

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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	435	26	461	318	119	437	24	0	0	0	0	0	0	0
	Customer Service Related Complaints	444	27	471	184	257	441	30	1	0	1	1	0	1	0
	Faults and Network Related Complaints	6557	60	6617	5917	595	6512	105	1	0	1	1	0	1	0
	MNP Related Complaints	81	0	81	74	7	81	0	0	0	0	0	0	0	0
	UCC Related Complaints	39	0	39	24	8	32	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	17	1	18	9	8	17	1	0	0	0	0	0	0	0
	VAS Related Complaints	23	1	24	22	0	22	2	0	0	0	0	0	0	0
Total	7596	115	7711	6548	994	7542	169	2	0	2	2	0	2	0	
Total Subscriber base (Prepaid)-----		851598													
Total Subscriber base (Postpaid)-----		130663													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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
BIHAR	Billing Related Complaints	74	3	77	64	11	75	2	3	0	3	1	0	1	2
	Customer Service Related Complaints	120	3	123	84	34	118	5	0	0	0	0	0	0	0
	Faults and Network Related Complaints	885	8	893	801	74	875	18	2	3	5	4	0	4	1
	MNP Related Complaints	26	2	28	28	0	28	0	2	0	2	0	0	0	2
	UCC Related Complaints	11	1	12	11	1	12	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	30	3	33	22	7	29	4	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	1148	20	1168	1012	127	1139	29	7	3	10	5	0	5	5	
Total Subscriber base (Prepaid)-----		472230													
Total Subscriber base (Postpaid)-----		17435													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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	168	6	174	138	34	172	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	227	14	241	136	94	230	11	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2548	30	2578	2439	113	2552	26	1	0	1	1	0	1	0	
	MNP Related Complaints	14	0	14	13	0	13	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	9	0	9	6	1	7	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	25	2	27	23	3	26	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	9	0	9	8	0	8	1	0	0	0	0	0	0	0	0
Total	3000	52	3052	2763	245	3008	44	1	0	1	1	0	1	0		
Total Subscriber base (Prepaid)-----		249415														
Total Subscriber base (Postpaid)-----		52588														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'16															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		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	34	1	35	30	4	34	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	39	1	40	27	13	40	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	146	0	146	140	6	146	0	0	0	0	0	0	0	0
	MNP Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	1	3	1	0	1	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	3	0	3	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	229	3	232	205	24	229	3	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		26979													
Total Subscriber base (Postpaid)-----		5277													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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
HARYANA	Billing Related Complaints	125	5	130	111	17	128	2	2	0	2	2	0	2	0
	Customer Service Related Complaints	164	7	171	122	45	167	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	538	6	544	457	79	536	8	1	0	1	1	0	1	0
	MNP Related Complaints	26	0	26	20	6	26	0	0	0	0	0	0	0	0
	UCC Related Complaints	8	0	8	7	0	7	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	11	1	12	10	2	12	0	0	0	0	0	0	0	0
	VAS Related Complaints	10	0	10	9	0	9	1	0	0	0	0	0	0	0
Total	882	19	901	736	149	885	16	3	0	3	3	0	3	0	
Total Subscriber base (Prepaid)-----		481166													
Total Subscriber base (Postpaid)-----		20635													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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	
KARNATAKA	Billing Related Complaints	83	4	87	60	25	85	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	116	10	126	36	83	119	7	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1954	32	1986	1821	143	1964	22	4	0	4	3	0	3	1	
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	1	1	2	1	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
	Total	2164	47	2211	1927	252	2179	32	4	0	4	3	0	3	1	
Total Subscriber base (Prepaid)-----		221644														
Total Subscriber base (Postpaid)-----		37465														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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
DELHI	Billing Related Complaints	995	56	1051	649	371	1020	31	31	2	33	29	0	29	4
	Customer Service Related Complaints	1942	48	1990	1562	379	1941	49	60	2	62	59	0	59	3
	Faults and Network Related Complaints	5677	66	5743	5455	210	5665	78	25	0	25	25	0	25	0
	MNP Related Complaints	46	1	47	43	3	46	1	3	0	3	3	0	3	0
	UCC Related Complaints	440	14	454	341	97	438	16	0	0	0	0	0	0	0
	Internet / Data Related Complaints	159	3	162	138	18	156	6	0	0	0	0	0	0	0
	VAS Related Complaints	59	2	61	59	1	60	1	5	0	5	5	0	5	0
Total	9318	190	9508	8247	1079	9326	182	124	4	128	121	0	121	7	
Total Subscriber base (Prepaid)-----		2375465													
Total Subscriber base (Postpaid)-----		194504													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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
KERELA	Billing Related Complaints	54	10	64	41	22	63	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	56	1	57	19	37	56	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1660	55	1715	1579	130	1709	6	0	0	0	0	0	0	0
	MNP Related Complaints	2	0	2	2	0	2	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	1	1	2	1	0	1	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1774	67	1841	1643	189	1832	9	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		85678													
Total Subscriber base (Postpaid)-----		22970													

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - CDMA																
Customer Complaints Redressal Report for the Quarter ending - Mar'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	
KOLKATA	Billing Related Complaints	119	4	123	60	54	114	9	2	1	3	3	0	3	0	
	Customer Service Related Complaints	228	9	237	151	74	225	12	5	2	7	7	0	7	0	
	Faults and Network Related Complaints	2290	19	2309	2168	110	2278	31	3	1	4	2	0	2	2	
	MNP Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	17	0	17	14	3	17	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	0	9	4	4	8	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
Total	2682	32	2714	2416	245	2661	53	10	4	14	12	0	12	2		
Total Subscriber base (Prepaid)-----		198700														
Total Subscriber base (Postpaid)-----		35462														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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		
MAHARASHTRA	Billing Related Complaints	389	5	394	333	51	384	10	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	514	16	530	321	191	512	18	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	3136	86	3222	2837	331	3168	54	0	1	1	1	0	1	0	0	
	MNP Related Complaints	23	1	24	24	0	24	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	15	1	16	12	2	14	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	58	7	65	38	26	64	1	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	45	0	45	44	0	44	1	1	0	1	1	0	1	0	0	0
Total	4180	116	4296	3609	601	4210	86	1	1	2	2	0	2	0	0		
Total Subscriber base (Prepaid)-----		2064862															
Total Subscriber base (Postpaid)-----		75898															

