

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
ANDHRA PRADESH	Billing Related Complaints	165	22	187	137	44	181	6	1	0	1	1	0	1	0
	Customer Service Related Complaints	131	14	145	62	70	132	13	1	0	1	1	0	1	0
	Faults and Network Related Complaints	330	20	350	232	113	345	5	1	0	1	1	0	1	0
	MNP Related Complaints	23	0	23	23	0	23	0	1	0	1	1	0	1	0
	UCC Related Complaints	9	0	9	5	3	8	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	2	7	4	2	6	1	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
<b>Total</b>	<b>669</b>	<b>58</b>	<b>727</b>	<b>469</b>	<b>232</b>	<b>701</b>	<b>26</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		572178													
<b>Total Subscriber Base (Postpaid)</b>		62910													

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1	2														
BIHAR	Billing Related Complaints	30	1	31	19	10	29	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	35	4	39	26	13	39	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	50	5	55	35	18	53	2	0	0	0	0	0	0	0
	MNP Related Complaints	41	0	41	39	1	40	1	0	0	0	0	0	0	0
	UCC Related Complaints	2	2	4	2	2	4	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	1	2	2	0	2	0	0	0	0	0	0	0	0
<b>Total</b>	<b>159</b>	<b>13</b>	<b>172</b>	<b>123</b>	<b>44</b>	<b>167</b>	<b>5</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>		358096													
<b>Total Subscriber Base (Postpaid)</b>		8044													

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(Cellular Mobile Telephone Service) - CDMA

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

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		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			
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1	2														
DELHI	Billing Related Complaints	433	27	460	297	133	430	30	7	0	7	7	0	7	0
	Customer Service Related Complaints	566	57	623	259	294	553	70	16	2	18	17	0	17	1
	Faults and Network Related Complaints	1263	107	1370	1050	279	1329	41	1	0	1	1	0	1	0
	MNP Related Complaints	87	1	88	79	8	87	1	0	0	0	0	0	0	0
	UCC Related Complaints	262	22	284	207	67	274	10	0	0	0	0	0	0	0
	Internet / Data Related Complaints	28	8	36	15	20	35	1	0	0	0	0	0	0	0
	VAS Related Complaints	14	2	16	13	1	14	2	0	0	0	0	0	0	0
<b>Total</b>	<b>2653</b>	<b>224</b>	<b>2877</b>	<b>1920</b>	<b>802</b>	<b>2722</b>	<b>155</b>	<b>24</b>	<b>2</b>	<b>26</b>	<b>25</b>	<b>0</b>	<b>25</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>1728933</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>115379</b>													

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		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			
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1	2														
GUJRAT	Billing Related Complaints	147	10	157	118	39	157	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	61	21	82	30	46	76	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	104	6	110	86	19	105	5	1	0	1	0	0	0	1
	MNP Related Complaints	21	1	22	22	0	22	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
	Internet / Data Related Complaints	0	1	1	0	0	0	1	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
<b>Total</b>	<b>345</b>	<b>39</b>	<b>384</b>	<b>268</b>	<b>104</b>	<b>372</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		154890													
<b>Total Subscriber Base (Postpaid)</b>		28564													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	11	0	11	10	1	11	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	15	1	16	9	7	16	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6	0	6	2	3	5	1	0	1	1	1	0	1	0
	MNP Related Complaints	6	0	6	5	1	6	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>39</b>	<b>1</b>	<b>40</b>	<b>27</b>	<b>12</b>	<b>39</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		12600													
<b>Total Subscriber Base (Postpaid)</b>		1188													

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1	2														
HARYANA	Billing Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	21	2	23	12	7	19	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	25	9	34	14	17	31	3	0	0	0	0	0	0	0
	MNP Related Complaints	18	0	18	18	0	18	0	1	0	1	1	0	1	0
	UCC Related Complaints	1	0	1	1	0	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>72</b>	<b>11</b>	<b>83</b>	<b>51</b>	<b>25</b>	<b>76</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		326903													
<b>Total Subscriber Base (Postpaid)</b>		3539													

