

Name of Service Provider (Broadband Service)															
Customer Complaints Redressal Report for the Quarter ending - Sep'20 (Q-2)															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during			Details of appeals disposed 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 appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP	Billing	3558	-	3,558	3,558	-	3,558	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	690	12	702	643	40	683	19	0	0	0	0	0	0	0
	Faults and Network Related Complaints	52531	860	53,391	51,012	2,211	53,223	168	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	23	-	23	18	2	20	3	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	56802	872	57,674	55,231	2,253	57,484	190	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		144550													
DL	Billing	13746	-	13,746	13,746	-	13,746	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	6355	49	6,404	6,106	212	6,318	86	0	0	0	0	0	0	0
	Faults and Network Related Complaints	221849	3,196	225,045	219,183	5,486	224,669	376	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	94	-	94	84	7	91	3	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	242044	3,245	245,289	239,119	5,705	244,824	465	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		819666													
GU	Billing	996	-	996	996	-	996	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	252	4	256	232	11	243	13	0	0	0	0	0	0	0
	Faults and Network Related Complaints	12871	188	13,059	12,503	482	12,985	74	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	6	-	6	4	1	5	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	14125	192	14,317	13,735	494	14,229	88	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		55584													
NORTH HR	Billing	310	-	310	310	-	310	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	159	3	162	139	10	149	13	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6042	94	6,136	5,819	276	6,095	41	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	6511	97	6,608	6,268	286	6,554	54	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		26357													

KTK	Billing	9458	-	9,458	9,458	-	9,458	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2681	17	2,698	2,533	125	2,658	40	0	0	0	0	0	0	0
	Faults and Network Related Complaints	140190	2,563	142,753	134,199	7,906	142,105	648	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	67	-	67	64	2	66	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	152396	2,580	154,976	146,254	8,033	154,287	689	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		397845													

KL	Billing	557	-	557	557	-	557	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	137	-	137	128	7	135	2	0	0	0	0	0	0	0
	Faults and Network Related Complaints	7745	153	7,898	7,500	388	7,888	10	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	8441	153	8,594	8,187	395	8,582	12	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		37497													

KOL	Billing	1752	-	1,752	1,752	-	1,752	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	520	1	521	508	6	514	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	27482	376	27,858	24,733	2,960	27,693	165	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	10	-	10	9	-	9	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	29764	377	30,141	27,002	2,966	29,968	173	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		69572													

MH	Billing	1871	-	1,871	1,871	-	1,871	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	472	12	484	433	36	469	15	0	0	0	0	0	0	0
	Faults and Network Related Complaints	15755	441	16,196	14,792	1,204	15,996	200	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	15	-	15	9	2	11	4	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	18113	453	18,566	17,105	1,242	18,347	219	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		77657													

MPCG	Billing	4447	-	4,447	4,447	-	4,447	-	1	0	1	0	0	0	1
	Customer Service Related Complaints	816	27	843	754	61	815	28	0	0	0	0	0	0	0
	Faults and Network Related Complaints	44545	841	45,386	43,375	1,905	45,280	106	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	38	-	38	33	4	37	1	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	49846	868	50,714	48,609	1,970	50,579	135	1	0	1	0	0	0	1	
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		197105													

MUM	Billing	1917	-	1,917	1,917	-	1,917	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	655	2	657	615	21	636	21	0	0	0	0	0	0	0
	Faults and Network Related Complaints	20608	585	21,193	17,860	3,119	20,979	214	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	19	-	19	17	-	17	2	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	23199	587	23,786	20,409	3,140	23,549	237	0	0	0	0	0	0	0	
Total Subscriber base (Prepaid)-----		-													

Total Subscriber base (Postpaid)-----		110489													
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PB	Billing	2024	-	2,024	2,024	-	2,024	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	638	21	659	570	64	634	25	0	0	0	0	0	0	0
	Faults and Network Related Complaints	32645	694	33,339	31,368	1,594	32,962	377	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	7	-	7	7	-	7	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	35314	715	36,029	33,969	1,658	35,627	402	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		107573													

RI	Billing	644	-	644	644	-	644	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	359	9	368	303	41	344	24	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11008	153	11,161	10,730	390	11,120	41	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	6	-	6	6	-	6	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	12017	162	12,179	11,683	431	12,114	65	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		45054													

TN	Billing	8721	-	8,721	8,721	-	8,721	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1727	6	1,733	1,610	99	1,709	24	0	0	0	0	0	0	0
	Faults and Network Related Complaints	137287	2,754	140,041	125,884	13,333	139,217	824	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	93	-	93	83	4	87	6	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	147828	2,760	150,588	136,298	13,436	149,734	854	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		366791													

UP-E	Billing	907	-	907	907	-	907	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	501	8	509	479	20	499	10	0	0	0	0	0	0	0
	Faults and Network Related Complaints	20157	248	20,405	19,556	788	20,344	61	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	2	-	2	-	2	2	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	21567	256	21,823	20,942	810	21,752	71	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		60175													

