

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	2304	94	2398	1692	631	2323	75	3	8	11	11	0	11	0
	Customer Service Related Complaints	2416	151	2567	1407	1070	2477	90	8	3	11	11	0	11	0
	Faults and Network Related Complaints	8769	379	9148	6447	2331	8778	370	11	6	17	17	0	17	0
	MNP Related Complaints	174	1	175	158	14	172	3	0	0	0	0	0	0	0
	UCC Related Complaints	350	8	358	335	12	347	11	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2178	40	2218	1874	289	2163	55	0	0	0	0	0	0	0
	VAS Related Complaints	149	1	150	139	6	145	5	0	0	0	0	0	0	0
	Total	16340	674	17014	12052	4353	16405	609	22	17	39	39	0	39	0
Total Subscriber base (Prepaid)-----		6002861													
Total Subscriber base (Postpaid)-----		193722													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	365	4	369	358	8	366	3	0	0	0	0	0	0	0
	Customer Service Related Complaints	238	8	246	182	56	238	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1126	16	1142	943	176	1119	23	2	3	5	3	0	3	2
	MNP Related Complaints	51	0	51	51	0	51	0	0	0	0	0	0	0	0
	UCC Related Complaints	72	0	72	72	0	72	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	537	3	540	524	13	537	3	0	0	0	0	0	0	0
	VAS Related Complaints	19	0	19	19	0	19	0	0	1	1	1	1	0	1
Total	2408	31	2439	2149	253	2402	37	2	4	6	4	0	4	2	
Total Subscriber base (Prepaid)-----		1657094													
Total Subscriber base (Postpaid)-----		15917													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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	2000	33	2033	1801	159	1960	73	19	0	19	19	0	19	0
	Customer Service Related Complaints	1619	81	1700	783	845	1628	72	9	0	9	9	0	9	0
	Faults and Network Related Complaints	5819	178	5997	5404	421	5825	172	27	2	29	29	0	29	0
	MNP Related Complaints	157	3	160	155	1	156	4	1	0	1	1	0	1	0
	UCC Related Complaints	215	16	231	203	21	224	7	2	1	3	3	0	3	0
	Internet / Data Related Complaints	1218	54	1272	1136	133	1269	3	0	0	0	0	0	0	0
	VAS Related Complaints	77	0	77	73	3	76	1	0	0	0	0	0	0	0
Total		11105	365	11470	9555	1583	11138	332	58	3	61	61	0	61	0
Total Subscriber base (Prepaid)-----		3233280													
Total Subscriber base (Postpaid)-----		75842													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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
HIMACHAL PRADESH	Billing Related Complaints	25	1	26	23	2	25	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	36	1	37	24	13	37	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	68	10	78	36	41	77	1	0	0	0	0	0	0	0
	MNP Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	0	8	7	1	8	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
	Total	137	12	149	90	57	147	2	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		50172													
Total Subscriber base (Postpaid)-----		6429													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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
HARYANA	Billing Related Complaints	2259	62	2321	2064	201	2265	56	12	0	12	12	0	12	0
	Customer Service Related Complaints	1338	40	1378	976	345	1321	57	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3173	142	3315	2649	570	3219	96	13	1	14	14	0	14	0
	MNP Related Complaints	28	2	30	24	6	30	0	0	0	0	0	0	0	0
	UCC Related Complaints	101	5	106	99	2	101	5	0	0	0	0	0	0	0
	Internet / Data Related Complaints	732	23	755	596	148	744	11	2	0	2	2	0	2	0
	VAS Related Complaints	65	0	65	63	1	64	1	0	0	0	0	0	0	0
	Total	7696	274	7970	6471	1273	7744	226	27	1	28	28	0	28	0
Total Subscriber base (Prepaid)-----		3000160													
Total Subscriber base (Postpaid)-----		74354													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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
KARNATAKA	Billing Related Complaints	5181	129	5310	4645	549	5194	116	9	0	9	1	0	1	8
	Customer Service Related Complaints	4278	361	4639	2001	2457	4458	181	20	0	20	0	0	0	20
	Faults and Network Related Complaints	19870	613	20483	15209	4670	19879	604	149	15	164	108	0	108	56
	MNP Related Complaints	590	7	597	567	29	596	1	0	0	0	0	0	0	0
	UCC Related Complaints	685	33	718	622	63	685	33	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7931	244	8175	5384	2569	7953	222	0	0	0	0	0	0	0
	VAS Related Complaints	121	2	123	100	11	111	12	8	0	8	3	0	3	5
	Total	38656	1389	40045	28528	10348	38876	1169	186	15	201	112	0	112	89
Total Subscriber base (Prepaid)-----		7629171													
Total Subscriber base (Postpaid)-----		234177													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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
