

Customer Grievance Redressal Report for the Quarter ending Mar-14 :: GSM 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
AP	14733	5828577	0.25	446	15179	14537	642	14122	415	2	0	2	2	0	2	0
BH	1967	2327440	0.08	55	2022	1933	89	1895	38	4	0	4	4	0	4	0
GUJ	9725	2795904	0.35	379	10104	9382	722	9281	101	22	0	22	22	0	22	0
HP	191	80272	0.24	8	199	187	12	170	17	0	0	0	0	0	0	0
HR	6950	2383835	0.29	260	7210	6937	273	6730	207	22	0	22	22	0	22	0
KOL	5196	2598338	0.20	152	5348	5170	178	5069	101	1	0	1	0	1	0	0
KR	5048	1901486	0.27	146	5194	4961	233	4823	138	1	0	1	1	0	1	0
KTK	23990	5847947	0.41	863	24853	23353	1500	22774	579	50	0	50	50	0	50	0
MP	6178	4259789	0.15	132	6310	6072	238	5977	95	17	0	17	17	0	17	0
MUM	11204	2555543	0.44	274	11478	11086	392	10901	185	40	1	41	40	1	40	0
OR	1939	2202071	0.09	55	1994	1902	92	1845	57	9	0	9	9	0	9	0
PB	8650	2040431	0.42	381	9031	8504	527	8153	351	37	0	37	37	0	37	0
RAJ	150	1031165	0.01	7	157	147	10	145	2	0	0	0	0	0	0	0
ROM	14839	4433168	0.33	351	15190	14189	1001	13985	204	57	0	57	50	7	50	0
TN	11620	7023865	0.17	549	12169	11597	572	11222	375	56	0	56	56	0	56	0
UPE	4470	4111284	0.11	110	4580	4459	121	4422	37	2	0	2	1	1	1	0
UPW	5447	3389166	0.16	149	5596	5413	183	5373	40	13	2	15	10	5	10	0
WB	298	1301678	0.02	6	304	301	3	296	5	0	0	0	0	0	0	0