NORTH UP-W	Billing	583	-	583	583	-	583	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	313	8	321	292	25	317	4	0	0	0	0	0	0	0
	Faults and Network Related Complaints	11100	128	11,228	10,791	403	11,194	34	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	8	-	8	8	-	8	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	12004	136	12,140	11,674	428	12,102	38	0	0	0	0	0	0	0	

Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		33026													

I&K	Billing	37	-	37	37	-	37	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	83	-	83	63	14	77	6	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1562	-	1,562	966	498	1,464	98	1	0	1	0	0	0	1
	Internet/ Data Related Complaints	1	-	1	-	1	1	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
Total	1683	-	1,683	1,066	513	1,579	104	1	0	1	0	0	0	1	

Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		8156													

BR	Billing	2	-	2	2	-	2	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	38	-	38	32	6	38	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	347	-	347	305	25	330	17	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	1	-	1	-	1	1	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	388	-	388	339	32	371	17	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		957													
PR	Billing	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	3	-	3	3	-	3	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	18	-	18	16	1	17	1	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	-	-	-	-	0	0	0	0	0	0	0
	Total	22	-	22	20	1	21	1	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----															
Total Subscriber base (Postpaid)-----		102													

Wireline															
Customer Complaints Redressal Report for the Quarter ending - Sep'20 (Q-2)															
LSA	Category of complaints	Complaint Centre(s)							Appellate Authority						
		Details of complaints received during the			Details of complaints redressed during the Quarter				Details of appeals received during			Details of appeals disposed 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 appeals received during the Quarter	Pending appeals of previous quarter	Total no. of appeals to be decided during the Quarter [12] = [10]+ [11]	Total no. of appeals decided within specified time limit during the quarter	Total no. of appeals decided beyond the time limit during the Quarter	Total no. of appeals disposed during the quarter [15] = [13] + [14]	Total No. of appeals pending for decision on the last day of Quarter [16] = [12] - [15]
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP	Billing	216	-	216	216	-	216	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	262	4	266	206	39	245	21	0	1	1	0	1	1	0
	Faults and Network Related Complaints	7324	224	7,548	7120	410	7,530	18	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	7802	228	8,030	7542	449	7,991	39	0	1	1	0	1	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		228534													
DL	Billing	1786	-	1,786	1786	-	1,786	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	2579	27	2,606	2354	184	2,538	68	0	1	1	0	0	1	0
	Faults and Network Related Complaints	57437	858	58,295	56880	1,336	58,216	79	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	61802	885	62,687	61020	1520	62,540	147	0	1	1	1	0	1	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		1453257													
GU	Billing	232	-	232	232	-	232	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	189	3	192	168	14	182	10	0	0	0	0	0	0	0
	Faults and Network Related Complaints	3167	54	3,221	3071	124	3,195	26	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	3588	57	3,645	3471	138	3,609	36	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		114715													
NORTH HR	Billing	37	-	37	37	-	37	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	48	-	48	37	4	41	7	0	0	0	0	0	0	0
	Faults and Network Related Complaints	1515	29	1,544	1430	99	1,529	15	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	1600	29	1629	1474	103	1571	22	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----		-													
Total Subscriber base (Postpaid)-----		-													

	Total	1600	29	1,629	1504	103	1,607	22	0	0	0	0	0	0	0	
	Total Subscriber base (Prepaid)-----							-								
	Total Subscriber base (Postpaid)-----							28306								
KTK	Billing	632	-	632	632	-	632	-	0	0	0	0	0	0	0	
	Customer Service Related Complaints	904	8	912	781	96	877	35	0	1	1	0	1	1	0	
	Faults and Network Related Complaints	27677	709	28,386	26234	2,054	28,288	98	0	0	0	0	0	0	0	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	
	Total	29213	717	29,930	27647	2150	29,797	133	0	1	1	0	1	1	0	
	Total Subscriber base (Prepaid)-----							-								
	Total Subscriber base (Postpaid)-----							783151								
KL	Billing	108	-	108	108	-	108	-	0	0	0	0	0	0	0	
	Customer Service Related Complaints	109	-	109	96	11	107	2	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	3979	81	4,060	3898	159	4,057	3	0	0	0	0	0	0	0	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	
	Total	4196	81	4,277	4102	170	4,272	5	0	0	0	0	0	0	0	
	Total Subscriber base (Prepaid)-----							-								
	Total Subscriber base (Postpaid)-----							60921								
KOL	Billing	162	-	162	162	-	162	-	0	0	0	0	0	0	0	
	Customer Service Related Complaints	218	-	218	202	11	213	5	0	0	0	0	0	0	0	
	Faults and Network Related Complaints	7498	171	7,669	6709	930	7,639	30	0	0	0	0	0	0	0	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0	
	Total	7878	171	8,049	7073	941	8,014	35	0	0	0	0	0	0	0	
	Total Subscriber base (Prepaid)-----							-								
	Total Subscriber base (Postpaid)-----							138089								
MH	Billing	114	-	114	114	-	114	-	-	-	-	-	-	-	-	
	Customer Service Related Complaints	155	4	159	131	18	149	10	-	-	-	-	-	-	-	
	Faults and Network Related Complaints	1970	119	2,089	1831	227	2,058	31	-	-	-	-	-	-	-	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-	
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-	
	Total	2239	123	2,362	2076	245	2,321	41	-	-	-	-	-	-	-	
	Total Subscriber base (Prepaid)-----							-								
	Total Subscriber base (Postpaid)-----							125867								
MPCG	Billing	758	-	758	758	-	758	-	-	-	-	-	-	-	-	
	Customer Service Related Complaints	388	10	398	340	40	380	18	1	-	1	-	-	-	1	
	Faults and Network Related Complaints	14604	376	14,980	14146	807	14,953	27	-	-	-	-	-	-	-	
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-	
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-	
	Total	15750	386	16,136	15244	847	16,091	45	1	-	1	0	-	0	1	
	Total Subscriber base (Prepaid)-----							-								

