

Customer Grievance Redressal Report for the Quarter Ending Mar-13

(Cellular Mobile Telephone Service) :: CDMA 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	35104	2069281	1.69	32328	2776	11	11	0	0
BH	7425	1339541	0.55	7186	239	5	5	0	0
DL	83018	4062145	2.04	78307	4711	595	520	75	0
GUJ	12372	797143	1.55	12012	360	82	82	0	0
HP	2143	95974	2.23	1988	155	2	1	1	0
HR	4426	694283	0.63	4108	318	9	4	5	0
KOL	16003	826099	1.93	15658	345	30	20	10	0
KR	4985	324630	1.53	4461	524	12	12	0	0
KTK	33172	724783	4.57	30179	2993	230	230	0	0
MP	3690	586042	0.62	3543	147	9	9	0	0
MUM	27706	1632405	1.69	26496	1210	252	252	0	0
OR	2420	350181	0.69	2348	72	2	2	0	0
PB	18114	699397	2.58	17027	1087	16	6	10	0
RAJ	6999	970782	0.72	6751	248	16	16	0	0
ROM	17977	2545182	0.70	17084	893	18	18	0	0
TN	30206	548059	5.51	26853	3353	30	30	0	0
UPE	5932	526162	1.12	5778	154	13	12	1	0
UPW	6499	1359191	0.47	6322	177	2	2	0	0
WB	2445	390373	0.62	2362	83	3	2	1	0