

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

LSA	Category of complaints	Complaint Centre(s)								Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter					Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ANDHRA PRADESH	Billing Related Complaints	477	24	501	350	110	460	41	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	394	31	425	252	139	391	34	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	6638	105	6743	6062	528	6590	153	3	0	3	3	0	3	0	
	MNP Related Complaints	242	0	242	241	1	242	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	23	7	30	27	3	30	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	1	22	15	6	21	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	60	2	62	59	2	61	1	0	0	0	0	0	0	0	0
Total	7855	170	8025	7006	789	7795	230	4	0	4	4	0	4	0	0	
Total Subscriber base (Prepaid)-----		769115														
Total Subscriber base (Postpaid)-----		106127														

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(Cellular Mobile Telephone Service) - CDMA

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	71	2	73	61	11	72	1	2	2	4	4	0	4	0
	Customer Service Related Complaints	96	5	101	79	14	93	8	1	0	1	1	0	1	0
	Faults and Network Related Complaints	869	18	887	704	154	858	29	2	1	3	2	0	2	1
	MNP Related Complaints	88	0	88	87	1	88	0	0	2	2	2	0	2	0
	UCC Related Complaints	13	0	13	12	1	13	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	37	4	41	30	10	40	1	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	3	1	4	0	0	0	0	0	0	0	0
Total	1178	29	1207	976	192	1168	39	5	5	10	9	0	9	1	
Total Subscriber base (Prepaid)-----		475888													
Total Subscriber base (Postpaid)-----		17172													

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(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

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	
GUJRAT	Billing Related Complaints	182	2	184	153	28	181	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	283	11	294	160	122	282	12	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	2246	26	2272	1901	309	2210	62	2	0	2	2	0	2	0	
	MNP Related Complaints	22	1	23	23	0	23	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	13	2	15	11	3	14	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	1	22	19	3	22	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	19	1	20	20	0	20	0	0	0	0	0	0	0	0	0
Total	2786	44	2830	2287	465	2752	78	3	0	3	3	0	3	0		
Total Subscriber base (Prepaid)-----		224920														
Total Subscriber base (Postpaid)-----		49943														

Name of Service Provider : Tata Teleservices Limited															
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Customer Complaints Redressal Report for the Quarter ending - Jun'16															
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		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of complaints received during the			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
HIMACHAL PRADESH	Billing Related Complaints	32	1	33	29	3	32	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	34	0	34	19	14	33	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	155	0	155	133	19	152	3	0	0	0	0	0	0	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	6	2	8	6	0	6	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	232	3	235	192	36	228	7	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		21214													
Total Subscriber base (Postpaid)-----		4886													

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
HARYANA	Billing Related Complaints	81	2	83	71	9	80	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	136	4	140	93	42	135	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	482	8	490	362	106	468	22	2	0	2	2	0	2	0	0
	MNP Related Complaints	33	0	33	30	0	30	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	15	1	16	14	1	15	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	4	2	6	0	1	0	1	1	0	1	0	0
	VAS Related Complaints	7	1	8	8	0	8	0	0	0	0	0	0	0	0	0
Total	760	16	776	582	160	742	34	3	0	3	3	0	3	0	0	
Total Subscriber base (Prepaid)-----		420916														
Total Subscriber base (Postpaid)-----		17551														

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KARNATAKA	Billing Related Complaints	75	2	77	62	12	74	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	114	7	121	75	42	117	4	2	0	2	2	0	2	0	
	Faults and Network Related Complaints	1704	22	1726	1486	139	1625	101	1	1	2	2	0	2	0	
	MNP Related Complaints	1	0	1	1	0	1	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	5	1	6	5	1	6	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	0
	Total	1908	32	1940	1638	194	1832	108	3	1	4	4	0	4	0	
Total Subscriber base (Prepaid)-----		211884														
Total Subscriber base (Postpaid)-----		35457														

