

**Customer Grievance Redressal Report for the Quarter Ending Sept'12  
(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	31496	0.45	25175	6321	3	3	0	0
AS	0	0.00	0	0	0	0	0	0
BH	3317	0.09	3107	210	0	0	0	0
ND	0	0.00	0	0	0	0	0	0
GJ	12529	0.44	11866	663	5	5	0	0
HP	2460	0.84	2091	369	0	0	0	0
HR	13256	0.55	11673	1583	0	0	0	0
JK	0	0.00	0	0	0	0	0	0
KOL	11923	0.52	9331	2592	22	22	0	0
KR	11338	0.47	9383	1955	3	3	0	0
KTK	39258	0.52	28209	11049	0	0	0	0
MH	19616	0.39	17583	2033	12	12	0	0
MP	6553	0.15	5671	882	6	6	0	0
MBI	21993	0.73	20272	1721	77	77	0	0
NE	0	0.00	0	0	0	0	0	0
OR	2745	0.10	2534	211	0	0	0	0
PB	25637	1.22	21340	4297	1	1	0	0
RAJ	7123	0.33	6252	871	0	0	0	0
TN	13522	0.20	10093	3429	1	1	0	0
UPE	17122	0.42	16527	595	4	4	0	0
UPW	11364	0.33	10665	699	4	3	1	0
WB	7512	0.29	6012	1500	3	3	0	0
	258764	0.4	217784	40980	141	140	1	0