

**Customer Grievance Redressal Report for the Quarter ending Jun12
(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 Call Centre	Complaints per 100 customers per month	Total no. of complaints redressed by the Call 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
AP	20998	0.30	19104	1894	0	0	0	0
AS	0	0	0	0	0	0	0	0
BH	2706	0.07	2585	121	0	0	0	0
DL	0	0	0	0	0	0	0	0
GUJ	13843	0.50	13388	455	55	9	46	0
HP	1220	0.39	1136	84	0	0	0	0
HR	9182	0.40	8630	552	1	1	0	0
J&K	0	0	0	0	0	0	0	0
KOL	7662	0.36	7209	453	47	44	3	0
KR	7852	0.35	6816	1036	2	2	0	0
KTK	28885	0.43	26383	2502	0	0	0	0
MH	15877	0.30	15141	736	0	0	0	0
MP	18406	0.39	17092	1314	0	0	0	0
MBI	12521	0.43	12000	521	2	2	0	0
NE	0	0	0	0	0	0	0	0
OR	1599	0.06	1531	68	4	4	0	0
PB	9272	0.48	8437	835	1	1	0	0
RAJ	4466	0.22	4377	89	0	0	0	0
TN	5761	0.11	5229	532	12	12	0	0
UPE	13624	0.37	13191	433	0	0	0	0
UPW	8044	0.26	7779	265	0	0	0	0
WB	3779	0.15	3512	267	0	0	0	0