

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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
BIHAR	Billing Related Complaints	428	7	435	423	8	431	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	272	7	279	203	68	271	8	1	0	1	1	0	1	0
	Faults and Network Related Complaints	1084	40	1124	841	267	1108	16	6	0	6	6	0	6	0
	MNP Related Complaints	21	0	21	21	0	21	0	0	0	0	0	0	0	0
	UCC Related Complaints	105	1	106	104	2	106	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	435	9	444	397	44	441	3	0	0	0	0	0	0	0
	VAS Related Complaints	21	1	22	22	0	22	0	0	0	0	0	0	0	0
	Total	2366	65	2431	2011	389	2400	31	7	0	7	7	0	7	0
Total Subscriber base (Prepaid)-----		1716498													
Total Subscriber base (Postpaid)-----		16677													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - June'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
GUJRAT	Billing Related Complaints	2858	53	2911	2689	172	2861	50	15	2	17	17	0	17	0
	Customer Service Related Complaints	1496	70	1566	664	821	1485	81	11	1	12	12	0	12	0
	Faults and Network Related Complaints	6134	165	6299	5501	620	6121	178	14	0	14	12	0	12	2
	MNP Related Complaints	124	0	124	118	3	121	3	0	0	0	0	0	0	0
	UCC Related Complaints	243	5	248	202	30	232	16	4	0	4	3	0	3	1
	Internet / Data Related Complaints	1693	44	1737	1514	169	1683	54	0	0	0	0	0	0	0
	VAS Related Complaints	181	6	187	179	4	183	4	0	0	0	0	0	0	0
	Total	12729	343	13072	10867	1819	12686	386	44	3	47	44	0	44	3
Total Subscriber base (Prepaid)-----		3281053													
Total Subscriber base (Postpaid)-----		77818													

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - June'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	90	0	90	84	2	86	4	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	0	26	18	7	25	1	0	0	0	0	0	0	0
	Faults and Network Related Complaints	85	10	95	49	36	85	10	0	0	0	0	0	0	0
	MNP Related Complaints	1	0	1	1	0	1	0	0	0	0	0	0	0	0
	UCC Related Complaints	2	0	2	2	0	2	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	7	0	7	5	2	7	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	218	10	228	166	47	213	15	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		53100													
Total Subscriber base (Postpaid)-----		6072													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	
HARYANA	Billing Related Complaints	2723	60	2783	2526	183	2709	74	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1054	25	1079	787	252	1039	40	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3765	252	4017	3179	696	3875	142	23	4	27	26	0	26	1	
	MNP Related Complaints	25	0	25	22	1	23	2	0	0	0	0	0	0	0	0
	UCC Related Complaints	131	2	133	127	1	128	5	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	858	52	910	722	165	887	23	3	0	3	3	0	3	0	
	VAS Related Complaints	151	4	155	150	0	150	5	0	0	0	0	0	0	0	0
Total	8707	395	9102	7513	1298	8811	291	26	4	30	29	0	29	1		
Total Subscriber base (Prepaid)-----		2875769														
Total Subscriber base (Postpaid)-----		69805														

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	6024	142	6166	5490	514	6004	162	0	0	0	0	0	0	0	0	
	Customer Service Related Complaints	3816	236	4052	1925	1766	3691	361	0	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	16270	559	16829	12156	4060	16216	613	131	51	182	167	0	167	15	15	
	MNP Related Complaints	294	1	295	275	13	288	7	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	668	47	715	561	121	682	33	0	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	4315	312	4627	2123	2260	4383	244	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	467	18	485	466	7	473	12	0	0	0	0	0	0	0	0	0
	Total	31854	1315	33169	22996	8741	31737	1432	131	51	182	167	0	167	15	15	
Total Subscriber base (Prepaid)-----		7048728															
Total Subscriber base (Postpaid)-----		232541															

