

**Customer Grievance Redressal Report for the Quarter ending Sept-12
(Cellular Mobile Telephone Service) :: CDMA Services**

Name of Service Provider: Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Service Area	Call Centre				Appellate Authority			
	Total no. of complaints received in the Call Centre	Complaints per 100 customers per month	Total no. of complaints redressed by the Call 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 off	No of appeals pending	Total Number of appeals pending for decision beyond the specified time limit
1	2	3	4	5	6	7	8	9
AP	50775	2.66	43642	7133	5	5	0	0
AS	6746	5.24	6500	246	5	5	0	0
BH	21883	1.47	20316	1567	1	1	0	0
DL	104702	2.00	96141	8561	190	145	45	0
GUJ	22950	2.46	21491	1459	8	8	0	0
HP	5182	5.16	4723	459	1	1	0	0
HR	13133	1.62	10394	2739	2	2	0	0
J&K	4558	4.21	4297	261	11	11	0	0
KOL	37945	4.04	34810	3135	49	49	0	0
KR	8962	1.83	7520	1442	2	2	0	0
KTK	41446	5.32	37029	4417	0	0	0	0
MH	30300	0.99	28315	1985	7	7	0	0
MP	11898	1.75	10981	917	2	2	0	0
MBI	46090	2.72	43336	2754	216	216	0	0
NE	1945	2.42	1824	121	0	0	0	0
OR	6808	1.60	6488	320	0	0	0	0
PB	21645	2.77	19297	2348	4	4	0	0
RAJ	15250	1.39	13852	1398	0	0	0	0
TN	28795	4.47	25306	3489	6	6	0	0
UPE	14896	1.90	13869	1027	28	24	4	0
UPW	16707	0.99	15228	1479	0	0	0	0
WB	5396	1.14	4692	704	2	2	0	0
	518012	2.13	470051	47961	539	490	49	0