KERALA	Billing Related Complaints	1385	32	1417	1256	137	1393	24	1	0	1	1	0	1	0
	Customer Service Related Complaints	926	32	958	489	434	923	35	1	0	1	1	0	1	0
	Faults and Network Related Complaints	4206	151	4357	3855	442	4297	60	0	0	0	0	0	0	0
	MNP Related Complaints	47	1	48	42	6	48	0	0	0	0	0	0	0	0
	UCC Related Complaints	80	4	84	77	3	80	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1010	32	1042	927	85	1012	30	0	0	0	0	0	0	0
	VAS Related Complaints	67	1	68	56	11	67	1	0	0	0	0	0	0	0
	Total	7721	253	7974	6702	1118	7820	154	2	0	2	2	0	2	0
Total Subscriber base (Prepaid)-----		1731661													
Total Subscriber base (Postpaid)-----		56751													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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
KOLKOTA	Billing Related Complaints	1767	27	1794	1383	342	1725	69	12	0	12	5	0	5	7
	Customer Service Related Complaints	1970	133	2103	1153	831	1984	119	8	1	9	7	0	7	2
	Faults and Network Related Complaints	5593	199	5792	5194	424	5618	174	30	3	33	26	0	26	7
	MNP Related Complaints	39	0	39	39	0	39	0	0	0	0	0	0	0	0
	UCC Related Complaints	296	13	309	292	13	305	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	720	24	744	676	56	732	12	0	0	0	0	0	0	0
	VAS Related Complaints	30	0	30	28	2	30	0	0	0	0	0	0	0	0
	Total	10415	396	10811	8765	1668	10433	378	50	4	54	38	0	38	16
Total Subscriber base (Prepaid)-----		2838652													
Total Subscriber base (Postpaid)-----		68277													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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
MAHARASHTRA	Billing Related Complaints	3996	65	4061	3763	194	3957	104	17	5	22	20	0	20	2
	Customer Service Related Complaints	3705	181	3886	1824	1860	3684	202	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11790	237	12027	11164	497	11661	366	9	5	14	13	0	13	1
	MNP Related Complaints	92	1	93	88	3	91	2	0	0	0	0	0	0	0
	UCC Related Complaints	371	22	393	343	32	375	18	0	0	0	0	0	0	0
	Internet / Data Related Complaints	2106	71	2177	1998	172	2170	7	17	0	17	11	0	11	6
	VAS Related Complaints	100	1	101	98	1	99	2	18	0	18	12	0	12	6
Total	22160	578	22738	19278	2759	22037	701	61	10	71	56	0	56	15	
Total Subscriber base (Prepaid)-----		5363994													
Total Subscriber base (Postpaid)-----		156586													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

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

LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MADHYA PRADESH	Billing Related Complaints	1376	37	1413	1308	66	1374	39	9	0	9	6	0	6	3
	Customer Service Related Complaints	1150	40	1190	824	323	1147	43	22	0	22	21	0	21	1
	Faults and Network Related Complaints	3421	128	3549	3163	267	3430	119	4	0	4	4	0	4	0
	MNP Related Complaints	150	0	150	149	1	150	0	1	0	1	0	0	0	1
	UCC Related Complaints	201	12	213	198	12	210	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	602	30	632	531	97	628	4	0	0	0	0	0	0	0
	VAS Related Complaints	32	1	33	32	1	33	0	0	0	0	0	0	0	0
Total	6932	248	7180	6205	767	6972	208	36	0	36	31	0	31	5	
Total Subscriber base (Prepaid)-----		5241098													
Total Subscriber base (Postpaid)-----		56939													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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
MUMBAI	Billing Related Complaints	687	29	716	420	225	645	71	120	0	120	114	0	114	6
	Customer Service Related Complaints	2280	141	2421	1002	1345	2347	74	33	0	33	30	0	30	3
	Faults and Network Related Complaints	5507	117	5624	5020	452	5472	152	49	0	49	48	0	48	1
	MNP Related Complaints	5	3	8	4	4	8	0	8	0	8	8	0	8	0
	UCC Related Complaints	101	16	117	69	47	116	1	4	0	4	3	0	3	1
	Internet / Data Related Complaints	411	11	422	366	56	422	0	10	0	10	10	0	10	0
	VAS Related Complaints	13	0	13	12	1	13	0	38	0	38	36	0	36	2
Total	9004	317	9321	6893	2130	9023	298	262	0	262	249	0	249	13	
Total Subscriber base (Prepaid)-----		2780573													
Total Subscriber base (Postpaid)-----		130418													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	570	10	580	547	25	572	8	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	297	8	305	215	74	289	16	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1483	60	1543	1338	172	1510	33	6	0	6	6	0	6	0	0
	MNP Related Complaints	28	1	29	28	0	28	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	65	0	65	64	0	64	1	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	284	1	285	267	17	284	1	0	0	0	0	0	0	0	0
