

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ANDHRA PRADESH	Billing Related Complaints	462	10	472	438	22	460	12	4	0	4	4	0	4	0
	Customer Service Related Complaints	374	18	392	251	129	380	12	1	0	1	1	0	1	0
	Faults and Network Related Complaints	2175	66	2241	1456	655	2111	130	10	0	10	10	0	10	0
	MNP Related Complaints	74	0	74	73	0	73	1	0	0	0	0	0	0	0
	UCC Related Complaints	262	25	287	179	99	278	9	0	0	0	0	0	0	0
	Internet / Data Related Complaints	76	3	79	75	0	75	4	0	0	0	0	0	0	0
	VAS Related Complaints	22	0	22	21	1	22	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3445</b>	<b>122</b>	<b>3567</b>	<b>2493</b>	<b>906</b>	<b>3399</b>	<b>168</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>0</b>	<b>15</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,430,105													
<b>Total Subscriber Base (Postpaid)</b>		70,718													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BIHAR	Billing Related Complaints	63	2	65	63	1	64	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	101	2	103	88	13	101	2	2	1	3	3	0	3	0
	Faults and Network Related Complaints	240	3	243	121	102	223	20	2	0	2	2	0	2	0
	MNP Related Complaints	30	0	30	29	0	29	1	0	0	0	0	0	0	0
	UCC Related Complaints	20	1	21	17	1	18	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>456</b>	<b>8</b>	<b>464</b>	<b>320</b>	<b>117</b>	<b>437</b>	<b>27</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		556,309													
<b>Total Subscriber Base (Postpaid)</b>		3,451													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
GUJARAT	Billing Related Complaints	619	16	635	614	8	622	13	4	0	4	4	0	4	0
	Customer Service Related Complaints	265	6	271	232	35	267	4	3	0	3	3	0	3	0
	Faults and Network Related Complaints	1138	10	1148	600	442	1042	106	1	0	1	1	0	1	0
	MNP Related Complaints	17	0	17	16	1	17	0	0	0	0	0	0	0	0
	UCC Related Complaints	166	10	176	161	9	170	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	70	2	72	67	4	71	1	0	0	0	0	0	0	0
	VAS Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2285</b>	<b>44</b>	<b>2329</b>	<b>1700</b>	<b>499</b>	<b>2199</b>	<b>130</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,784,009													
<b>Total Subscriber Base (Postpaid)</b>		15,582													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HIMACHAL PRADESH	Billing Related Complaints	3	0	3	2	1	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	6	1	7	4	2	6	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5	0	5	1	3	4	1	0	0	0	0	0	0	0
	MNP Related Complaints	2	0	2	1	1	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>16</b>	<b>1</b>	<b>17</b>	<b>8</b>	<b>7</b>	<b>15</b>	<b>2</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>		9,040													
<b>Total Subscriber Base (Postpaid)</b>		712													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
HARYANA	Billing Related Complaints	287	4	291	278	5	283	8	9	1	10	10	0	10	0
	Customer Service Related Complaints	212	19	231	160	65	225	6	3	1	4	4	0	4	0
	Faults and Network Related Complaints	1437	14	1451	661	746	1407	44	16	1	17	16	0	16	1
	MNP Related Complaints	69	1	70	68	2	70	0	2	0	2	2	0	2	0
	UCC Related Complaints	31	1	32	27	3	30	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	73	0	73	63	7	70	3	10	1	11	11	0	11	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2110</b>	<b>39</b>	<b>2149</b>	<b>1258</b>	<b>828</b>	<b>2086</b>	<b>63</b>	<b>40</b>	<b>4</b>	<b>44</b>	<b>43</b>	<b>0</b>	<b>43</b>	<b>1</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,544,394													
