

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ANDHRA PRADESH	Billing Related Complaints	1399	121	1520	862	601	1463	57	4	0	4	0	0	0	0	4
	Customer Service Related Complaints	595	80	675	214	397	611	64	1	0	1	0	0	0	0	1
	Faults and Network Related Complaints	10378	136	10514	8806	1512	10318	196	12	0	12	4	0	4	8	
	MNP Related Complaints	36	1	37	31	5	36	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	160	12	172	153	11	164	8	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	52	2	54	22	29	51	3	0	0	0	0	0	0	0	0
	VAS Related Complaints	23	0	23	22	1	23	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>12643</b>	<b>352</b>	<b>12995</b>	<b>10110</b>	<b>2556</b>	<b>12666</b>	<b>329</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>13</b>		
<b>Total Subscriber base (Prepaid)-----</b>		1042094														
<b>Total Subscriber base (Postpaid)-----</b>		153685														

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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			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
BIHAR	Billing Related Complaints	145	3	148	125	20	145	3	2	0	2	0	0	0	2	
	Customer Service Related Complaints	104	2	106	83	20	103	3	2	0	2	0	0	0	2	
	Faults and Network Related Complaints	1121	18	1139	938	173	1111	28	5	0	5	0	0	0	5	
	MNP Related Complaints	9	0	9	9	0	9	0	0	0	0	0	0	0	0	
	UCC Related Complaints	20	0	20	18	1	19	1	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	39	1	40	21	19	40	0	0	0	0	0	0	0	0	
	VAS Related Complaints	10	0	10	10	0	10	0	1	0	1	0	0	0	1	
	<b>Total</b>	<b>1448</b>	<b>24</b>	<b>1472</b>	<b>1204</b>	<b>233</b>	<b>1437</b>	<b>35</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	
<b>Total Subscriber base (Prepaid)-----</b>		576130														
<b>Total Subscriber base (Postpaid)-----</b>		20034														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	2373	107	2480	1837	540	2377	103	15	0	15	14	0	14	1
	Customer Service Related Complaints	1479	125	1604	939	545	1484	120	55	0	55	51	0	51	4
	Faults and Network Related Complaints	9421	271	9692	9145	390	9535	157	17	0	17	16	0	16	1
	MNP Related Complaints	62	1	63	59	2	61	2	1	0	1	1	0	1	0
	UCC Related Complaints	262	15	277	216	25	241	36	1	0	1	1	0	1	0
	Internet / Data Related Complaints	375	20	395	330	50	380	15	0	0	0	0	0	0	0
	VAS Related Complaints	93	5	98	92	4	96	2	0	0	0	0	0	0	0
<b>Total</b>	<b>14065</b>	<b>544</b>	<b>14609</b>	<b>12618</b>	<b>1556</b>	<b>14174</b>	<b>435</b>	<b>89</b>	<b>0</b>	<b>89</b>	<b>83</b>	<b>0</b>	<b>83</b>	<b>6</b>	
<b>Total Subscriber base (Prepaid)-----</b>		2529608													
<b>Total Subscriber base (Postpaid)-----</b>		213999													

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
GUJRAT	Billing Related Complaints	361	20	381	256	115	371	10	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	329	30	359	167	178	345	14	5	0	5	5	0	5	0	
	Faults and Network Related Complaints	4084	30	4114	3744	293	4037	77	3	0	3	2	0	2	1	
	MNP Related Complaints	16	1	17	16	0	16	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	22	5	27	12	11	23	4	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	26	1	27	19	7	26	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	12	1	13	12	1	13	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>4850</b>	<b>88</b>	<b>4938</b>	<b>4226</b>	<b>605</b>	<b>4831</b>	<b>107</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>1</b>	
<b>Total Subscriber base (Prepaid)-----</b>		<b>266871</b>														
<b>Total Subscriber base (Postpaid)-----</b>		<b>59645</b>														

