

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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	1058	46	1104	637	429	1066	38	0	1	1	1	0	1	0
	Customer Service Related Complaints	499	63	562	234	302	536	26	0	1	1	1	0	1	0
	Faults and Network Related Complaints	9705	191	9896	8403	1364	9767	129	1	1	2	2	0	2	0
	MNP Related Complaints	49	0	49	44	0	44	5	0	0	0	0	0	0	0
	UCC Related Complaints	48	1	49	47	2	49	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	50	3	53	23	28	51	2	0	0	0	0	0	0	0
	VAS Related Complaints	6	0	6	5	1	6	0	0	0	0	0	0	0	0
	Total	11415	304	11719	9393	2126	11519	200	1	3	4	4	4	0	4
Total Subscriber base (Prepaid)-----		1031824													
Total Subscriber base (Postpaid)-----		143836													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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	104	1	105	92	12	104	1	1	1	2	2	0	2	0
	Customer Service Related Complaints	105	3	108	84	22	106	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1081	26	1107	894	188	1082	25	0	1	1	1	0	1	0
	MNP Related Complaints	40	0	40	40	0	40	0	0	0	0	0	0	0	0
	UCC Related Complaints	12	1	13	12	0	12	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	21	0	21	15	6	21	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
Total	1366	31	1397	1140	228	1368	29	1	2	3	3	0	3	0	
Total Subscriber base (Prepaid)-----		547901													
Total Subscriber base (Postpaid)-----		18883													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
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	21	2	23	15	4	19	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	24	0	24	16	8	24	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	238	3	241	217	21	238	3	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	2	0	2	0	0	0	2	0	0	0	0	0	0	0
	Internet / Data Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	Total	289	5	294	252	33	285	9	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		33829													
Total Subscriber base (Postpaid)-----		6093													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
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 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
GUJARAT	Billing Related Complaints	266	6	272	160	89	249	23	2	0	2	2	0	2	0
	Customer Service Related Complaints	299	13	312	155	151	306	6	1	0	1	1	0	1	0
	Faults and Network Related Complaints	3939	76	4015	3713	244	3957	58	2	1	3	3	0	3	0
	MNP Related Complaints	14	0	14	12	1	13	1	0	0	0	0	0	0	0
	UCC Related Complaints	25	4	29	21	8	29	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	18	1	19	15	4	19	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	4571	100	4671	4086	497	4583	88	5	1	6	6	0	6	0	
Total Subscriber base (Prepaid)-----		265971													
Total Subscriber base (Postpaid)-----		56779													

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(Cellular Mobile Telephone Service) - CDMA

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	131	6	137	72	61	133	4	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	181	5	186	141	43	184	2	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	1205	63	1268	1035	221	1256	12	3	0	3	3	0	3	0	0	
	MNP Related Complaints	11	0	11	11	0	11	0	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	22	1	23	17	6	23	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	0
Total	1557	75	1632	1283	331	1614	18	3	0	3	3	0	3	0	3	0	
Total Subscriber base (Prepaid)-----		557104															
Total Subscriber base (Postpaid)-----		25697															

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(Cellular Mobile Telephone Service) - CDMA

Customer Complaints Redressal Report for the Quarter ending - Sep'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	
KARNATAKA	Billing Related Complaints	91	2	93	57	26	83	10	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	142	9	151	68	74	142	9	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2826	109	2935	2366	536	2902	33	1	0	1	0	0	0	0	1
	MNP Related Complaints	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	0	10	2	8	10	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	Total	3078	120	3198	2502	644	3146	52	1	0	1	0	0	0	0	1
Total Subscriber base (Prepaid)-----		239800														
Total Subscriber base (Postpaid)-----		42584														

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(Cellular Mobile Telephone Service) - CDMA															
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		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
		Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]	Total no. of complaints received during the Quarter	No. of pending complaints of previous Quarter	Total no. of complaints to be redressed during the Quarter [5]=[3]+[4]	Total no. of complaints redressed within specified time limit during the quarter	Total no. of complaints redressed beyond the time limit during the Quarter	Total no. of complaints redressed during the Quarter [8] = [6] + [7]	Total No. of complaints pending for redressal on the last day of Quarter [9]=[5] - [8]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
KERALA	Billing Related Complaints	76	5	81	51	25	76	5	0	0	0	0	0	0	0
	Customer Service Related Complaints	71	2	73	20	50	70	3	0	0	0	0	0	0	0
	Faults and Network Related Complaints	2677	78	2755	2136	577	2713	42	1	0	1	1	0	1	0
	MNP Related Complaints	2	0	2	2	0	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	6	0	6	4	1	5	1	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	0	0	0	2	0	0	0	0	0	0	0
Total	2834	85	2919	2213	653	2866	53	1	0	1	1	0	1	0	
Total Subscriber base (Prepaid)-----		113572													
Total Subscriber base (Postpaid)-----		27031													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited

