

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
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	118	6	124	93	29	122	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	128	13	141	79	58	137	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	138	5	143	98	41	139	4	0	0	0	0	0	0	0
	MNP Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	1	3	1	2	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	1	2	0	1	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
<b>Total</b>	<b>414</b>	<b>26</b>	<b>440</b>	<b>298</b>	<b>131</b>	<b>429</b>	<b>11</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>		531742													
<b>Total Subscriber Base (Postpaid)</b>		55262													

Name of Service Provider : Tata Teleservices Limited

(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														
BIHAR	Billing Related Complaints	9	2	11	8	3	11	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	29	0	29	20	9	29	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	24	2	26	19	7	26	0	0	0	0	0	0	0	0
	MNP Related Complaints	59	1	60	60	0	60	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	1	0	1	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>123</b>	<b>5</b>	<b>128</b>	<b>109</b>	<b>19</b>	<b>128</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>		322824													
<b>Total Subscriber Base (Postpaid)</b>		5786													

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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	321	30	351	264	79	343	8	9	0	9	9	0	9	0
	Customer Service Related Complaints	486	70	556	337	209	546	10	17	1	18	18	0	18	0
	Faults and Network Related Complaints	778	41	819	578	226	804	15	0	0	0	0	0	0	0
	MNP Related Complaints	325	1	326	321	3	324	2	0	0	0	0	0	0	0
	UCC Related Complaints	205	10	215	159	53	212	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	24	1	25	6	19	25	0	0	0	0	0	0	0	0
	VAS Related Complaints	9	2	11	9	1	10	1	0	0	0	0	0	0	0
<b>Total</b>	<b>2148</b>	<b>155</b>	<b>2303</b>	<b>1674</b>	<b>590</b>	<b>2264</b>	<b>39</b>	<b>26</b>	<b>1</b>	<b>27</b>	<b>27</b>	<b>0</b>	<b>27</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		<b>1484495</b>													
<b>Total Subscriber Base (Postpaid)</b>		<b>75215</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	33	0	33	27	6	33	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	55	6	61	34	26	60	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	49	5	54	35	17	52	2	0	1	1	1	0	1	0
	MNP Related Complaints	10	0	10	10	0	10	0	1	0	1	1	0	1	0
	UCC Related Complaints	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>147</b>	<b>12</b>	<b>159</b>	<b>106</b>	<b>49</b>	<b>155</b>	<b>4</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>		124795													
<b>Total Subscriber Base (Postpaid)</b>		24494													

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1	2														
HIMACHAL PRADESH	Billing Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	5	1	6	4	2	6	0	0	0	0	0	0	0	
	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	
	UCC Related Complaints	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	
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>22</b>	<b>1</b>	<b>23</b>	<b>20</b>	<b>3</b>	<b>23</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>		12358													
<b>Total Subscriber Base (Postpaid)</b>		667													

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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	15	4	19	10	9	19	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	8	3	11	2	6	8	3	0	0	0	0	0	0	0
	MNP Related Complaints	16	0	16	16	0	16	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>45</b>	<b>7</b>	<b>52</b>	<b>33</b>	<b>16</b>	<b>49</b>	<b>3</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>		323310													
<b>Total Subscriber Base (Postpaid)</b>		2681													

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(Cellular Mobile Telephone Service) - CDMA

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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														
KARNATAKA	Billing Related Complaints	41	2	43	36	7	43	0	2	0	2	2	0	2	0
	Customer Service Related Complaints	113	8	121	71	42	113	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	147	9	156	72	80	152	4	3	1	4	4	0	4	0
	MNP Related Complaints	14	1	15	13	2	15	0	0	0	0	0	0	0	0
	UCC Related Complaints	4	0	4	2	2	4	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	1	1	0	1	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>320</b>	<b>21</b>	<b>341</b>	<b>195</b>	<b>134</b>	<b>329</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		179534													
<b>Total Subscriber Base (Postpaid)</b>		25720													

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1	2														
KERELA	Billing Related Complaints	9	3	12	11	1	12	0	1	0	1	1	0	1	0
	Customer Service Related Complaints	15	0	15	7	8	15	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	31	8	39	26	13	39	0	1	0	1	1	0	1	0
	MNP Related Complaints	6	0	6	6	0	6	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>62</b>	<b>11</b>	<b>73</b>	<b>51</b>	<b>22</b>	<b>73</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		48579													
<b>Total Subscriber Base (Postpaid)</b>		12315													