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	927	31	958	611	312	923	35	23	4	27	26	0	26	1
	Customer Service Related Complaints	1693	49	1742	1192	473	1665	77	54	3	57	54	0	54	3
	Faults and Network Related Complaints	5758	78	5836	5221	485	5706	130	30	0	30	30	0	30	0
	MNP Related Complaints	49	1	50	45	4	49	1	1	0	1	1	0	1	0
	UCC Related Complaints	415	16	431	301	99	400	31	0	0	0	0	0	0	0
	Internet / Data Related Complaints	150	6	156	100	56	156	0	0	0	0	0	0	0	0
	VAS Related Complaints	87	1	88	78	8	86	2	1	0	1	1	0	1	0
Total	9079	182	9261	7548	1437	8985	276	109	7	116	112	0	112	4	
Total Subscriber base (Prepaid)-----		2242643													
Total Subscriber base (Postpaid)-----		194010													

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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	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	27	1	28	20	5	25	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	44	1	45	33	10	43	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1453	6	1459	1337	63	1400	59	2	0	2	0	0	0	2
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	1	2	1	0	1	1	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	1535	9	1544	1401	78	1479	65	2	0	2	0	0	0	2	
Total Subscriber base (Prepaid)-----		76703													
Total Subscriber base (Postpaid)-----		22211													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKATA	Billing Related Complaints	106	9	115	64	44	108	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	185	11	196	148	44	192	4	4	0	4	2	0	2	2
	Faults and Network Related Complaints	2132	31	2163	1930	190	2120	43	4	2	6	4	0	4	2
	MNP Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	1	10	6	4	10	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
Total	2459	52	2511	2175	282	2457	54	9	2	11	7	0	7	4	
Total Subscriber base (Prepaid)-----		191788													
Total Subscriber base (Postpaid)-----		34635													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	542	10	552	474	63	537	15	2	0	2	2	0	2	0
	Customer Service Related Complaints	432	18	450	281	143	424	26	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3164	54	3218	2481	569	3050	168	3	0	3	2	0	2	1
	MNP Related Complaints	33	0	33	33	0	33	0	0	0	0	0	0	0	0
	UCC Related Complaints	50	2	52	40	10	50	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	80	1	81	48	28	76	5	1	0	1	1	0	1	0
	VAS Related Complaints	42	1	43	42	0	42	1	1	0	1	1	0	1	0
Total	4343	86	4429	3399	813	4212	217	7	0	7	6	0	6	1	
Total Subscriber base (Prepaid)-----		1986017													
Total Subscriber base (Postpaid)-----		74430													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MADHYA PRADESH	Billing Related Complaints	35	1	36	30	3	33	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	87	5	92	65	22	87	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	947	15	962	848	78	926	36	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	4	1	5	5	0	5	0	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	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	Total	1084	22	1106	957	105	1062	44	0	0	0	0	0	0	0	0
	Total Subscriber base (Prepaid)-----	393374														
	Total Subscriber base (Postpaid)-----	17343														

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Customer Complaints Redressal Report for the Quarter ending - Jun'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	519	18	537	448	61	509	28	19	1	20	18	0	18	2
	Customer Service Related Complaints	474	35	509	242	219	461	48	11	0	11	7	0	7	4
	Faults and Network Related Complaints	3729	119	3848	3350	392	3742	106	30	1	31	28	0	28	3
	MNP Related Complaints	45	1	46	45	0	45	1	0	0	0	0	0	0	0
	UCC Related Complaints	47	7	54	47	6	53	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	3	24	13	10	23	1	0	0	0	0	0	0	0
	VAS Related Complaints	12	0	12	11	1	12	0	6	0	6	5	0	5	1
	Total	4847	183	5030	4156	689	4845	185	66	2	68	58	0	58	10
Total Subscriber base (Prepaid)-----		635452													
Total Subscriber base (Postpaid)-----		78194													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	44	0	44	38	5	43	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	87	1	88	73	13	86	2	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	418	13	431	345	67	412	19	0	0	0	0	0	0	0	
	MNP Related Complaints	5	0	5	5	0	5	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	7	1	8	5	3	8	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	
Total	564	15	579	469	88	557	22	1	0	1	1	0	1	0		
Total Subscriber base (Prepaid)-----		114712														
Total Subscriber base (Postpaid)-----		7841														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