(Cellular Mobile Telephone Service) - CDMA

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				
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
MUMBAI	Billing Related Complaints	414	13	427	233	155	388	39	18	0	18	18	0	18	0	
	Customer Service Related Complaints	453	28	481	265	199	464	17	14	1	15	14	0	14	1	
	Faults and Network Related Complaints	6224	172	6396	5194	989	6183	213	14	2	16	16	0	16	0	
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	2	4	2	2	4	0	4	0	4	4	0	4	0	
	Internet / Data Related Complaints	45	2	47	33	14	47	0	12	0	12	10	0	10	2	
	VAS Related Complaints	2	0	2	2	0	2	0	16	0	16	16	0	16	0	
Total	7141	217	7358	5730	1359	7089	269	78	3	81	78	0	78	3		
Total Subscriber base (Prepaid)-----		714706														
Total Subscriber base (Postpaid)-----		86984														

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(Cellular Mobile Telephone Service) - CDMA															
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		Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter				Details of complaints received during the Quarter and pending complaints of previous Quarter			Details of complaints redressed during the Quarter			
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
MAHARASHTRA	Billing Related Complaints	637	18	655	451	187	638	17	0	0	0	0	0	0	0
	Customer Service Related Complaints	432	23	455	274	163	437	18	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5167	150	5317	4175	954	5129	188	2	0	2	1	0	1	1
	MNP Related Complaints	29	0	29	28	0	28	1	0	0	0	0	0	0	0
	UCC Related Complaints	27	1	28	25	2	27	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	45	5	50	38	12	50	0	0	0	0	0	0	0	0
	VAS Related Complaints	54	0	54	53	1	54	0	1	0	1	1	0	1	0
Total	6391	197	6588	5044	1319	6363	225	3	0	3	2	0	2	1	
Total Subscriber base (Prepaid)-----		2344936													
Total Subscriber base (Postpaid)-----		81466													

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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	35	2	37	26	10	36	1	0	0	0	0	0	0	0
	Customer Service Related Complaints	86	5	91	53	34	87	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1765	30	1795	1624	148	1772	23	0	0	0	0	0	0	0
	MNP Related Complaints	9	0	9	9	0	9	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	6	1	7	4	3	7	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
	Total	1904	38	1942	1719	195	1914	28	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		427709													
Total Subscriber base (Postpaid)-----		18389													