<b>Total Subscriber Base (Postpaid)</b>		8,829													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KARNATAKA	Billing Related Complaints	993	27	1020	974	26	1000	20	31	10	41	31	0	31	10
	Customer Service Related Complaints	1128	87	1215	618	542	1160	55	1	1	2	1	0	1	1
	Faults and Network Related Complaints	5403	37	5440	3117	2173	5290	150	208	4	212	176	0	176	36
	MNP Related Complaints	260	1	261	251	1	252	9	0	1	1	1	0	1	0
	UCC Related Complaints	449	47	496	385	98	483	13	5	3	8	7	0	7	1
	Internet / Data Related Complaints	521	23	544	454	74	528	16	3	23	26	23	0	23	3
	VAS Related Complaints	63	8	71	65	2	67	4	1	0	1	1	0	1	0
<b>Total</b>	<b>8817</b>	<b>230</b>	<b>9047</b>	<b>5864</b>	<b>2916</b>	<b>8780</b>	<b>267</b>	<b>249</b>	<b>42</b>	<b>291</b>	<b>240</b>	<b>0</b>	<b>240</b>	<b>51</b>	
<b>Total Subscriber Base (Prepaid)</b>		5,192,466													
<b>Total Subscriber Base (Postpaid)</b>		53,398													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERELA	Billing Related Complaints	184	1	185	172	3	175	10	5	0	5	2	0	2	3
	Customer Service Related Complaints	71	0	71	58	9	67	4	0	4	4	4	0	4	0
	Faults and Network Related Complaints	480	13	493	274	168	442	51	13	0	13	11	0	11	2
	MNP Related Complaints	151	0	151	148	1	149	2	1	1	2	2	0	2	0
	UCC Related Complaints	8	3	11	7	3	10	1	1	0	1	0	0	0	1
	Internet / Data Related Complaints	73	0	73	66	1	67	6	0	0	0	0	0	0	0
	VAS Related Complaints	5	0	5	5	0	5	0	5	1	6	5	0	5	1
<b>Total</b>	<b>972</b>	<b>17</b>	<b>989</b>	<b>730</b>	<b>185</b>	<b>915</b>	<b>74</b>	<b>25</b>	<b>6</b>	<b>31</b>	<b>24</b>	<b>0</b>	<b>24</b>	<b>7</b>	
<b>Total Subscriber Base (Prepaid)</b>		780,542													
<b>Total Subscriber Base (Postpaid)</b>		6,805													

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KOLKATA	Billing Related Complaints	156	5	161	141	18	159	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	162	11	173	138	31	169	4	3	0	3	3	0	3	0
	Faults and Network Related Complaints	745	25	770	380	347	727	43	0	0	0	0	0	0	0
	MNP Related Complaints	59	0	59	59	0	59	0	0	0	0	0	0	0	0
	UCC Related Complaints	131	3	134	114	7	121	13	0	0	0	0	0	0	0
	Internet / Data Related Complaints	18	0	18	17	0	17	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
<b>Total</b>	<b>1276</b>	<b>44</b>	<b>1320</b>	<b>854</b>	<b>403</b>	<b>1257</b>	<b>63</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,508,541													
<b>Total Subscriber Base (Postpaid)</b>		12,596													



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MAHARASHTRA	Billing Related Complaints	721	18	739	677	28	705	34	10	1	11	10	0	10	1
	Customer Service Related Complaints	841	52	893	523	313	836	57	6	0	6	6	0	6	0
	Faults and Network Related Complaints	4598	98	4696	2694	1811	4505	191	41	10	51	47	0	47	4
	MNP Related Complaints	155	2	157	153	4	157	0	1	0	1	0	0	0	1
	UCC Related Complaints	550	7	557	495	33	528	29	0	0	0	0	0	0	0
	Internet / Data Related Complaints	318	63	381	272	103	375	6	1	0	1	1	0	1	0
	VAS Related Complaints	43	4	47	46	0	46	1	3	2	5	5	0	5	0
<b>Total</b>	<b>7226</b>	<b>244</b>	<b>7470</b>	<b>4860</b>	<b>2292</b>	<b>7152</b>	<b>318</b>	<b>62</b>	<b>13</b>	<b>75</b>	<b>69</b>	<b>0</b>	<b>69</b>	<b>6</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,936,573													
<b>Total Subscriber Base (Postpaid)</b>		60,688													

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MADHYA PRADESH	Billing Related Complaints	605	4	609	596	4	600	9	1	0	1	1	0	1	0
	Customer Service Related Complaints	284	2	286	254	29	283	3	3	0	3	3	0	3	0
