

Customer Grievance Redressal Report for the Quarter ending Sep'14 :: 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 (14=13-15)	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 =14	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	15794	5639577	0.28	1040	16834	15257	1577	14624	633	38	2	40	40	0	40	0
Assam	0	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0	0
BH	2386	2011108	0.12	145	2531	2313	218	2162	151	31	2	33	26	7	26	0
DL	0	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0	0
GUJ	10549	3272616	0.32	275	10824	10122	702	9878	244	17	0	17	14	3	14	0
HP	162	71424	0.23	21	183	157	26	142	15	4	0	4	4	0	4	0
HR	7637	2480891	0.31	235	7872	7388	484	7109	279	75	2	77	77	0	77	0
J&K	0	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0	0
KOL	5758	2748128	0.21	170	5928	5549	379	5332	217	21	8	29	29	0	29	0
KL	6380	1757517	0.36	270	6650	6383	267	6283	100	7	1	8	5	3	5	0
KAR	22316	6700121	0.33	1121	23437	21633	1804	20889	744	418	50	468	402	66	402	0
MP	7119	4748141	0.15	181	7300	6788	512	6604	184	28	0	28	17	11	17	0
MUM	8531	2631055	0.32	532	9063	8035	1028	7794	241	35	0	35	34	1	34	0
NE	0	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0	0
OR	3187	2330061	0.14	109	3296	3083	213	2937	146	2	1	3	2	1	2	0
PB	9077	2168549	0.42	357	9434	8848	586	8607	241	123	7	130	130	0	130	0
RAJ	311	852357	0.04	10	321	311	10	298	13	0	0	0	0	0	0	0
ROM	14185	4597406	0.31	519	14704	13655	1049	13298	357	36	11	47	43	4	43	0
TN	19253	6608894	0.29	926	20179	17891	2288	17302	589	8	1	9	9	0	9	0
UPE	3696	4433023	0.08	216	3912	3622	290	3529	93	7	2	9	3	6	3	0
UPW	6428	3577016	0.18	183	6611	6184	427	5976	208	86	30	116	90	26	90	0
WB	448	1074606	0.04	7	455	441	14	423	18	0	0	0	0	0	0	0