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complants	Complaint Centre(s)								Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
HIMACHAL PRADESH	Billing Related Complaints	43	3	46	41	3	44	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	2	28	17	11	28	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	198	11	209	167	37	204	5	0	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	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	5	0	5	4	1	5	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
<b>Total</b>	<b>278</b>	<b>16</b>	<b>294</b>	<b>235</b>	<b>52</b>	<b>287</b>	<b>7</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>		<b>34179</b>														
<b>Total Subscriber base (Postpaid)-----</b>		<b>6623</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				
		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 [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
HARYANA	Billing Related Complaints	167	11	178	145	22	167	11	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	172	12	184	137	41	178	6	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1039	56	1095	895	136	1031	64	0	0	0	0	0	0	0	0
	MNP Related Complaints	6	2	8	7	1	8	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	16	2	18	16	1	17	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	26	1	27	23	3	26	1	1	0	1	1	0	1	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1432</b>	<b>84</b>	<b>1516</b>	<b>1229</b>	<b>204</b>	<b>1433</b>	<b>83</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid)-----</b>		566019														
<b>Total Subscriber base (Postpaid)-----</b>		29209														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

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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	94	6	100	76	20	96	4	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	124	14	138	57	72	129	9	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	3011	59	3070	2363	589	2952	118	0	1	1	1	0	1	0	0	
	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	16	0	16	14	2	16	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	5	0	5	3	2	5	0	0	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	0	0
	<b>Total</b>	<b>3260</b>	<b>79</b>	<b>3339</b>	<b>2523</b>	<b>685</b>	<b>3208</b>	<b>131</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	
<b>Total Subscriber base (Prepaid)-----</b>		243608															
<b>Total Subscriber base (Postpaid)-----</b>		44927															

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
KERALA	Billing Related Complaints	72	1	73	39	29	68	5	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	44	3	47	15	30	45	2	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2310	16	2326	2069	179	2248	78	0	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	5	1	6	5	1	6	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	2	1	3	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
<b>Total</b>	<b>2434</b>	<b>21</b>	<b>2455</b>	<b>2130</b>	<b>240</b>	<b>2370</b>	<b>85</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>		116474														
<b>Total Subscriber base (Postpaid)-----</b>		29916														



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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KOLKOTA	Billing Related Complaints	206	9	215	119	85	204	11	1	0	1	1	0	1	0
	Customer Service Related Complaints	223	12	235	142	73	215	20	2	1	3	3	0	3	0
	Faults and Network Related Complaints	3755	58	3813	3359	355	3714	99	8	0	8	7	0	7	1
	MNP Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
	UCC Related Complaints	13	2	15	12	1	13	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	0	21	12	7	19	2	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>4234</b>	<b>81</b>	<b>4315</b>	<b>3660</b>	<b>521</b>	<b>4181</b>	<b>134</b>	<b>11</b>	<b>1</b>	<b>12</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>1</b>	
<b>Total Subscriber base (Prepaid)-----</b>		224942													
<b>Total Subscriber base (Postpaid)-----</b>		40058													

**Name of Service Provider : Tata Teleservices (Maharashtra) Limited**

**(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			
		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 [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	756	45	801	615	154	769	32	3	0	3	3	0	3	0
	Customer Service Related Complaints	451	41	492	208	256	464	28	4	0	4	3	0	3	1
	Faults and Network Related Complaints	6299	128	6427	5471	713	6184	243	6	0	6	4	0	4	2
	MNP Related Complaints	16	0	16	16	0	16	0	1	0	1	1	0	1	0
	UCC Related Complaints	33	2	35	25	5	30	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	54	3	57	44	10	54	3	0	0	0	0	0	0	0
	VAS Related Complaints	28	2	30	26	3	29	1	1	0	1	1	0	1	0
	<b>Total</b>	<b>7637</b>	<b>221</b>	<b>7858</b>	<b>6405</b>	<b>1141</b>	<b>7546</b>	<b>312</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>3</b>
<b>Total Subscriber base (Prepaid)-----</b>		727463													
<b>Total Subscriber base (Postpaid)-----</b>		91051													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited

(Cellular Mobile Telephone Service) - CDMA

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MAHARASHTRA	Billing Related Complaints	695	22	717	519	165	684	33	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	345	33	378	175	178	353	25	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4289	77	4366	3533	670	4203	163	2	0	2	2	0	0	2	0
	MNP Related Complaints	12	1	13	12	0	12	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	34	0	34	21	12	33	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	61	0	61	42	14	56	5	0	0	0	0	0	0	0	0
	VAS Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>5460</b>	<b>133</b>	<b>5593</b>	<b>4326</b>	<b>1039</b>	<b>5365</b>	<b>228</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	
Total Subscriber base (Prepaid)-----		2352344														
Total Subscriber base (Postpaid)-----		84467														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MADHYA PRADESH	Billing Related Complaints	64	4	68	47	19	66	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	94	5	99	75	19	94	5	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1644	16	1660	1532	96	1628	32	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	0
	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	16	1	17	10	6	16	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	0
	<b>Total</b>	<b>1828</b>	<b>26</b>	<b>1854</b>	<b>1674</b>	<b>140</b>	<b>1814</b>	<b>40</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>
Total Subscriber base (Prepaid)-----		419427														
Total Subscriber base (Postpaid)-----		19302														