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1	2														
KARNATAKA	Billing Related Complaints	80	2	82	58	22	80	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	125	18	143	51	84	135	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	242	28	270	161	100	261	9	2	1	3	2	0	2	1
	MNP Related Complaints	8	0	8	7	0	7	1	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	1	0	1	1	0	1	0
	Internet / Data Related Complaints	1	0	1	0	0	0	1	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
<b>Total</b>	<b>458</b>	<b>48</b>	<b>506</b>	<b>279</b>	<b>206</b>	<b>485</b>	<b>21</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		185734													
<b>Total Subscriber Base (Postpaid)</b>		28569													

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1	2														
KERELA	Billing Related Complaints	81	2	83	73	7	80	3	0	1	1	1	0	1	0
	Customer Service Related Complaints	42	1	43	17	26	43	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	156	1	157	123	26	149	8	1	0	1	1	0	1	0
	MNP Related Complaints	7	0	7	7	0	7	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	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
<b>Total</b>	<b>286</b>	<b>4</b>	<b>290</b>	<b>220</b>	<b>59</b>	<b>279</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		52365													
<b>Total Subscriber Base (Postpaid)</b>		14077													



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1	2														
KOLKATA	Billing Related Complaints	122	0	122	61	53	114	8	0	0	0	0	0	0	0
	Customer Service Related Complaints	55	8	63	36	23	59	4	1	0	1	1	0	1	0
	Faults and Network Related Complaints	87	10	97	58	36	94	3	0	0	0	0	0	0	0
	MNP Related Complaints	22	0	22	22	0	22	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	1	4	4	0	4	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	4	0	4	3	1	4	0	0	0	0	0	0	0	0
<b>Total</b>	<b>294</b>	<b>19</b>	<b>313</b>	<b>185</b>	<b>113</b>	<b>298</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>132856</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>24185</b>													

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1	2														
MAHARASHTRA	Billing Related Complaints	253	16	269	199	59	258	11	0	0	0	0	0	0	0
	Customer Service Related Complaints	195	18	213	78	102	180	33	1	0	1	0	0	0	1
	Faults and Network Related Complaints	367	27	394	222	145	367	27	1	0	1	0	0	0	1
	MNP Related Complaints	47	0	47	46	1	47	0	0	0	0	0	0	0	0
	UCC Related Complaints	8	1	9	7	2	9	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	2	6	3	3	6	0	1	0	1	1	0	1	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
<b>Total</b>	<b>877</b>	<b>64</b>	<b>941</b>	<b>558</b>	<b>312</b>	<b>870</b>	<b>71</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	
<b>Total Subscriber Base (Prepaid)</b>		1589045													
<b>Total Subscriber Base (Postpaid)</b>		56957													

