

**Customer Grievance Redressal Report for the Quarter ending Dec'14 :: GSM 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 (14=13-15)	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 =14	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
Andhra Pradesh	18297	5726105	0.32	1577	19874	18579	1295	12657	5922	36	0	36	36	0	36	0
Bihar	2904	1891656	0.15	218	3122	2885	237	2349	536	13	7	20	11	9	11	0
Gujrat	14683	3468247	0.42	702	15385	14834	551	11448	3386	107	3	110	105	5	105	0
Himachal Pradesh	234	67556	0.35	26	260	241	19	143	98	0	0	0	0	0	0	0
Haryana	11668	2669985	0.44	484	12152	11644	508	9999	1645	10	0	10	10	0	10	0
Kolkata	2444	2618773	0.09	379	2823	2445	378	2410	35	24	0	24	17	7	17	0
Kerala	5219	1687720	0.31	267	5486	5149	337	4120	1029	26	3	29	24	5	24	0
Karnataka	29187	7096357	0.41	1804	30991	28964	2027	22788	6176	354	66	420	391	29	391	0
Madhya Pradesh	10338	5084185	0.20	512	10850	10591	259	8945	1646	47	11	58	58	0	58	0
Mumbai	13972	2782180	0.50	1028	15000	13895	1105	11141	2754	25	1	26	25	1	25	0
Orissa	4002	2300297	0.17	213	4215	4052	163	3422	630	14	1	15	9	6	9	0
Punjab	11870	2304205	0.52	586	12456	11747	709	10156	1591	14	0	14	13	1	13	0
Rajasthan	280	833324	0.03	10	290	277	13	262	15	20	0	20	16	4	16	0
Maharashtra	19034	4895545	0.39	1049	20083	19113	970	15809	3304	47	4	51	42	9	42	0
Tamilnadu	24934	6916519	0.36	2288	27222	25888	1334	15235	10653	202	0	202	202	0	202	0
UPE	3773	4617525	0.08	290	4063	3882	181	3016	866	3	6	9	9	0	9	0
UPW	7205	3729023	0.19	427	7632	7335	297	5798	1537	76	26	102	81	21	81	0
West Bengal	5049	966083	0.52	14	5063	4934	129	3507	1427	1	0	1	1	0	1	0