

Customer Grievance Redressal Report for the Quarter Ending Dec-12

(Cellular Mobile Telephone Service) :: GSM Services

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	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 of	No of appeals pending.	Total No. of appeals pending for decision beyond the specified time limit
1	2	3	4	5	6	7	8	9	10
AP	19920	6681204	0.30	18261	1659	6	6	0	0
BH	1761	3423764	0.05	1695	66	2	2	0	0
GUJ	6723	2482642	0.27	6482	241	0	0	0	0
HP	1587	203736	0.78	1404	183	0	0	0	0
HR	8246	2400588	0.34	7928	318	0	0	0	0
KOL	3830	2221113	0.17	3602	228	4	4	0	0
KR	5661	2291090	0.25	5240	421	26	26	0	0
KTK	35176	7113851	0.49	31017	4159	102	102	0	0
MP	3091	4365042	0.07	2926	165	4	4	0	0
MUM	12219	2487755	0.49	11378	841	35	35	0	0
OR	918	2372346	0.04	889	29	12	12	0	0
PB	10370	2075425	0.50	9910	460	0	0	0	0
RAJ	3846	1809674	0.21	3646	200	0	0	0	0
ROM	14045	4882346	0.29	12995	1050	17	17	0	0
TN	14552	6743655	0.22	13129	1423	7	7	0	0
UPE	5519	3916871	0.14	5481	38	11	11	0	0
UPW	4612	3383008	0.14	4509	103	5	5	0	0
WB	1574	2286433	0.07	1538	36	0	0	0	0