0	0
	VAS Related Complaints	8	0	8	6	0	6	2	0	0	0	0	0	0	0
Total	10552	288	10840	9223	1427	10650	190	83	7	90	86	0	86	4	
Total Subscriber base (Prepaid)-----		2541996													
Total Subscriber base (Postpaid)-----		199343													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERALA	Billing Related Complaints	74	5	79	41	28	69	10	3	0	3	3	0	3	0
	Customer Service Related Complaints	45	3	48	24	23	47	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2237	44	2281	1881	345	2226	55	2	0	2	2	0	2	0
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	1	3	2	0	2	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2363	53	2416	1953	396	2349	67	5	0	5	5	0	5	0	
Total Subscriber base (Prepaid)-----		97967													
Total Subscriber base (Postpaid)-----		24479													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKOTA	Billing Related Complaints	156	17	173	57	112	169	4	1	3	4	3	0	3	1
	Customer Service Related Complaints	257	16	273	192	72	264	9	2	0	2	0	0	0	2
	Faults and Network Related Complaints	2811	34	2845	2646	180	2826	19	4	3	7	6	0	6	1
	MNP Related Complaints	24	0	24	24	0	24	0	1	0	1	1	0	1	0
	UCC Related Complaints	8	1	9	8	1	9	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	0	8	6	2	8	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
Total	3264	68	3332	2933	367	3300	32	8	6	14	10	0	10	4	
Total Subscriber base (Prepaid)-----		206156													
Total Subscriber base (Postpaid)-----		36711													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	477	17	494	361	128	489	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	513	18	531	379	136	515	16	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4465	188	4653	3939	628	4567	86	1	1	2	1	0	1	1
	MNP Related Complaints	44	1	45	44	0	44	1	0	0	0	0	0	0	0
	UCC Related Complaints	26	1	27	26	0	26	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	65	0	65	46	12	58	7	0	0	0	0	0	0	0
	VAS Related Complaints	51	0	51	51	0	51	0	0	0	0	0	0	0	0
	Total	5641	225	5866	4846	904	5750	116	1	1	2	1	0	1	1
Total Subscriber base (Prepaid)-----		2152279													
Total Subscriber base (Postpaid)-----		78648													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	549	44	593	380	194	574	19	9	0	9	8	0	8	1
	Customer Service Related Complaints	514	20	534	369	153	522	12	4	0	4	4	0	4	0
	Faults and Network Related Complaints	5578	264	5842	5066	650	5716	126	11	0	11	11	0	11	0
	MNP Related Complaints	40	1	41	41	0	41	0	1	0	1	1	0	1	0
	UCC Related Complaints	54	1	55	53	2	55	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	49	1	50	35	12	47	3	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	3	0	3	3	0	3	0
	Total	6788	331	7119	5948	1011	6959	160	28	0	28	27	0	27	1
Total Subscriber base (Prepaid)-----		681498													
Total Subscriber base (Postpaid)-----		84964													

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Customer Complaints Redressal Report for the Quarter ending - Dec'15															
LSA	Category of complants	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	148	1	149	143	6	149	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	35	2	37	23	12	35	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	541	11	552	500	49	549	3	0	1	1	1	0	1	0
	MNP Related Complaints	3	0	3	3	0	3	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
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	729	14	743	671	67	738	5	0	1	1	1	0	1	0	
Total Subscriber base (Prepaid)-----	135961														
Total Subscriber base (Postpaid)-----	8164														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Dec'15

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	100	24	124	94	22	116	8	1	0	1	1	0	1	0
	Customer Service Related Complaints	268	6	274	218	50	268	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	796	17	813	736	71	807	6	1	0	1	1	0	1	0
	MNP Related Complaints	13	0	13	10	3	13	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	0	7	5	2	7	0	1	0	1	1	0	1	0
	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	Total	1192	47	1239	1071	148	1219	20	3	0	3	3	0	3	0
Total Subscriber base (Prepaid)-----		582436													
Total Subscriber base (Postpaid)-----		26858													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Dec'15

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	343	12	355	268	80	348	7	1	1	2	2	0	2	0
	Customer Service Related Complaints	442	16	458	314	132	446	12	0	0	0	0	0	0	0
	Faults and Network Related Complaints	893	55	948	666	258	924	24	1	0	1	1	0	1	0
	MNP Related Complaints	80	1	81	80	0	80	1	0	0	0	0	0	0	0
	UCC Related Complaints	21	1	22	21	1	22	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	0	29	25	3	28	1	0	0	0	0	0	0	0
	VAS Related Complaints	10	0	10	9	0	9	1	0	0	0	0	0	0	0
	Total	1818	85	1903	1383	474	1857	46	2	1	3	3	0	3	0
Total Subscriber base (Prepaid)-----		1073096													
Total Subscriber base (Postpaid)-----		38646													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Dec'15

LSA	Category of complants	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	
TAMILNADU	Billing Related Complaints	90	2	92	60	28	88	4	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	179	13	192	69	110	179	13	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3757	58	3815	3198	528	3726	89	0	0	0	0	0	0	0	0
	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	4	2	6	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4039	73	4112	3337	669	4006	106	0	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----	82873															
Total Subscriber base (Postpaid)-----	40232															

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Dec'15															
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
UPE	Billing Related Complaints	69	2	71	50	18	68	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	59	4	63	37	22	59	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	872	8	880	830	47	877	3	1	1	2	1	0	1	1
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	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
Total	1008	14	1022	924	87	1011	11	1	1	2	1	0	1	1	
Total Subscriber base (Prepaid)-----		451605													
Total Subscriber base (Postpaid)-----		10434													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Dec'15

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	
UPW	Billing Related Complaints	58	0	58	42	15	57	1	1	1	2	2	0	2	0	
	Customer Service Related Complaints	134	8	142	102	39	141	1	2	0	2	0	0	0	2	
	Faults and Network Related Complaints	1227	23	1250	1175	67	1242	8	2	0	2	1	0	1	1	
	MNP Related Complaints	17	0	17	15	2	17	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	0	11	7	3	10	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	1	2	2	0	2	0	1	0	1	1	0	1	0	0
Total	1453	32	1485	1348	126	1474	11	6	1	7	4	0	4	3		
Total Subscriber base (Prepaid)-----		563253														
Total Subscriber base (Postpaid)-----		23968														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Dec'15

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	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	12	1	13	12	1	13	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	3	0	3	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
Total	29	1	30	28	2	30	0	0	0	0	0	0	0	0	0	
	Total Subscriber base (Prepaid)-----	62074														
	Total Subscriber base (Postpaid)-----	41														