

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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	4141	138	4279	3372	706	4078	201	11	0	11	11	0	11	0
	Customer Service Related Complaints	2401	335	2736	1413	1154	2567	169	17	0	17	16	0	16	1
	Faults and Network Related Complaints	8830	357	9187	6698	2083	8781	406	22	0	22	22	0	22	0
	MNP Related Complaints	187	3	190	183	5	188	2	0	0	0	0	0	0	0
	UCC Related Complaints	384	39	423	353	55	408	15	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1586	94	1680	999	631	1630	50	0	0	0	0	0	0	0
	VAS Related Complaints	214	6	220	207	7	214	6	0	0	0	0	0	0	0
	Total	17743	972	18715	13225	4641	17866	849	50	0	50	49	0	49	1
Total Subscriber base (Prepaid)-----	5603916														
Total Subscriber base (Postpaid)-----	187570														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - March'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
BIHAR	Billing Related Complaints	895	29	924	906	11	917	7	1	0	1	1	0	1	0
	Customer Service Related Complaints	298	14	312	228	77	305	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1093	47	1140	775	325	1100	40	8	9	17	17	0	17	0
	MNP Related Complaints	13	0	13	12	1	13	0	0	0	0	0	0	0	0
	UCC Related Complaints	167	8	175	171	3	174	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	420	26	446	382	55	437	9	0	0	0	0	0	0	0
	VAS Related Complaints	27	2	29	28	0	28	1	0	0	0	0	0	0	0
Total	2913	126	3039	2502	472	2974	65	9	9	18	18	0	18	0	
Total Subscriber base (Prepaid)-----		15397													
Total Subscriber base (Postpaid)-----		1715666													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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
GUJRAT	Billing Related Complaints	4595	122	4717	4547	117	4664	53	35	1	36	34	0	34	2
	Customer Service Related Complaints	1491	93	1584	584	930	1514	70	14	4	18	17	0	17	1
	Faults and Network Related Complaints	5764	232	5996	4277	1554	5831	165	22	0	22	22	0	22	0
	MNP Related Complaints	84	0	84	83	1	84	0	1	0	1	1	0	1	0
	UCC Related Complaints	187	4	191	150	36	186	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1446	77	1523	1156	323	1479	44	0	0	0	0	0	0	0
	VAS Related Complaints	296	1	297	285	6	291	6	0	0	0	0	0	0	0
Total	13863	529	14392	11082	2967	14049	343	72	5	77	74	0	74	3	
Total Subscriber base (Prepaid)-----	3264754														
Total Subscriber base (Postpaid)-----	67422														

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(Cellular Mobile Telephone Service) - GSM																
Customer Complaints Redressal Report for the Quarter ending - March'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				
		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	54	1	55	50	5	55	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	21	1	22	10	12	22	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	76	4	80	33	37	70	10	0	0	0	0	0	0	0	
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	
	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	
	Internet / Data Related Complaints	3	2	5	2	3	5	0	0	0	0	0	0	0	0	
	VAS Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0	
	Total	167	8	175	108	57	165	10	0	0	0	0	0	0	0	
	Total Subscriber base (Prepaid)-----	5225														
	Total Subscriber base (Postpaid)-----	58166														

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		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	5009	112	5121	4950	111	5061	60	3	0	3	3	0	3	0
	Customer Service Related Complaints	1108	41	1149	790	334	1124	25	0	0	0	0	0	0	0
	Faults and Network Related Complaints	4115	210	4325	3061	1012	4073	252	39	0	39	35	0	35	4
	MNP Related Complaints	27	1	28	24	4	28	0	0	0	0	0	0	0	0
	UCC Related Complaints	112	4	116	110	4	114	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1213	60	1273	960	261	1221	52	4	0	4	3	0	3	1
	VAS Related Complaints	240	1	241	235	2	237	4	0	0	0	0	0	0	0
	Total	11824	429	12253	10130	1728	11858	395	46	0	46	41	0	41	5
Total Subscriber base (Prepaid)-----		57258													
Total Subscriber base (Postpaid)-----		2769842													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	6916	235	7151	6601	408	7009	142	1	1	2	2	0	2	0
	Customer Service Related Complaints	4024	598	4622	2207	2179	4386	236	7	3	10	9	0	9	1
	Faults and Network Related Complaints	14801	359	15160	11016	3585	14601	559	235	25	260	202	0	202	58
	MNP Related Complaints	371	6	377	363	13	376	1	0	0	0	0	0	0	0
	UCC Related Complaints	910	72	982	795	140	935	47	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4133	328	4461	1695	2454	4149	312	0	0	0	0	0	0	0
	VAS Related Complaints	519	6	525	499	8	507	18	0	0	0	0	0	0	0
	Total	31674	1604	33278	23176	8787	31963	1315	243	29	272	213	0	213	59
Total Subscriber base (Prepaid)-----		6939003													
Total Subscriber base (Postpaid)-----		199977													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERALA	Billing Related Complaints	723	45	768	664	84	748	20	2	1	3	3	0	3	0
	Customer Service Related Complaints	461	116	577	180	359	539	38	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2855	53	2908	2600	196	2796	112	7	4	11	11	0	11	0
	MNP Related Complaints	21	0	21	19	1	20	1	0	0	0	0	0	0	0
	UCC Related Complaints	126	4	130	113	13	126	4	1	0	1	1	0	1	0
	Internet / Data Related Complaints	797	19	816	745	41	786	30	0	0	0	0	0	0	0
	VAS Related Complaints	141	8	149	137	9	146	3	0	0	0	0	0	0	0
	Total	5124	245	5369	4458	703	5161	208	11	5	16	16	0	16	0
Total Subscriber base (Prepaid)-----		1727166													
Total Subscriber base (Postpaid)-----		54605													