Total Subscriber base (Postpaid)-----			249866												
				-											
MUM	Billing	283	-	283	283	-	283	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	374	2	376	332	22	354	22	-	-	-	-	-	-	-
	Faults and Network Related Complaints	6504	226	6,730	5655	1,011	6,666	64	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	7161	228	7,389	6270	1033	7,303	86	-	-	-	-	-	-	-
Total Subscriber base (Prepaid)-----			-												
Total Subscriber base (Postpaid)-----			374374												
PB	Billing	156	-	156	156	-	156	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	263	4	267	220	23	243	24	-	-	-	-	-	-	-
	Faults and Network Related Complaints	7872	215	8,087	7550	482	8,032	55	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	8291	219	8,510	7926	505	8,431	79	-	-	-	-	-	-	-
Total Subscriber base (Prepaid)-----			-												
Total Subscriber base (Postpaid)-----			138258												
RJ	Billing	97	-	97	97	-	97	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	163	3	166	128	28	156	10	-	-	-	-	-	-	-
	Faults and Network Related Complaints	3630	50	3,680	3491	175	3,666	14	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	3890	53	3,943	3716	203	3,919	24	-	-	-	-	-	-	-
Total Subscriber base (Prepaid)-----			-												
Total Subscriber base (Postpaid)-----			65473												
TN	Billing	1185	-	1,185	1185	-	1,185	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	986	3	989	829	119	948	41	-	-	-	-	-	-	-
	Faults and Network Related Complaints	36818	920	37,738	33633	3,934	37,567	171	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	38989	923	39,912	35647	4053	39,700	212	-	-	-	-	-	-	-
Total Subscriber base (Prepaid)-----			-												
Total Subscriber base (Postpaid)-----			535940												
UP-E	Billing	80	-	80	80	-	80	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	196	2	198	183	10	193	5	-	-	-	-	-	-	-
	Faults and Network Related Complaints	3500	65	3,565	3389	166	3,555	10	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	3776	67	3,843	3652	176	3,828	15	-	-	-	-	-	-	-
Total Subscriber base (Prepaid)-----			-												
Total Subscriber base (Postpaid)-----			71477												
JP-W	Billing	73	-	73	73	-	73	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	143	3	146	119	24	143	3	-	-	-	-	-	-	-

NORTH U	Faults and Network Related Complaints	1937	36	1,973	1853	104	1,957	16	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	2153	39	2,192	2045	128	2,173	19	-	-	-	-	-	-	-
	Total Subscriber base (Prepaid)-----	-													
Total Subscriber base (Postpaid)-----	36750														

J&K	Billing	4	-	4	4	-	4	-	-	-	-	-	-	-	-
	Customer Service Related Complaints	25	-	25	15	8	23	2	-	-	-	-	-	-	-
	Faults and Network Related Complaints	399	-	399	225	112	337	62	-	-	-	-	-	-	-
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	VAS Related Complaints	0	-	-	0	-	-	-	-	-	-	-	-	-	-
	Total	428	-	428	244	120	364	64	-	-	-	-	-	-	-
Total Subscriber base (Prepaid)-----	-														
Total Subscriber base (Postpaid)-----	9585														

BR	Billing	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	7	-	7	7	-	7	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	107	-	107	83	19	102	5	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	114	-	114	90	19	109	5	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----	-														
Total Subscriber base (Postpaid)-----	659														

HP	Billing	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Customer Service Related Complaints	1	-	1	1	-	1	-	0	0	0	0	0	0	0
	Faults and Network Related Complaints	6	-	6	6	-	6	-	0	0	0	0	0	0	0
	Internet/ Data Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	VAS Related Complaints	0	-	-	0	-	-	-	0	0	0	0	0	0	0
	Total	7	-	7	7	-	7	-	0	0	0	0	0	0	0
Total Subscriber base (Prepaid)-----	-														
Total Subscriber base (Postpaid)-----	101														