

Customer Grievance Redressal Report for the Quarter ending Dec-13 : 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	11040	5963092	0.19	240	11280	10392	888	10152	240	2	0	2	2	0	2	0
BH	1769	2572148	0.07	61	1830	1720	110	1659	61	0	0	0	0	0	0	0
GUJ	5711	2625983	0.22	189	5900	5665	235	5476	189	38	0	38	38	0	38	0
HP	82	87311	0.09	3	85	73	12	70	3	1	0	1	1	0	1	0
HR	4543	2345211	0.19	128	4671	4446	225	4318	128	21	3	24	24	0	24	0
KOL	3655	2394428	0.15	130	3785	3599	186	3469	130	1	0	1	1	0	1	0
KR	3513	1789864	0.20	100	3613	3314	299	3214	100	1	0	1	1	0	1	0
KTK	20467	6206549	0.33	738	21205	18849	2356	18111	738	47	0	47	47	0	47	0
MP	4247	4153081	0.10	122	4369	4253	116	4131	122	20	0	20	20	0	20	0
MUM	7329	2727066	0.27	172	7501	7194	307	7022	172	52	0	52	51	1	51	0
OR	1368	2057306	0.07	39	1407	1306	101	1267	39	2	0	2	2	0	2	0
PB	5111	1941535	0.26	135	5246	4977	269	4842	135	43	2	45	45	0	45	0
RAJ	446	1222726	0.04	16	462	428	34	412	16	0	0	0	0	0	0	0
ROM	10003	4293617	0.23	296	10299	9694	605	9398	296	28	0	28	28	0	28	0
TN	8503	6564556	0.13	203	8706	7963	743	7760	203	54	0	54	54	0	54	0
UPE	3070	4154941	0.07	98	3168	3018	150	2920	98	0	0	0	0	0	0	0
UPW	3886	3465400	0.11	111	3997	3879	118	3768	111	3	1	4	2	2	2	0
WB	541	1324368	0.04	26	567	528	39	502	26	0	0	0	0	0	0	0