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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														
MADHYA PRADESH	Billing Related Complaints	15	1	16	9	5	14	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	14	2	16	9	5	14	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	83	6	89	72	16	88	1	1	0	1	1	0	1	0
	MNP Related Complaints	5	0	5	5	0	5	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	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
<b>Total</b>	<b>118</b>	<b>9</b>	<b>127</b>	<b>96</b>	<b>26</b>	<b>122</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		310754													
<b>Total Subscriber Base (Postpaid)</b>		9383													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
MUMBAI	Billing Related Complaints	224	11	235	168	55	223	12	1	0	1	1	0	1	0
	Customer Service Related Complaints	120	12	132	55	64	119	13	6	1	7	7	0	7	0
	Faults and Network Related Complaints	459	51	510	320	164	484	26	7	2	9	9	0	9	0
	MNP Related Complaints	22	1	23	23	0	23	0	0	0	0	0	0	0	0
	UCC Related Complaints	60	12	72	57	13	70	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4	1	5	0	4	4	1	0	0	0	0	0	0	0
	VAS Related Complaints	7	1	8	8	0	8	0	3	0	3	3	0	3	0
<b>Total</b>	<b>896</b>	<b>89</b>	<b>985</b>	<b>631</b>	<b>300</b>	<b>931</b>	<b>54</b>	<b>17</b>	<b>3</b>	<b>20</b>	<b>20</b>	<b>0</b>	<b>20</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		494190													
<b>Total Subscriber Base (Postpaid)</b>		52060													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
ORISSA	Billing Related Complaints	17	0	17	11	6	17	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	2	14	6	6	12	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18	1	19	10	9	19	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
	UCC Related Complaints	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
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>55</b>	<b>3</b>	<b>58</b>	<b>35</b>	<b>21</b>	<b>56</b>	<b>2</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>		77975													
<b>Total Subscriber Base (Postpaid)</b>		4132													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
PUNJAB	Billing Related Complaints	18	1	19	14	5	19	0	1	1	2	2	0	2	0
	Customer Service Related Complaints	14	3	17	11	5	16	1	1	1	2	2	0	2	0
	Faults and Network Related Complaints	15	8	23	7	15	22	1	0	1	1	1	0	1	0
	MNP Related Complaints	6	0	6	5	1	6	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	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
<b>Total</b>	<b>53</b>	<b>12</b>	<b>65</b>	<b>37</b>	<b>26</b>	<b>63</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		414349													
<b>Total Subscriber Base (Postpaid)</b>		5104													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
RAJASTHAN	Billing Related Complaints	23	2	25	22	2	24	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	20	1	21	9	11	20	1	1	0	1	1	0	1	0
	Faults and Network Related Complaints	67	7	74	51	19	70	4	0	0	0	0	0	0	0
	MNP Related Complaints	35	0	35	35	0	35	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	2	6	6	0	6	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>149</b>	<b>13</b>	<b>162</b>	<b>123</b>	<b>33</b>	<b>156</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		833908													
<b>Total Subscriber Base (Postpaid)</b>		9073													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
TAMIL NADU	Billing Related Complaints	40	5	45	30	14	44	1	1	0	1	1	0	1	0
	Customer Service Related Complaints	95	4	99	58	40	98	1	3	0	3	3	0	3	0
	Faults and Network Related Complaints	218	6	224	160	52	212	12	0	0	0	0	0	0	0
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	15	0	15	13	2	15	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
<b>Total</b>	<b>374</b>	<b>15</b>	<b>389</b>	<b>267</b>	<b>108</b>	<b>375</b>	<b>14</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		48502													
<b>Total Subscriber Base (Postpaid)</b>		22649													



Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
UTTAR PRADESH EAST	Billing Related Complaints	8	2	10	7	1	8	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	5	2	7	5	2	7	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11	3	14	10	4	14	0	0	0	0	0	0	0	0
	MNP Related Complaints	13	0	13	13	0	13	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	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
<b>Total</b>	<b>38</b>	<b>7</b>	<b>45</b>	<b>36</b>	<b>7</b>	<b>43</b>	<b>2</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>		314885													
<b>Total Subscriber Base (Postpaid)</b>		1643													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
UTTAAR PRADESH WEST	Billing Related Complaints	25	4	29	19	5	24	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	34	4	38	21	15	36	2	2	0	2	2	0	2	0
	Faults and Network Related Complaints	78	4	82	62	18	80	2	1	0	1	1	0	1	0
	MNP Related Complaints	19	0	19	19	0	19	0	1	0	1	1	0	1	0
	UCC Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>157</b>	<b>12</b>	<b>169</b>	<b>122</b>	<b>38</b>	<b>160</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		359819													
<b>Total Subscriber Base (Postpaid)</b>		6971													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Dec'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														
WEST BENGAL	Billing Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
	MNP Related Complaints	7	0	7	7	0	7	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	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
<b>Total</b>	<b>26</b>	<b>0</b>	<b>26</b>	<b>26</b>	<b>0</b>	<b>26</b>	<b>0</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>		29338													
<b>Total Subscriber Base (Postpaid)</b>		22													