Name of Service Provider : Tata Teleservices Limited															
(Cellular Mobile Telephone Service) - GSM															
Customer Complaints Redressal Report for the Quarter ending - June'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	1483	20	1503	1339	125	1464	39	0	0	0	0	0	0	0
	Customer Service Related Complaints	884	38	922	588	302	890	32	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3691	112	3803	2676	976	3652	151	2	0	2	2	0	2	0
	MNP Related Complaints	27	1	28	26	1	27	1	0	0	0	0	0	0	0
	UCC Related Complaints	82	4	86	79	3	82	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	998	30	1028	771	225	996	32	0	0	0	0	0	0	0
	VAS Related Complaints	86	3	89	78	6	84	5	0	0	0	0	0	0	0
Total	7251	208	7459	5557	1638	7195	264	2	0	2	2	0	2	0	
Total Subscriber base (Prepaid)-----		1699370													
Total Subscriber base (Postpaid)-----		60110													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	1486	43	1529	1181	315	1496	33	1	0	1	1	0	1	0
	Customer Service Related Complaints	1877	76	1953	921	899	1820	133	5	0	5	4	0	4	1
	Faults and Network Related Complaints	4682	171	4853	4001	653	4654	199	3	0	3	0	0	0	3
	MNP Related Complaints	26	0	26	26	0	26	0	0	0	0	0	0	0	0
	UCC Related Complaints	289	7	296	267	16	283	13	0	0	0	0	0	0	0
	Internet / Data Related Complaints	648	28	676	519	133	652	24	0	0	0	0	0	0	0
	VAS Related Complaints	56	3	59	59	0	59	0	0	0	0	0	0	0	0
	Total	9064	328	9392	6974	2016	8990	402	9	0	9	5	0	5	4
Total Subscriber base (Prepaid)-----		2742567													
Total Subscriber base (Postpaid)-----		68315													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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
MAHARASHTRA	Billing Related Compliants	4092	90	4182	3930	159	4089	93	19	2	21	16	0	16	5
	Customer Service Related Compliants	2769	118	2887	1046	1660	2706	181	1	1	2	2	0	2	0
	Faults and Network Related Compliants	8146	178	8324	7772	315	8087	237	38	9	47	42	0	42	5
	MNP Related Compliants	62	4	66	61	4	65	1	0	0	0	0	0	0	0
	UCC Related Compliants	314	18	332	225	85	310	22	0	0	0	0	0	0	0
	Internet / Data Related Compliants	2240	58	2298	2008	219	2227	71	0	0	0	0	0	0	0
	VAS Related Compliants	376	7	383	371	2	373	10	9	0	9	9	0	9	0
	Total	17999	473	18472	15413	2444	17857	615	67	12	79	69	0	69	10
Total Subscriber base (Prepaid)-----		5016629													
Total Subscriber base (Postpaid)-----		151250													

Name of Service Provider : Tata Teleservices (Maharashtra) Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	3182	98	3280	3003	193	3196	84	20	0	20	20	0	20	0
	Customer Service Related Complaints	2066	120	2186	679	1361	2040	146	4	0	4	4	0	4	0
	Faults and Network Related Complaints	5655	170	5825	5197	436	5633	192	18	0	18	18	0	18	0
	MNP Related Complaints	172	7	179	170	4	174	5	1	0	1	1	0	1	0
	UCC Related Complaints	391	15	406	262	111	373	33	0	0	0	0	0	0	0
	Internet / Data Related Complaints	733	37	770	649	99	748	22	0	0	0	0	0	0	0
	VAS Related Complaints	211	8	219	211	0	211	8	10	0	10	10	0	10	0
	Total	12410	455	12865	10171	2204	12375	490	53	0	53	53	0	53	0
Total Subscriber base (Prepaid)-----		2742786													
Total Subscriber base (Postpaid)-----		135385													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	1800	30	1830	1710	78	1788	42	8	0	8	8	0	8	0
	Customer Service Related Complaints	1286	34	1320	988	292	1280	40	23	4	27	27	0	27	0
	Faults and Network Related Complaints	3071	100	3171	2691	352	3043	128	3	0	3	3	0	3	0
	MNP Related Complaints	117	1	118	116	2	118	0	0	0	0	0	0	0	0
	UCC Related Complaints	210	7	217	196	9	205	12	0	0	0	0	0	0	0
	Internet / Data Related Complaints	934	27	961	782	149	931	30	0	0	0	0	0	0	0
	VAS Related Complaints	70	1	71	69	1	70	1	1	0	1	1	0	1	0
	Total	7488	200	7688	6552	883	7435	253	35	4	39	39	0	39	0
Total Subscriber base (Prepaid)-----		4957969													
Total Subscriber base (Postpaid)-----		56934													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	1690	20	1710	1661	39	1700	10	0	0	0	0	0	0	0
	Customer Service Related Complaints	355	4	359	293	58	351	8	3	0	3	3	0	3	0
	Faults and Network Related Complaints	1615	51	1666	1381	225	1606	60	10	0	10	10	0	10	0
	MNP Related Complaints	11	0	11	10	0	10	1	0	0	0	0	0	0	0
	UCC Related Complaints	96	5	101	99	2	101	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	243	8	251	221	29	250	1	0	0	0	0	0	0	0
	VAS Related Complaints	28	2	30	30	0	30	0	0	0	0	0	0	0	0
Total	4038	90	4128	3695	353	4048	80	13	0	13	13	0	13	0	
Total Subscriber base (Prepaid)-----		2446936													
Total Subscriber base (Postpaid)-----		28699													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	
PUNJAB	Billing Related Complaints	2638	51	2689	2542	94	2636	53	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	1255	43	1298	875	367	1242	56	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	5015	307	5322	4585	642	5227	95	21	0	21	19	0	19	2	0
	MNP Related Complaints	21	0	21	19	2	21	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	124	3	127	116	4	120	7	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1461	84	1545	1334	169	1503	42	0	0	0	0	0	0	0	0
	VAS Related Complaints	295	6	301	292	3	295	6	0	0	0	0	0	0	0	0
Total	10809	494	11303	9763	1281	11044	259	21	0	21	19	0	19	2	0	
Total Subscriber base (Prepaid)-----	2533075															
Total Subscriber base (Postpaid)-----	93558															