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1	2														
KOLKATA	Billing Related Complaints	83	8	91	51	37	88	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	34	4	38	21	13	34	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	51	3	54	31	20	51	3	1	0	1	1	0	1	0
	MNP Related Complaints	14	0	14	14	0	14	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
<b>Total</b>	<b>184</b>	<b>15</b>	<b>199</b>	<b>119</b>	<b>70</b>	<b>189</b>	<b>10</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>		98834													
<b>Total Subscriber Base (Postpaid)</b>		21162													

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1	2														
MAHARASHTRA	Billing Related Complaints	190	11	201	162	30	192	9	0	0	0	0	0	0	0
	Customer Service Related Complaints	138	33	171	87	76	163	8	0	1	1	1	0	1	0
	Faults and Network Related Complaints	138	27	165	64	96	160	5	1	1	2	2	0	2	0
	MNP Related Complaints	92	0	92	92	0	92	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
	Internet / Data Related Complaints	0	0	0	0	0	0	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
<b>Total</b>	<b>563</b>	<b>71</b>	<b>634</b>	<b>409</b>	<b>203</b>	<b>612</b>	<b>22</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1428855													
<b>Total Subscriber Base (Postpaid)</b>		48565													

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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	10	2	12	10	1	11	1	1	0	1	1	0	1	0
	Customer Service Related Complaints	7	2	9	5	2	7	2	2	0	2	2	0	2	0
	Faults and Network Related Complaints	12	1	13	10	3	13	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
	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>34</b>	<b>5</b>	<b>39</b>	<b>30</b>	<b>6</b>	<b>36</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		302166													
<b>Total Subscriber Base (Postpaid)</b>		7696													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Mar'18

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	243	12	255	216	37	253	2	3	0	3	3	0	3	0
	Customer Service Related Complaints	139	13	152	85	60	145	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	258	26	284	152	126	278	6	2	0	2	2	0	2	0
	MNP Related Complaints	29	0	29	29	0	29	0	1	0	1	1	0	1	0
	UCC Related Complaints	28	2	30	27	3	30	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2	1	3	1	2	3	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	1	0	1	1	0	1	0
<b>Total</b>	<b>701</b>	<b>54</b>	<b>755</b>	<b>512</b>	<b>228</b>	<b>740</b>	<b>15</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		454110													
<b>Total Subscriber Base (Postpaid)</b>		45154													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
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	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	12	2	14	11	3	14	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	7	0	7	2	4	6	1	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>30</b>	<b>2</b>	<b>32</b>	<b>24</b>	<b>7</b>	<b>31</b>	<b>1</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>		70479													
<b>Total Subscriber Base (Postpaid)</b>		3206													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	0	1	0	1	1	0	2	0	2	2	0	2	0
	Faults and Network Related Complaints	0	0	0	0	0	0	0	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	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>4</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		412332													
<b>Total Subscriber Base (Postpaid)</b>		3895													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
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	17	1	18	14	3	17	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	17	1	18	14	4	18	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	9	4	13	7	5	12	1	0	0	0	0	0	0	0
	MNP Related Complaints	17	0	17	17	0	17	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>61</b>	<b>6</b>	<b>67</b>	<b>53</b>	<b>12</b>	<b>65</b>	<b>2</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>		811009													
<b>Total Subscriber Base (Postpaid)</b>		4505													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Mar'18

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	19	1	20	17	3	20	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	58	1	59	39	17	56	3	1	0	1	1	0	1	0
	Faults and Network Related Complaints	66	12	78	52	25	77	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	3	0	3	3	0	3	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>151</b>	<b>14</b>	<b>165</b>	<b>116</b>	<b>45</b>	<b>161</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		46732													
<b>Total Subscriber Base (Postpaid)</b>		20561													



Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
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	6	2	8	2	4	6	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	0	7	2	5	7	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6	0	6	2	3	5	1	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>2</b>	<b>28</b>	<b>13</b>	<b>12</b>	<b>25</b>	<b>3</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>		311494													
<b>Total Subscriber Base (Postpaid)</b>		1264													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
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	9	5	14	4	8	12	2	0	0	0	0	0	0	0
	Customer Service Related Complaints	50	2	52	32	19	51	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18	2	20	14	6	20	0	1	0	1	1	0	1	0
	MNP Related Complaints	31	0	31	30	0	30	1	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>109</b>	<b>9</b>	<b>118</b>	<b>81</b>	<b>33</b>	<b>114</b>	<b>4</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>		342047													
<b>Total Subscriber Base (Postpaid)</b>		4674													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter Ending - Mar'18

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	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	
	MNP Related Complaints	0	0	0	0	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	
	Internet / Data Related Complaints	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	
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</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>		27498													
<b>Total Subscriber Base (Postpaid)</b>		18													