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
DELHI	Billing Related Complaints	2322	92	2414	1698	649	2347	67	24	1	25	24	0	24	1
	Customer Service Related Complaints	2042	107	2149	1371	680	2051	98	44	4	48	44	0	44	4
	Faults and Network Related Complaints	9647	144	9791	9266	443	9709	82	19	1	20	19	0	19	1
	MNP Related Complaints	98	1	99	87	7	94	5	2	0	2	2	0	2	0
	UCC Related Complaints	315	30	345	257	59	316	29	1	0	1	0	0	0	1
	Internet / Data Related Complaints	356	15	371	301	63	364	7	0	0	0	0	0	0	0
	VAS Related Complaints	17	0	17	17	0	17	0	0	0	0	0	0	0	0
Total	14797	389	15186	12997	1901	14898	288	90	6	96	89	0	89	7	
Total Subscriber base (Prepaid)-----		2556999													
Total Subscriber base (Postpaid)-----		206309													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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	271	10	281	226	31	257	24	1	0	1	1	0	1	0
	Customer Service Related Complaints	233	8	241	167	68	235	6	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1268	31	1299	1121	161	1282	17	1	0	1	1	0	1	0
	MNP Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	UCC Related Complaints	10	0	10	9	1	10	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	10	0	10	8	2	10	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	1804	49	1853	1543	263	1806	47	3	0	3	3	0	3	0	
Total Subscriber base (Prepaid)-----		583679													
Total Subscriber base (Postpaid)-----		29187													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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 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	105	1	106	96	9	105	1	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	1	27	15	10	25	2	0	2	2	2	0	2	0	0
	Faults and Network Related Complaints	681	17	698	612	75	687	11	1	0	1	0	0	0	0	1
	MNP Related Complaints	3	0	3	3	0	3	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	8	2	10	7	3	10	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	823	22	845	733	98	831	14	1	2	3	2	0	2	2	1	
Total Subscriber base (Prepaid)-----		159523														
Total Subscriber base (Postpaid)-----		8657														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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
RAJASTHAN	Billing Related Complaints	361	7	368	271	85	356	12	3	0	3	2	0	2	1
	Customer Service Related Complaints	351	12	363	238	108	346	17	2	0	2	2	0	2	0
	Faults and Network Related Complaints	1413	61	1474	831	589	1420	54	0	0	0	0	0	0	0
	MNP Related Complaints	31	1	32	31	0	31	1	0	0	0	0	0	0	0
	UCC Related Complaints	10	2	12	8	3	11	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	12	0	12	8	4	12	0	0	0	0	0	0	0	0
	VAS Related Complaints	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Total	2185	83	2268	1394	789	2183	85	5	0	5	4	0	4	1
Total Subscriber base (Prepaid)-----		1128125													
Total Subscriber base (Postpaid)-----		42424													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
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	7	0	7	7	0	7	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	9	0	9	8	1	9	0	1	1	2	2	0	2	0
	Faults and Network Related Complaints	40	1	41	38	2	40	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
Total	60	1	61	57	3	60	1	1	1	2	2	0	2	0	
Total Subscriber base (Prepaid)-----		70239													
Total Subscriber base (Postpaid)-----		49													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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	97	2	99	59	38	97	2	1	0	1	1	0	1	0
	Customer Service Related Complaints	206	27	233	77	143	220	13	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3620	84	3704	3037	609	3646	58	2	0	2	2	0	2	0
	MNP Related Complaints	4	1	5	5	0	5	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	0	3	0	3	3	0	0	0	0	0	0	0	0
	VAS Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
Total	3934	114	4048	3182	793	3975	73	3	0	3	3	0	3	0	
Total Subscriber base (Prepaid)-----		97971													
Total Subscriber base (Postpaid)-----		41852													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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	
URE	Billing Related Complaints	75	4	79	60	17	77	2	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	74	2	76	53	19	72	4	0	1	1	1	0	1	0	0
	Faults and Network Related Complaints	1015	23	1038	908	122	1030	8	1	0	1	0	0	0	1	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	6	0	6	5	1	6	0	0	1	1	1	0	1	0	0
	Internet / Data Related Complaints	7	0	7	4	3	7	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1178	29	1207	1031	162	1193	14	1	2	3	2	0	2	1	1
Total Subscriber base (Prepaid)-----		487579														
Total Subscriber base (Postpaid)-----		11153														

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - CDMA															
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 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	69	3	72	51	21	72	0	3	0	3	2	0	2	1
	Customer Service Related Complaints	165	4	169	111	50	161	8	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1549	31	1580	1424	133	1557	23	2	0	2	2	0	2	0
	MNP Related Complaints	19	0	19	18	1	19	0	0	0	0	0	0	0	0
	UCC Related Complaints	35	0	35	34	1	35	0	0	1	1	1	0	1	0
	Internet / Data Related Complaints	13	2	15	10	5	15	0	0	0	0	0	0	0	0
	VAS Related Complaints	4	0	4	3	0	3	1	0	0	0	0	0	0	0
Total	1854	40	1894	1651	211	1862	32	5	1	6	5	0	5	1	
Total Subscriber base (Prepaid)-----		612277													
Total Subscriber base (Postpaid)-----		26366													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - CDMA

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
KOLKOTA	Billing Related Complaints	183	11	194	60	117	177	17	4	0	4	1	0	1	3
	Customer Service Related Complaints	286	19	305	200	89	289	16	4	0	4	4	0	4	0
	Faults and Network Related Complaints	4032	86	4118	3713	371	4084	34	5	1	6	3	0	3	3
	MNP Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0
	UCC Related Complaints	13	0	13	12	0	12	1	0	0	0	0	0	0	0
	Internet / Data Related Complaints	13	2	15	11	4	15	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	4546	118	4664	4015	581	4596	68	13	1	14	8	0	8	6	
Total Subscriber base (Prepaid)-----		220428													
Total Subscriber base (Postpaid)-----		38491													