	Faults and Network Related Complaints	1709	10	1719	928	686	1614	105	5	0	5	5	0	5	0
	MNP Related Complaints	47	0	47	43	0	43	4	0	0	0	0	0	0	0
	UCC Related Complaints	117	0	117	111	0	111	6	0	0	0	0	0	0	0
	Internet / Data Related Complaints	194	5	199	179	15	194	5	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>2962</b>	<b>21</b>	<b>2983</b>	<b>2117</b>	<b>734</b>	<b>2851</b>	<b>132</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		3,355,664													
<b>Total Subscriber Base (Postpaid)</b>		14,219													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MUMBAI	Billing Related Complaints	751	23	774	725	28	753	21	16	1	17	16	0	16	1
	Customer Service Related Complaints	525	14	539	402	113	515	24	4	0	4	3	0	3	1
	Faults and Network Related Complaints	1081	40	1121	679	382	1061	60	40	3	43	36	0	36	7
	MNP Related Complaints	82	1	83	83	0	83	0	6	1	7	7	0	7	0
	UCC Related Complaints	166	11	177	148	20	168	9	6	0	6	4	0	4	2
	Internet / Data Related Complaints	72	4	76	65	11	76	0	0	0	0	0	0	0	0
	VAS Related Complaints	35	2	37	37	0	37	0	12	2	14	14	0	14	0
<b>Total</b>	<b>2712</b>	<b>95</b>	<b>2807</b>	<b>2139</b>	<b>554</b>	<b>2693</b>	<b>114</b>	<b>84</b>	<b>7</b>	<b>91</b>	<b>80</b>	<b>0</b>	<b>80</b>	<b>11</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,584,639													
<b>Total Subscriber Base (Postpaid)</b>		52,905													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
ORISSA	Billing Related Complaints	56	1	57	51	5	56	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	71	1	72	59	13	72	0	0	1	1	1	0	1	0
	Faults and Network Related Complaints	390	10	400	158	224	382	18	1	0	1	1	0	1	0
	MNP Related Complaints	37	0	37	37	0	37	0	0	0	0	0	0	0	0
	UCC Related Complaints	32	1	33	32	1	33	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	12	0	12	12	0	12	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
<b>Total</b>	<b>601</b>	<b>13</b>	<b>614</b>	<b>352</b>	<b>243</b>	<b>595</b>	<b>19</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,067,286													
<b>Total Subscriber Base (Postpaid)</b>		4,094													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PUNJAB	Billing Related Complaints	235	4	239	228	8	236	3	5	1	6	5	0	5	1
	Customer Service Related Complaints	270	26	296	171	117	288	8	5	1	6	6	0	6	0
	Faults and Network Related Complaints	1468	35	1503	663	783	1446	57	21	3	24	16	0	16	8
	MNP Related Complaints	52	0	52	51	0	51	1	2	0	2	2	0	2	0
	UCC Related Complaints	5927	10	5937	5928	9	5937	0	2	0	2	2	0	2	0
	Internet / Data Related Complaints	81	4	85	72	12	84	1	24	1	25	25	0	25	0
	VAS Related Complaints	7	0	7	6	1	7	0	0	0	0	0	0	0	0
<b>Total</b>	<b>8040</b>	<b>79</b>	<b>8119</b>	<b>7119</b>	<b>930</b>	<b>8049</b>	<b>70</b>	<b>59</b>	<b>6</b>	<b>65</b>	<b>56</b>	<b>0</b>	<b>56</b>	<b>9</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,512,746													
<b>Total Subscriber Base (Postpaid)</b>		17,324													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
RAJASTHAN	Billing Related Complaints	65	0	65	65	0	65	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	43	0	43	39	3	42	1	1	0	1	1	0	1	0
	Faults and Network Related Complaints	78	1	79	39	36	75	4	4	0	4	4	0	4	0
	MNP Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	UCC Related Complaints	9	0	9	9	0	9	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
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
<b>Total</b>	<b>207</b>	<b>1</b>	<b>208</b>	<b>162</b>	<b>41</b>	<b>203</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		254,634													
