

Customer Grievance Redressal Report for the Quarter ending Jun-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	13734	5652863	0.24	620	14354	13314	1040	13078	236	49	0	49	47	2	47	0
BH	2143	2221418	0.10	53	2196	2051	145	1995	56	7	0	7	5	2	5	0
GUJ	7653	2982702	0.26	83	7736	7461	275	7393	68	18	0	18	18	0	18	0
HP	165	75695	0.22	9	174	153	21	144	9	4	0	4	4	0	4	0
HR	6778	2339021	0.29	191	6969	6734	235	6600	134	93	0	93	91	2	91	0
KOL	5170	2626264	0.20	75	5245	5075	170	5005	70	13	1	14	6	8	6	0
KR	4544	1795573	0.25	171	4715	4445	270	4360	85	4	0	4	3	1	3	0
KTK	18166	6161866	0.29	739	18905	17784	1121	17503	281	446	0	446	396	50	396	0
MP	4479	4391350	0.10	37	4516	4335	181	4283	52	20	0	20	20	0	20	0
MUM	7866	2533903	0.31	321	8187	7655	532	7598	57	23	1	24	24	0	24	0
OR	2363	2293500	0.10	13	2376	2267	109	2193	74	4	0	4	3	1	3	0
PB	8939	1999051	0.45	277	9216	8859	357	8696	163	129	0	129	122	7	122	0
RAJ	163	950043	0.02	1	164	154	10	152	2	0	0	0	0	0	0	0
ROM	9943	4407677	0.23	221	10164	9645	519	9573	72	60	7	67	56	11	56	0
TN	13137	6644058	0.20	502	13639	12713	926	12528	185	12	0	12	11	1	11	0
UPE	3538	4206093	0.08	61	3599	3383	216	3341	42	4	1	5	3	2	3	0
UPW	5051	3401734	0.15	82	5133	4950	183	4909	41	61	5	66	36	30	36	0
WB	413	1178419	0.04	2	415	408	7	401	7	1	0	1	1	0	1	0