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	124	1	125	124	0	124	1	2	0	2	2	0	2	0
	Customer Service Related Complaints	19	1	20	20	0	20	0	1	0	1	1	0	1	0
	Faults and Network Related Complaints	102	0	102	100	1	101	1	1	0	1	1	0	1	0
	MNP Related Complaints	22	1	23	19	4	23	0	0	0	0	0	0	0	0
	UCC Related Complaints	33	0	33	30	0	30	3	0	0	0	0	0	0	0
	Internet / Data Related Complaints	6	0	6	6	0	6	0	0	0	0	0	0	0	0
	VAS Related Complaints	23	0	23	23	0	23	0	0	0	0	0	0	0	0
	Total	329	3	332	322	5	327	5	4	0	4	4	0	4	0
Total Subscriber base (Prepaid)-----		778798													
Total Subscriber base (Postpaid)-----		46													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	2319	67	2386	1863	466	2329	57	6	0	6	6	0	6	0
	Customer Service Related Complaints	3388	151	3539	1250	2062	3312	227	4	0	4	4	0	4	0
	Faults and Network Related Complaints	7072	340	7412	5880	1403	7283	129	20	0	20	20	0	20	0
	MNP Related Complaints	36	2	38	36	2	38	0	0	0	0	0	0	0	0
	UCC Related Complaints	259	10	269	234	24	258	11	0	0	0	0	0	0	0
	Internet / Data Related Complaints	699	66	765	480	270	750	15	0	0	0	0	0	0	0
	VAS Related Complaints	342	20	362	341	18	359	3	1	0	1	1	0	1	0
	Total	14115	656	14771	10084	4245	14329	442	31	0	31	31	0	31	0
Total Subscriber base (Prepaid)-----		6952336													
Total Subscriber base (Postpaid)-----		187697													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	721	14	735	624	99	723	12	3	2	5	5	0	5	0
	Customer Service Related Complaints	497	12	509	313	180	493	16	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1951	47	1998	1733	205	1938	60	1	2	3	3	0	3	0
	MNP Related Complaints	5	0	5	5	0	5	0	0	0	0	0	0	0	0
	UCC Related Complaints	208	5	213	202	3	205	8	0	0	0	0	0	0	0
	Internet / Data Related Complaints	521	4	525	453	61	514	11	0	0	0	0	0	0	0
	VAS Related Complaints	85	0	85	85	0	85	0	0	0	0	0	0	0	0
Total	3988	82	4070	3415	548	3963	107	4	4	8	8	0	8	0	
Total Subscriber base (Prepaid)-----		5031974													
Total Subscriber base (Postpaid)-----		39226													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	1632	29	1661	1571	63	1634	27	16	7	23	19	0	19	4
	Customer Service Related Complaints	1352	32	1384	1026	329	1355	29	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3326	146	3472	2626	684	3310	162	13	12	25	23	0	23	2
	MNP Related Complaints	66	0	66	65	1	66	0	0	0	0	0	0	0	0
	UCC Related Complaints	135	2	137	126	7	133	4	0	0	0	0	0	0	0
	Internet / Data Related Complaints	1109	34	1143	828	274	1102	41	8	3	11	10	0	10	1
	VAS Related Complaints	82	1	83	80	3	83	0	5	0	5	5	0	5	0
	Total	7702	244	7946	6322	1361	7683	263	42	22	64	57	0	57	7
Total Subscriber base (Prepaid)-----		3829368													
Total Subscriber base (Postpaid)-----		56494													

Name of Service Provider : Tata Teleservices Limited

(Cellular Mobile Telephone Service) - GSM

Customer Complaints Redressal Report for the Quarter ending - June'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	
WEST BENGAL	Billing Related Complaints	90	1	91	91	0	91	0	0	0	0	0	0	0	0	0
	Customer Service Related Complaints	26	0	26	25	1	26	0	0	0	0	0	0	0	0	0
	Faults and Network Related Complaints	191	4	195	182	8	190	5	1	0	1	1	0	1	0	
	MNP Related Complaints	12	0	12	12	0	12	0	0	0	0	0	0	0	0	0
	UCC Related Complaints	15	0	15	10	0	10	5	0	0	0	0	0	0	0	0
	Internet / Data Related Complaints	13	0	13	13	0	13	0	0	0	0	0	0	0	0	0
	VAS Related Complaints	3	0	3	3	0	3	0	1	0	1	1	0	1	0	0
	Total	350	5	355	336	9	345	10	2	0	2	2	0	2	0	0
Total Subscriber base (Prepaid)-----		756128														
Total Subscriber base (Postpaid)-----		57														