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(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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	
KOLKOTA	Billing Related Complaints	1203	40	1243	975	225	1200	43	0	1	1	1	0	1	0	
	Customer Service Related Complaints	1617	62	1679	747	856	1603	76	7	4	11	11	0	11	0	
	Faults and Network Related Complaints	4138	248	4386	3368	847	4215	171	5	0	5	5	0	5	0	
	MNP Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	191	12	203	177	19	196	7	0	1	1	1	0	1	0	
	Internet / Data Related Complaints	501	20	521	416	77	493	28	0	1	1	1	0	1	0	
	VAS Related Complaints	74	2	76	72	1	73	3	0	0	0	0	0	0	0	0
	Total	7767	384	8151	5798	2025	7823	328	12	7	19	19	0	19	0	
Total Subscriber base (Prepaid)-----		53147														
Total Subscriber base (Postpaid)-----		2474935														

Name of Service Provider : Tata Teleservices (Maharashtra) Limited															
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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
MAHARASHTRA	Billing Related Complaints	4495	113	4608	4384	134	4518	90	13	3	16	9	0	9	7
	Customer Service Related Complaints	2655	174	2829	894	1817	2711	118	2	0	2	2	0	2	0
	Faults and Network Related Complaints	9307	252	9559	8745	636	9381	178	59	6	65	54	0	54	11
	MNP Related Complaints	83	1	84	77	3	80	4	0	0	0	0	0	0	0
	UCC Related Complaints	356	21	377	271	88	359	18	1	0	1	1	0	1	0
	Internet / Data Related Complaints	2564	113	2677	2310	309	2619	58	3	0	3	3	0	3	0
	VAS Related Complaints	394	3	397	387	3	390	7	0	0	0	0	0	0	0
Total	19854	677	20531	17068	2990	20058	473	78	9	87	69	0	69	18	
	Total Subscriber base (Prepaid)-----	4970504													
	Total Subscriber base (Postpaid)-----	121290													

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(Cellular Mobile Telephone Service) - GSM

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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
MADHYA PRADESH	Billing Related Complaints	3121	86	3207	3068	109	3177	30	23	0	23	23	0	23	0
	Customer Service Related Complaints	1239	57	1296	785	477	1262	34	32	0	32	28	0	28	4
	Faults and Network Related Complaints	2888	70	2958	2424	434	2858	100	4	0	4	4	0	4	0
	MNP Related Complaints	145	0	145	136	8	144	1	0	0	0	0	0	0	0
	UCC Related Complaints	206	14	220	191	22	213	7	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1014	29	1043	803	213	1016	27	1	0	1	1	0	1	0
	VAS Related Complaints	94	1	95	94	0	94	1	1	0	1	1	0	1	0
Total	8707	257	8964	7501	1263	8764	200	61	0	61	57	0	57	4	
Total Subscriber base (Prepaid)-----		50472													
Total Subscriber base (Postpaid)-----		4685139													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	4304	151	4455	4158	199	4357	98	19	1	20	20	0	20	0
	Customer Service Related Complaints	2021	122	2143	704	1319	2023	120	2	0	2	2	0	2	0
	Faults and Network Related Complaints	6199	216	6415	5641	604	6245	170	9	0	9	9	0	9	0
	MNP Related Complaints	277	9	286	268	11	279	7	0	0	0	0	0	0	0
	UCC Related Complaints	310	23	333	232	86	318	15	1	0	1	1	0	1	0
	Internet / Data Related Complaints	1026	41	1067	876	154	1030	37	0	0	0	0	0	0	0
	VAS Related Complaints	295	5	300	287	5	292	8	1	0	1	1	0	1	0
Total	14432	567	14999	12166	2378	14544	455	32	1	33	33	0	33	0	
Total Subscriber base (Prepaid)-----		2724191													
Total Subscriber base (Postpaid)-----		117619													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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	938	30	968	921	27	948	20	2	1	3	3	0	3	0
	Customer Service Related Complaints	350	9	359	264	91	355	4	2	0	2	2	0	2	0
	Faults and Network Related Complaints	1758	60	1818	1464	303	1767	51	3	5	8	8	0	8	0
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0
	UCC Related Complaints	56	5	61	55	1	56	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	285	10	295	263	24	287	8	0	0	0	0	0	0	0
	VAS Related Complaints	30	0	30	27	1	28	2	0	0	0	0	0	0	0
Total	3421	114	3535	2998	447	3445	90	7	6	13	13	0	13	0	
Total Subscriber base (Prepaid)-----		26907													
Total Subscriber base (Postpaid)-----		2373961													