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
ORISSA	Billing Related Complaints	102	0	102	93	8	101	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	31	2	33	28	4	32	1	3	0	3	1	0	1	2	
	Faults and Network Related Complaints	646	11	657	551	88	639	18	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	3	0	3	0	2	2	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	3	1	4	2	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
<b>Total</b>	<b>790</b>	<b>13</b>	<b>803</b>	<b>677</b>	<b>103</b>	<b>780</b>	<b>23</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>		<b>162006</b>														
<b>Total Subscriber base (Postpaid)-----</b>		<b>8915</b>														

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
PUNJAB	Billing Related Complaints	360	15	375	338	23	361	14	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	222	18	240	194	35	229	11	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	1137	67	1204	1025	137	1162	42	2	0	2	2	0	2	0	
	MNP Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	3	0	3	1	2	3	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	31	0	31	24	7	31	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	17	0	17	16	1	17	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1772</b>	<b>100</b>	<b>1872</b>	<b>1600</b>	<b>205</b>	<b>1805</b>	<b>67</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>		584238														
<b>Total Subscriber base (Postpaid)-----</b>		32851														



**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMILNADU	Billing Related Complaints	184	8	192	135	55	190	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	254	20	274	102	143	245	29	2	0	2	2	0	2	0
	Faults and Network Related Complaints	4192	104	4296	3385	822	4207	89	4	0	4	4	0	4	0
	MNP Related Complaints	1	0	1	0	0	0	1	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	8	1	9	3	6	9	0	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>4648</b>	<b>133</b>	<b>4781</b>	<b>3633</b>	<b>1027</b>	<b>4660</b>	<b>121</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>0</b>	
Total Subscriber base (Prepaid)-----		101886													
Total Subscriber base (Postpaid)-----		43779													



**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter					
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
UPE	Billing Related Complaints	77	3	80	55	21	76	4	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	63	0	63	44	17	61	2	1	0	1	0	0	0	0	1	
	Faults and Network Related Complaints	1007	32	1039	852	155	1007	32	1	0	1	1	0	0	1	0	
	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	9	1	10	9	1	10	0	1	0	1	0	0	0	0	0	1
	Internet / Data Related Complaints	5	0	5	4	1	5	0	0	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	0	0
<b>Total</b>		<b>1175</b>	<b>36</b>	<b>1211</b>	<b>978</b>	<b>195</b>	<b>1173</b>	<b>38</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>		491560															
<b>Total Subscriber base (Postpaid)-----</b>		12354															

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority								
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter					
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
UPW	Billing Related Complaints	120	6	126	100	22	122	4	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	162	14	176	129	43	172	4	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	1549	25	1574	1389	153	1542	32	1	0	1	1	0	1	0	0	
	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	32	0	32	28	4	32	0	1	0	1	0	0	0	0	1	0
	Internet / Data Related Complaints	28	2	30	19	9	28	2	2	0	2	2	0	2	0	0	0
	VAS Related Complaints	9	0	9	9	0	9	0	1	0	1	1	0	1	0	0	0
<b>Total</b>	<b>1912</b>	<b>47</b>	<b>1959</b>	<b>1686</b>	<b>231</b>	<b>1917</b>	<b>42</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>	
<b>Total Subscriber base (Prepaid)-----</b>		618895															
<b>Total Subscriber base (Postpaid)-----</b>		28720															

**Name of Service Provider : Tata Teleservices Limited**

**(Cellular Mobile Telephone Service) - CDMA**

**Customer Complaints Redressal Report for the Quarter ending - June'15**

LSA	Category of complants	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complain ts of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	3	1	4	2	1	3	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	2	0	2	2	0	2	0	1	0	1	0	0	0	0	1
	Faults and Network Related Complaints	11	2	13	10	2	12	1	0	0	0	0	0	0	0	0
	MNP Related Complaints	6	0	6	6	0	6	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>23</b>	<b>3</b>	<b>26</b>	<b>21</b>	<b>3</b>	<b>24</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
<b>Total Subscriber base (Prepaid)-----</b>		73195														
<b>Total Subscriber base (Postpaid)-----</b>		102														