

**Customer Grievance Redressal Report for the Quarter ending Mar-14 :: CDMA 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	27291	1657441	1.65	684	27975	26750	1225	25538	1212	3	0	3	3	0	3	0
BH	4019	1070783	0.38	68	4087	3896	191	3835	61	5	0	5	5	0	5	0
DL	49871	3390542	1.47	1854	51725	48110	3615	41718	6392	427	49	476	380	96	380	0
GUJ	11329	582102	1.95	206	11535	10686	849	10451	235	16	0	16	16	0	16	0
HP	1250	75665	1.65	68	1318	1202	116	1041	161	3	0	3	3	0	3	0
HR	3292	819361	0.40	127	3419	3289	130	3046	243	3	0	3	3	0	3	0
KOL	12800	580191	2.21	170	12970	12647	323	12410	237	8	0	8	8	0	8	0
KR	5160	269891	1.91	178	5338	4931	407	4728	203	2	0	2	2	0	2	0
KTK	18227	725994	2.51	765	18992	17827	1165	16535	1292	45	0	45	45	0	45	0
MP	3981	701407	0.57	71	4052	3948	104	3898	50	10	0	10	10	0	10	0
MUM	23467	1447938	1.62	655	24122	22848	1274	22518	330	87	1	88	88	0	88	0
OR	2597	247143	1.05	24	2621	2532	89	2497	35	9	0	9	9	0	9	0
PB	10639	861101	1.24	730	11369	10413	956	8892	1521	35	0	35	33	2	33	0
RAJ	6954	1377483	0.50	152	7106	6805	301	6664	141	1	0	1	1	0	1	0
ROM	12679	2982528	0.43	313	12992	12065	927	11645	420	61	0	61	50	11	50	0
TN	15184	473900	3.20	589	15773	14931	842	13108	1823	32	0	32	32	0	32	0
UPE	6721	731898	0.92	154	6875	6596	279	6537	59	3	0	3	2	1	2	0
UPW	5230	924430	0.57	84	5314	5143	171	5089	54	9	3	12	8	4	8	0
WB	236	166966	0.14	5	241	229	12	218	11	0	0	0	0	0	0	0