

**Customer Grievance Redressal Report for the Quarter ending Dec-13 : CDMA Services**

**(Cellular Mobile Telephone Service)**

**(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 up to last day Quarter ending	No. of customers as on the last day of the Quarter ending	Complaints per 100 customers per month	Pending complaints of previous quarter ending	Total complaints (6=2+5)	Total no of complaints redressed by the complaint center wef 1st day of quarter to last day of the quarter	Total No. of complaints pending for redressal on last day of the quarter (8=6-7)	Total no of complaints redressed within specified time limit on the last day of the quarter	Total No. of complaints which have not redressed within the specified time limit on the last day of the quarter (10=7-9)	Total No. of appeals received by the appellate authority up to last day of the Quarter ending	Pending Appeals of previous quarter ending	Total appeals (13=11+12)	No of appeals disposed of last day of the quarter ending	No of appeals pending on last day of the quarter ending (15=13-14)	Total no of appeals redressed within specified timelimit on the last day of the quarter ending	Total no of appeals which have not been redressed within the specified timelimit as on last day of the quarter ending (17=14-16)
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
AP	21428	1898838	1.13	491	21919	20161	1758	20075	86	5	0	5	5	0	5	0
BH	2712	956181	0.28	62	2774	2651	123	2621	30	0	0	0	0	0	0	0
DL	31627	3418653	0.93	898	32525	29445	3080	29366	79	427	24	451	402	49	402	0
GUJ	7480	579620	1.29	100	7580	7303	277	7295	8	15	0	15	15	0	15	0
HP	1068	90066	1.19	34	1102	974	128	965	9	0	0	0	0	0	0	0
HR	1904	638761	0.30	41	1945	1803	142	1792	11	6	0	6	6	0	6	0
KOL	10513	584449	1.80	167	10680	10379	301	10361	18	3	0	3	3	0	3	0
KR	3938	277540	1.42	105	4043	3644	399	3604	40	2	0	2	2	0	2	0
KTK	16376	645740	2.54	515	16891	15331	1560	15246	85	34	0	34	34	0	34	0
MP	3825	474067	0.81	84	3909	3783	126	3741	42	3	0	3	3	0	3	0
MUM	19427	1416926	1.37	404	19831	19030	801	18792	238	89	0	89	88	1	88	0
OR	1774	251657	0.70	31	1805	1736	69	1733	3	2	0	2	2	0	2	0
PB	7728	640144	1.21	190	7918	7038	880	6992	46	18	0	18	18	0	18	0
RAJ	4171	828790	0.50	114	4285	4073	212	4058	15	1	0	1	1	0	1	0
ROM	12276	2226911	0.55	315	12591	11820	771	11482	338	11	0	11	11	0	11	0
TN	15134	472084	3.21	514	15648	13453	2195	13323	130	35	0	35	35	0	35	0
UPE	5559	497805	1.12	87	5646	5493	153	5476	17	0	0	0	0	0	0	0
UPW	3778	741968	0.51	47	3825	3724	101	3710	14	6	0	6	3	3	3	0
WB	1052	179619	0.59	11	1063	1048	15	1041	7	0	0	0	0	0	0	0