

**Customer Grievance Redressal Report for the Quarter Ending June'13
(Cellular Mobile Telephone Service) :: GSM 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 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 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	10
AP	11083	6415869	0.17	10254	829	4	4	0	0
BH	949	2979603	0.03	869	80	3	3	0	0
GUJ	6502	2435082	0.27	6383	119	18	18	0	0
HP	2864	123396	2.32	2761	103	1	1	0	0
HR	2322	2411178	0.10	2309	13	48	48	0	0
KOL	3486	2164282	0.16	3316	170	34	34	0	0
KR	2806	1857955	0.15	2513	293	2	1	1	0
KTK	17411	5913480	0.29	16249	1162	106	106	0	0
MP	2974	4081242	0.07	2798	176	13	13	0	0
MUM	7543	2379609	0.32	7260	283	59	59	0	0
OR	798	2208688	0.04	776	22	2	2	0	0
PB	6573	2024549	0.32	6334	239	68	64	4	0
RAJ	1088	1806492	0.06	1055	33	0	0	0	0
ROM	9267	4295812	0.22	8887	380	23	23	0	0
TN	7829	5983920	0.13	7273	556	66	66	0	0
UPE	3156	4155446	0.08	3119	37	7	7	0	0
UPW	2704	3315358	0.08	2649	55	3	2	1	0
WB	194	1880874	0.01	187	7	0	0	0	0

**Customer Grievance Redressal Report for the Quarter ending June-13
(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 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 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	10
AP	32546	2069281	1.57	30330	2216	8	8	0	0
BH	4359	1339541	0.33	4017	342	2	2	0	0
DL	68879	4062145	1.70	64617	4262	235	199	36	0
GUJ	10209	797143	1.28	9809	400	43	43	0	0
HP	3519	95973	3.67	3354	165	4	4	0	0
HR	1437	694283	0.21	1337	100	23	23	0	0
KOL	11744	826099	1.42	11493	251	29	29	0	0
KR	4907	324630	1.51	4443	464	6	2	4	0
KTK	23994	724783	3.31	22222	1772	47	47	0	0
MP	2720	586042	0.46	2613	107	4	4	0	0
MUM	22855	1632405	1.40	21617	1238	93	90	3	0
OR	1665	350181	0.48	1617	48	0	0	0	0
PB	15006	699397	2.15	14147	859	27	27	0	0
RAJ	5616	970782	0.58	5410	206	0	0	0	0
ROM	16632	2545181	0.65	15315	1317	40	40	0	0
TN	25469	548059	4.65	23213	2256	43	43	0	0
UPE	5336	526162	1.01	5243	93	8	7	1	0
UPW	4701	1359191	0.35	4550	151	3	2	1	0
WB	1736	390373	0.44	1665	71	1	1	0	0