<b>Total Subscriber Base (Postpaid)</b>		1,240													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
TAMIL NADU	Billing Related Complaints	684	14	698	679	11	690	8	3	0	3	3	0	3	0
	Customer Service Related Complaints	628	24	652	396	236	632	20	15	0	15	15	0	15	0
	Faults and Network Related Complaints	1816	55	1871	1026	764	1790	81	29	0	29	29	0	29	0
	MNP Related Complaints	366	3	369	369	0	369	0	1	0	1	1	0	1	0
	UCC Related Complaints	97	3	100	86	9	95	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	46	1	47	40	2	42	5	0	0	0	0	0	0	0
	VAS Related Complaints	24	1	25	20	3	23	2	0	0	0	0	0	0	0
<b>Total</b>	<b>3661</b>	<b>101</b>	<b>3762</b>	<b>2616</b>	<b>1025</b>	<b>3641</b>	<b>121</b>	<b>48</b>	<b>0</b>	<b>48</b>	<b>48</b>	<b>0</b>	<b>48</b>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		2,696,132													
<b>Total Subscriber Base (Postpaid)</b>		38,915													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTTAR PRADESH EAST	Billing Related Complaints	154	2	156	152	1	153	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	192	9	201	170	25	195	6	2	1	3	3	0	3	0
	Faults and Network Related Complaints	730	14	744	268	464	732	12	8	2	10	7	0	7	3
	MNP Related Complaints	60	0	60	58	0	58	2	0	0	0	0	0	0	0
	UCC Related Complaints	102	5	107	99	8	107	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	19	0	19	18	1	19	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	2	0	2	2	0	2	0
	<b>Total</b>	<b>1260</b>	<b>30</b>	<b>1290</b>	<b>768</b>	<b>499</b>	<b>1267</b>	<b>23</b>	<b>12</b>	<b>3</b>	<b>15</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>3</b>
<b>Total Subscriber Base (Prepaid)</b>		2,195,863													
<b>Total Subscriber Base (Postpaid)</b>		6,798													



Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter Ending - Mar'18															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
UTAAR PRADESH WEST	Billing Related Complaints	195	2	197	190	2	192	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	207	7	214	173	38	211	3	2	1	3	3	0	3	0
	Faults and Network Related Complaints	1574	12	1586	628	929	1557	29	13	3	16	13	0	13	3
	MNP Related Complaints	64	0	64	62	0	62	2	0	0	0	0	0	0	0
	UCC Related Complaints	45	2	47	44	1	45	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	84	0	84	79	3	82	2	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	2	1	3	3	0	3	0
<b>Total</b>	<b>2170</b>	<b>23</b>	<b>2193</b>	<b>1177</b>	<b>973</b>	<b>2150</b>	<b>43</b>	<b>17</b>	<b>5</b>	<b>22</b>	<b>19</b>	<b>0</b>	<b>19</b>	<b>3</b>	
<b>Total Subscriber Base (Prepaid)</b>		1,917,077													
<b>Total Subscriber Base (Postpaid)</b>		7,498													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority							
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [12]=[10]+[11]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [15] = [13] + [14]	Total No. of complaints pending for redressal on the last day of Quarter [16]=[12] - [15]	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
WEST BENGAL	Billing Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	13	0	13	6	7	13	0	0	0	0	0	0	0	0	0
	MNP Related Complaints	11	0	11	11	0	11	0	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	0
	Internet / Data Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>40</b>	<b>0</b>	<b>40</b>	<b>33</b>	<b>7</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>	<b>0</b>	
<b>Total Subscriber Base (Prepaid)</b>		81,216														
<b>Total Subscriber Base (Postpaid)</b>		21														