

**Customer Grievance Redressal Report for the Quarter ending Dec-14 :: CDMA Services**

**(Cellular Mobile Telephone Service)**

**Name of Service Provider - Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited**

Name of Service Area	Complaint Centre(s)									Appellate Authority						
	Total no. of complaints received in the Complaint Centre up to last day Quarter ending	No. of customers as on the last day of the Quarter ending	Complaints per 100 customers per month	Pending complaints of previous quarter ending	Total complaints (6=2+5)	Total no of complaints redressed by the complaint center wef 1st day of quarter to last day of the quarter	Total No. of complaints pending for redressal on last day of the quarter (8=6-7)	Total no of complaints redressed within specified time limit on the last day of the quarter	Total No. of complaints which have not redressed within the specified time limit on the last day of the quarter (10=7-9)	Total No. of appeals received by the appellate authority up to last day of the Quarter ending	Pending Appeals of previous quarter ending	Total appeals (13=11+12)	No of appeals disposed of last day of the quarter ending	No of appeals pending on last day of the quarter ending (15=13-14)	Total no of appeals redressed within specified timelimit on the last day of the quarter ending	Total no of appeals which have not been redressed within the specified timelimit as on last day of the quarter ending (17=14-16)
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Andhra Pradesh	13761	1277092	1.08	359	14120	13961	159	11224	2737	27	0	27	26	1	26	0
Bihar	1478	717308	0.21	114	1592	1484	108	1269	215	3	6	9	8	1	8	0
New Delhi	16196	2729018	0.59	975	17171	16569	602	14038	2531	571	59	630	565	65	565	0
Gujrat	5407	351177	1.54	508	5915	5506	409	4850	656	49	1	50	49	1	49	0
Himachal Pradesh	278	41825	0.66	26	304	280	24	212	68	0	0	0	0	0	0	0
Haryana	1800	619897	0.29	88	1888	1862	26	1480	382	0	0	0	0	0	0	0
Kolkata	4302	300111	1.43	201	4503	4342	161	3790	552	25	0	25	25	0	25	0
Kerala	2695	172867	1.56	77	2772	2718	54	2258	460	9	1	10	10	0	10	0
Karnataka	3798	322094	1.18	45	3843	3812	31	3000	812	200	49	249	239	10	239	0
Madhya Pradesh	2063	579798	0.36	158	2221	2109	112	1765	344	12	3	15	15	0	15	0
Mumbai	8096	840760	0.96	849	8945	8364	581	6359	2005	102	10	112	103	9	103	0
Orissa	919	178581	0.51	91	1010	926	84	811	115	2	1	3	3	0	3	0
Punjab	2201	627138	0.35	119	2320	2261	59	1839	422	3	0	3	2	1	2	0
Rajasthan	2044	1219844	0.17	119	2163	2069	94	1501	568	48	0	48	37	11	37	0
Maharashtra	5028	2463131	0.20	903	5931	5140	791	3844	1296	48	6	54	42	12	42	0
Tamilnadu	6186	166661	3.71	247	6433	6269	164	4652	1617	124	0	124	124	0	124	0
UPE	1621	534004	0.30	118	1739	1625	114	1385	240	71	20	91	67	24	67	0
UPW	2138	705710	0.30	221	2359	2156	203	1890	266	44	19	63	57	6	57	0
West Bengal	16	90906	0.02	1	17	15	2	14	1	0	0	0	0	0	0	0