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	179	2	181	169	9	178	3	1	0	1	1	0	1	0
	Customer Service Related Complaints	225	11	236	155	69	224	12	1	0	1	1	0	1	0
	Faults and Network Related Complaints	449	4	453	391	43	434	19	1	0	1	1	0	1	0
	MNP Related Complaints	16	1	17	17	0	17	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	3	2	5	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	0	9	7	2	9	0	3	0	3	3	0	3	0
	VAS Related Complaints	20	1	21	21	0	21	0	0	0	0	0	0	0	0
Total	905	19	924	763	125	888	36	6	0	6	6	0	6	0	
Total Subscriber base (Prepaid)-----		475835													
Total Subscriber base (Postpaid)-----		20743													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

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	130	7	137	96	31	127	10	0	1	1	1	0	0	1	0
	Customer Service Related Complaints	301	19	320	225	80	305	15	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	736	10	746	604	107	711	35	2	0	2	2	0	2	0	
	MNP Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	12	1	13	10	3	13	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	20	0	20	9	9	18	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	17	2	19	19	0	19	0	0	0	0	0	0	0	0	0
Total	1239	39	1278	986	230	1216	62	2	1	3	3	0	3	0		
Total Subscriber base (Prepaid)-----		981012														
Total Subscriber base (Postpaid)-----		34858														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	104	4	108	75	26	101	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	167	13	180	121	49	170	10	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2194	39	2233	1878	248	2126	107	0	0	0	0	0	0	0
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	20	0	20	17	3	20	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
Total	2495	56	2551	2100	327	2427	124	2	0	2	2	0	2	0	
Total Subscriber base (Prepaid)-----		68207													
Total Subscriber base (Postpaid)-----		36157													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
UTTAR PRADESH EAST	Billing Related Complaints	53	4	57	45	7	52	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	77	0	77	49	19	68	9	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	454	11	465	401	56	457	8	0	1	1	1	0	1	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	2	0	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0
	Total	597	15	612	507	83	590	22	0	1	1	1	0	1	0	0
Total Subscriber base (Prepaid)-----		372804														
Total Subscriber base (Postpaid)-----		8706														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
UTAR PRADESH WEST	Billing Related Complaints	42	1	43	39	2	41	2	2	1	3	3	0	3	0	
	Customer Service Related Complaints	132	9	141	87	45	132	9	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	694	12	706	580	103	683	23	2	0	2	1	0	1	1	
	MNP Related Complaints	18	0	18	18	0	18	0	0	0	0	0	0	0	0	
	UCC Related Complaints	8	1	9	8	0	8	1	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	17	1	18	12	6	18	0	1	0	1	0	0	0	1	
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	Total	912	24	936	745	156	901	35	5	1	6	4	0	4	2	
Total Subscriber base (Prepaid)-----		505764														
Total Subscriber base (Postpaid)-----		20868														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Jun'16

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	1	1	2	2	0	2	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	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	13	1	14	14	0	14	0	0	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		52346														
Total Subscriber base (Postpaid)-----		37														

Name of Service Provider : Tata Teleservices Limited

CDMA:

Customer Complaints Redressal Report for the Quarter ending - June'16

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and			Details of complaints redressed during the Quarter				Details of appeals received during the Quarter			Details of appeals disposed 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 appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision 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
PAN INDIA	Billing Related Complaints	3627	122	3749	2837	741	3578	171	51	9	60	57	0	57	3
	Customer Service Related Complaints	4963	230	5193	3351	1559	4910	283	77	3	80	71	0	71	9
	Faults and Network Related Complaints	34229	571	34800	30021	3656	33677	1123	84	6	90	80	0	80	10
	Internet/ Data Related Complaints	607	4	611	600	6	606	5	1	2	3	3	0	3	0
	VAS Related Complaints	651	40	691	519	131	650	41	0	0	0	0	0	0	0
	Total	418	21	439	284	144	428	11	6	0	6	5	0	5	1
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)----- nos.															