Name of Service Provider : Tata Teleservices Limited																
(Cellular Mobile Telephone Service) - GSM																
Customer Complaints Redressal Report for the Quarter ending - March'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	
PUNJAB	Billing Related Complaints	3542	89	3631	3454	126	3580	51	0	0	0	0	0	0	0	
	Customer Service Related Complaints	1203	67	1270	766	461	1227	43	1	0	1	1	0	1	0	
	Faults and Network Related Complaints	6242	310	6552	5126	1119	6245	307	7	1	8	8	0	8	0	
	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	131	7	138	122	13	135	3	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1553	77	1630	1341	205	1546	84	1	0	1	1	0	1	0	
	VAS Related Complaints	304	7	311	301	4	305	6	0	0	0	0	0	0	0	0
Total	12988	557	13545	11123	1928	13051	494	9	1	10	10	0	10	0		
Total Subscriber base (Prepaid)-----		2402699														
Total Subscriber base (Postpaid)-----		76783														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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		
RAJASTHAN	Billing Related Complaints	93	3	96	95	0	95	1	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	38	3	41	33	6	39	2	2	3	5	5	0	5	0	0	
	Faults and Network Related Complaints	85	2	87	83	4	87	0	3	0	3	3	0	3	0	0	
	MNP Related Complaints	7	0	7	6	0	6	1	1	1	2	1	1	1	2	0	0
	UCC Related Complaints	47	3	50	50	0	50	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	0	7	7	0	7	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
Total	282	11	293	279	10	289	4	6	4	10	9	1	10	0	0		
Total Subscriber base (Prepaid)-----		806206															
Total Subscriber base (Postpaid)-----		51															

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - March'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	2286	107	2393	1898	428	2326	67	26	0	26	26	0	26	0
	Customer Service Related Complaints	3328	356	3684	1902	1631	3533	151	24	0	24	24	0	24	0
	Faults and Network Related Complaints	8594	466	9060	7352	1368	8720	340	39	0	39	39	0	39	0
	MNP Related Complaints	46	0	46	44	0	44	2	2	0	2	2	0	2	0
	UCC Related Complaints	311	31	342	281	51	332	10	8	0	8	8	0	8	0
	Internet / Data Related Complaints	853	113	966	608	292	900	66	3	0	3	3	0	3	0
	VAS Related Complaints	439	16	455	422	13	435	20	16	0	16	16	0	16	0
Total	15857	1089	16946	12507	3783	16290	656	118	0	118	118	0	118	0	
Total Subscriber base (Prepaid)-----		6760765													
Total Subscriber base (Postpaid)-----		158732													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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	943	27	970	849	107	956	14	2	0	2	0	0	0	2
	Customer Service Related Complaints	587	42	629	343	274	617	12	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1526	46	1572	1266	259	1525	47	2	0	2	0	0	0	2
	MNP Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	UCC Related Complaints	208	10	218	199	14	213	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	486	8	494	425	65	490	4	0	0	0	0	0	0	0
	VAS Related Complaints	59	1	60	60	0	60	0	0	0	0	0	0	0	0
Total	3816	134	3950	3149	719	3868	82	4	0	4	0	0	0	4	
Total Subscriber base (Prepaid)-----		4824334													
Total Subscriber base (Postpaid)-----		34435													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - March'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	2853	61	2914	2830	55	2885	29	11	4	15	8	0	8	7
	Customer Service Related Complaints	957	35	992	575	385	960	32	9	0	9	9	0	9	0
	Faults and Network Related Complaints	3208	113	3321	2399	776	3175	146	30	6	36	24	0	24	12
	MNP Related Complaints	16	0	16	16	0	16	0	0	0	0	0	0	0	0
	UCC Related Complaints	114	6	120	106	12	118	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1138	37	1175	959	182	1141	34	10	11	21	18	0	18	3
	VAS Related Complaints	83	3	86	84	1	85	1	0	0	0	0	0	0	0
Total	8369	255	8624	6969	1411	8380	244	60	21	81	59	0	59	22	
Total Subscriber base (Prepaid)-----		3690737													
Total Subscriber base (Postpaid)-----		47131													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - March'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
WEST BENGAL	Billing Related Complaints	106	1	107	103	3	106	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	59	1	60	59	1	60	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	212	10	222	197	21	218	4	0	0	0	0	0	0	0
	MNP Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0
	UCC Related Complaints	43	0	43	43	0	43	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	29	0	29	28	1	29	0	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	Total	466	12	478	447	26	473	5	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		753418													
Total Subscriber base (Postpaid)-----		-													