

Customer Grievance Redressal Report for the Quarter Ending Mar-13

(Cellular Mobile Telephone Service) :: GSM 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	16624	6378419	0.26	14580	2044	12	12	0	0
BH	1096	3058009	0.03	1043	53	6	6	0	0
GUJ	6510	2232182	0.29	5757	753	48	48	0	0
HP	148	149836	0.09	131	17	0	0	0	0
HR	8141	2300734	0.35	7723	418	36	25	11	0
KOL	2970	2389001	0.12	2796	174	26	17	9	0
KR	3723	2076616	0.17	3326	397	42	42	0	0
KTK	28111	6826503	0.41	25022	3089	368	368	0	0
MP	2701	4115457	0.06	2592	109	23	23	0	0
MUM	9055	2435350	0.37	8598	457	346	346	0	0
OR	651	2363970	0.02	621	30	3	3	0	0
PB	8109	1918881	0.42	7517	592	23	16	7	0
RAJ	2671	1881418	0.14	2602	69	35	35	0	0
ROM	10945	4364624	0.25	10444	501	40	40	0	0
TN	11855	6414883	0.18	10042	1813	14	14	0	0
UPE	3186	3925530	0.08	3142	44	11	10	1	0
UPW	3224	3345462	0.09	3129	95	4	4	0	0
WB	661	2258135	0.02	641	20	2	2	0	0