

**Customer Grievance Redressal Report for the Quarter Ending Dec-12**

**(Cellular Mobile Telephone Service) :: CDMA 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	32209	1898464	1.70	29951	2258	5	5	0	0
Assam	3283	125516	2.62	2968	315	0	0	0	0
BH	11560	1398356	0.83	11144	416	4	4	0	0
DL	65425	5089055	1.29	63151	2274	495	451	44	0
GUJ	14422	904099	1.60	13645	777	1	1	0	0
HP	3194	96857	3.30	3064	130	0	0	0	0
HR	9500	771074	1.23	9219	281	0	0	0	0
J&K	2651	106678	2.49	2485	166	0	0	0	0
KOL	20396	928499	2.20	19556	840	4	4	0	0
KR	4512	473819	0.95	4027	485	8	8	0	0
KTK	28049	741403	3.78	25123	2926	24	24	0	0
MP	4496	635189	0.71	4266	230	3	3	0	0
MUM	30753	1742053	1.77	29181	1572	36	36	0	0
North East	808	78399	1.03	711	97	0	0	0	0
OR	3716	414214	0.90	3579	137	3	3	0	0
PB	15553	755285	2.06	14912	641	0	0	0	0
RAJ	8826	1053559	0.84	8322	504	0	0	0	0
ROM	20712	2901012	0.71	19866	846	8	8	0	0
TN	24040	589863	4.08	21482	2558	1	1	0	0
UPE	7041	547257	1.29	6813	228	21	20	1	0
UPW	7807	1574621	0.50	7561	246	0	0	0	0
WB	3557	460639	0.77	3467	90	0	0	0	0