	VAS Related Complaints	11	0	11	10	0	10	1	0	0	0	0	0	0	0	0
Total	2738	80	2818	2469	288	2757	61	6	0	6	6	0	6	0	0	
Total Subscriber base (Prepaid)-----		2573149														
Total Subscriber base (Postpaid)-----		27547														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - Sep'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	1826	37	1863	1625	138	1763	100	7	0	7	7	0	7	0
	Customer Service Related Complaints	1600	56	1656	1136	437	1573	83	3	0	3	3	0	3	0
	Faults and Network Related Complaints	4881	95	4976	4495	405	4900	76	12	2	14	12	0	12	2
	MNP Related Complaints	48	0	48	40	8	48	0	0	0	0	0	0	0	0
	UCC Related Complaints	204	7	211	184	16	200	11	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1438	42	1480	1344	115	1459	21	11	0	11	11	0	11	0
	VAS Related Complaints	217	2	219	206	2	208	11	1	0	1	1	0	1	0
Total	10214	239	10453	9030	1121	10151	302	34	2	36	34	0	34	2	
Total Subscriber base (Prepaid)-----		2708996													
Total Subscriber base (Postpaid)-----		100582													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	219	1	220	214	1	215	5	1	0	1	1	0	1	0
	Customer Service Related Complaints	48	0	48	48	0	48	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	135	1	136	130	3	133	3	1	0	1	1	0	1	0
	MNP Related Complaints	24	0	24	24	0	24	0	0	0	0	0	0	0	0
	UCC Related Complaints	21	3	24	21	0	21	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	9	0	9	8	0	8	1	0	0	0	0	0	0	0
	VAS Related Complaints	20	0	20	19	0	19	1	0	0	0	0	0	0	0
Total	476	5	481	464	4	468	13	3	0	3	3	0	3	0	
Total Subscriber base (Prepaid)-----		754588													
Total Subscriber base (Postpaid)-----		0													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	1864	39	1903	1374	429	1803	100	22	0	22	22	0	22	0
	Customer Service Related Complaints	4704	227	4931	1530	3165	4695	236	6	0	6	6	0	6	0
	Faults and Network Related Complaints	8304	129	8433	7280	846	8126	307	11	0	11	11	0	11	0
	MNP Related Complaints	61	0	61	47	12	59	2	1	0	1	1	0	1	0
	UCC Related Complaints	235	11	246	211	21	232	14	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1022	15	1037	931	68	999	38	0	0	0	0	0	0	0
	VAS Related Complaints	92	2	94	81	8	89	5	11	0	11	11	0	11	0
Total	16282	423	16705	11454	4549	16003	702	51	0	51	51	0	51	0	
Total Subscriber base (Prepaid)-----		6847197													
Total Subscriber base (Postpaid)-----		189866													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	515	10	525	445	63	508	17	5	0	5	5	0	5	0
	Customer Service Related Complaints	466	16	482	317	139	456	26	1	0	1	0	0	0	1
	Faults and Network Related Complaints	2137	60	2197	1943	217	2160	37	11	0	11	4	0	4	7
	MNP Related Complaints	10	0	10	10	0	10	0	0	0	0	0	0	0	0
	UCC Related Complaints	155	8	163	156	6	162	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	314	11	325	299	22	321	4	0	0	0	0	0	0	0
	VAS Related Complaints	15	0	15	15	0	15	0	0	0	0	0	0	0	0
Total	3612	105	3717	3185	447	3632	85	17	0	17	9	0	9	8	
Total Subscriber base (Prepaid)-----		5135929													
Total Subscriber base (Postpaid)-----		37198													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	1959	23	1982	1851	81	1932	50	16	4	20	17	0	17	3
	Customer Service Related Complaints	1246	29	1275	944	276	1220	55	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3332	162	3494	2785	587	3372	122	37	2	39	29	0	29	10
	MNP Related Complaints	34	0	34	33	0	33	1	0	0	0	0	0	0	0
	UCC Related Complaints	157	4	161	158	2	160	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	722	41	763	624	133	757	6	5	1	6	4	0	4	2
	VAS Related Complaints	41	0	41	39	1	40	1	28	0	28	18	0	18	10
Total	7491	259	7750	6434	1080	7514	236	86	7	93	68	0	68	25	
Total Subscriber base (Prepaid)-----		4032807													
Total Subscriber base (Postpaid)-----		56937													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - Sep'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	166	0	166	157	6	163	3	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	33	0	33	31	2	33	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	231	5	236	211	20	231	5	3	0	3	2	0	2	1	0
	MNP Related Complaints	22	0	22	21	0	21	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	23	5	28	26	0	26	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	36	0	36	35	0	35	1	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	0
	Total	517	10	527	487	28	515	12	3	0	3	2	0	2	1	0
Total Subscriber base (Prepaid)-----		696911														
Total Subscriber base (Postpaid)-----		0														