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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
MADHYA PRADESH	Billing Related Complaints	36	2	38	29	8	37	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	86	2	88	47	36	83	5	0	0	0	0	0	0	0
	Faults and Network Related Complaints	983	17	1000	931	54	985	15	0	0	0	0	0	0	0
	MNP Related Complaints	6	1	7	7	0	7	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	4	2	6	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	0	9	6	3	9	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
Total	1129	22	1151	1025	104	1129	22	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		407411													
Total Subscriber base (Postpaid)-----		17420													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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	491	19	510	429	63	492	18	9	1	10	9	0	9	1
	Customer Service Related Complaints	493	12	505	313	157	470	35	2	0	2	2	0	2	0
	Faults and Network Related Complaints	4171	126	4297	3800	378	4178	119	12	0	12	11	0	11	1
	MNP Related Complaints	30	0	30	29	0	29	1	0	0	0	0	0	0	0
	UCC Related Complaints	38	0	38	27	4	31	7	1	0	1	1	0	1	0
	Internet / Data Related Complaints	36	3	39	24	12	36	3	0	0	0	0	0	0	0
	VAS Related Complaints	12	0	12	11	1	12	0	4	0	4	4	0	4	0
Total	5271	160	5431	4633	615	5248	183	28	1	29	27	0	27	2	
Total Subscriber base (Prepaid)-----		663152													
Total Subscriber base (Postpaid)-----		83972													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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	73	0	73	69	4	73	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	36	2	38	25	12	37	1	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	475	3	478	436	29	465	13	1	0	1	1	0	1	0	
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	0	0	0	1	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
Total	592	5	597	536	46	582	15	1	0	1	1	0	1	0		
Total Subscriber base (Prepaid)-----		124675														
Total Subscriber base (Postpaid)-----		7925														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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	313	8	321	300	19	319	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	243	6	249	184	54	238	11	4	0	4	4	0	4	0	
	Faults and Network Related Complaints	554	6	560	511	45	556	4	2	0	2	2	0	2	0	
	MNP Related Complaints	11	0	11	7	3	10	1	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	7	0	7	6	1	7	0	1	0	1	1	0	1	0	
	VAS Related Complaints	7	0	7	6	0	6	1	0	0	0	0	0	0	0	
Total	1142	20	1162	1021	122	1143	19	7	0	7	7	0	7	0		
Total Subscriber base (Prepaid)-----		523383														
Total Subscriber base (Postpaid)-----		24698														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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	153	7	160	100	53	153	7	1	0	1	0	0	0	0	1
	Customer Service Related Complaints	352	12	364	261	84	345	19	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	760	24	784	618	156	774	10	0	0	0	0	0	0	0	0
	MNP Related Complaints	27	1	28	27	1	28	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	17	0	17	15	1	16	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	23	1	24	15	9	24	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	12	1	13	11	0	11	2	0	0	0	0	0	0	0	0
Total	1344	46	1390	1047	304	1351	39	2	0	2	1	0	1	1	1	
Total Subscriber base (Prepaid)-----		1040710														
Total Subscriber base (Postpaid)-----		35857														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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	113	4	117	81	32	113	4	1	0	1	1	0	1	0
	Customer Service Related Complaints	173	13	186	53	120	173	13	2	0	2	2	0	2	0
	Faults and Network Related Complaints	2847	89	2936	2546	351	2897	39	1	0	1	1	0	1	0
	MNP Related Complaints	5	0	5	4	1	5	0	0	0	0	0	0	0	0
	UCC Related Complaints	14	0	14	9	5	14	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	1	2	3	0	0	0	0	0	0	0	0
Total	3155	106	3261	2694	511	3205	56	4	0	4	4	0	4	0	
Total Subscriber base (Prepaid)-----		76959													
Total Subscriber base (Postpaid)-----		38741													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Mar'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	42	3	45	29	12	41	4	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	83	4	87	59	28	87	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	724	3	727	677	39	716	11	1	1	2	1	0	1	1	
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	1	1	2	2	0	2	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
	Total	857	11	868	773	80	853	15	1	1	2	1	0	1	1	
Total Subscriber base (Prepaid)-----		442531														
Total Subscriber base (Postpaid)-----		10339														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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	54	1	55	49	5	54	1	1	0	1	0	0	0	1
	Customer Service Related Complaints	107	1	108	75	24	99	9	0	2	2	2	0	2	0
	Faults and Network Related Complaints	882	8	890	843	35	878	12	0	1	1	1	0	1	0
	MNP Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
	UCC Related Complaints	14	0	14	12	1	13	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	1	10	7	2	9	1	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	1088	11	1099	1008	67	1075	24	1	3	4	3	0	3	1
Total Subscriber base (Prepaid)-----		551127													
Total Subscriber base (Postpaid)-----		22437													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
Customer Complaints Redressal Report for the Quarter ending - Mar'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	3	0	3	2	0	2	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
	MNP Related Complaints	8	0	8	8	0	8	0	0	0	0	0	0	0	0
	UCC Related Complaints	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	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	30	0	30	29	0	29	1	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		56896													
Total Subscriber base (Postpaid)-----		38													