

Customer Grievance Redressal Report for the Quarter Ending Sept-13

(Cellular Mobile Telephone Service) :: GSM Services

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	No. of customers at end of the Quarter	Complaints per 100 customers per month	Total no. of complaints redressed by the Complaint Centre within the specified time limit	Total No. of complaints pending for redressal beyond the specified time limit	Total No. of appeals received by the appellate authority	No. of appeals disposed of	No of appeals pending.	Total No. of appeals pending for decision beyond the specified time limit
1	2	3	4	5	6	7	8	9	10
AP	11658	7011598	0.17	10879	779	10	10	0	0
BH	2718	2927087	0.09	2604	114	0	0	0	0
GUJ	8204	2491714	0.33	8008	196	46	46	0	0
HP	696	110883	0.63	646	50	1	1	0	0
HR	5618	2400958	0.23	5498	120	53	50	3	0
KOL	6235	2356200	0.26	5886	349	19	19	0	0
KR	5502	1916946	0.29	5064	438	2	2	0	0
KTK	21482	5939777	0.36	19754	1728	37	37	0	0
MP	5602	4422919	0.13	5402	200	21	21	0	0
MUM	8535	2598422	0.33	8279	256	61	61	0	0
OR	1834	2333073	0.08	1760	74	4	4	0	0
PB	5924	2011980	0.29	5660	264	47	45	2	0
RAJ	683	1747634	0.04	670	13	0	0	0	0
ROM	11281	4184628	0.27	10728	553	29	29	0	0
TN	10711	6730858	0.16	9901	810	48	48	0	0
UPE	5245	4247654	0.12	5128	117	1	1	0	0
UPW	5082	3324477	0.15	4953	129	2	1	1	0
WB	1022	1690342	0.06	992	30	0	0	0	0