

Customer Grievance Redressal Report for the Quarter ending Sep-14 :: 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	16296	1413369	1.15	640	16936	16577	359	15874	703	44	0	44	44	0	44	0
BH	1783	758076	0.24	91	1874	1760	114	1594	166	38	7	45	39	6	39	0
ND	17619	2771956	0.06	569	18188	17213	975	15569	1644	402	74	476	417	59	417	0
GUJ	5812	398078	4.43	309	6121	5613	508	4945	668	10	0	10	9	1	9	0
HP	349	42427	13.70	16	365	339	26	316	23	12	4	16	16	0	16	0
HR	1812	636692	0.05	45	1857	1769	88	1645	124	22	1	23	23	0	23	0
KOL	5378	336072	0.54	158	5536	5335	201	5208	127	29	20	49	49	0	49	0
KR	3474	182345	1.91	59	3533	3456	77	3365	91	3	0	3	2	1	2	0
KTK	4582	337589	1.59	156	4738	4693	45	4169	524	299	54	353	304	49	304	0
MP	2450	607673	0.57	130	2580	2422	158	2257	165	7	0	7	4	3	4	0
MUM	9404	858422	0.53	569	9973	9124	849	8877	247	143	4	147	137	10	137	0
OR	1142	186038	1.32	79	1221	1130	91	1069	61	1	1	2	1	1	1	0
PB	2499	635324	1.48	110	2609	2490	119	2315	175	96	11	107	107	0	107	0
RAJ	2881	1227831	0.23	93	2974	2855	119	2741	114	0	0	0	0	0	0	0
ROM	5780	2482757	0.05	625	6405	5502	903	4947	555	48	0	48	42	6	42	0
TN	6149	180984	1.38	158	6307	6060	247	5581	479	4	2	6	6	0	6	0
UPE	1944	560412	0.51	121	2065	1947	118	1904	43	48	6	54	34	20	34	0
UPW	2516	724658	0.80	144	2660	2439	221	2336	103	51	12	63	44	19	44	0
WB	24	110074	5.59	1	25	24	1	19	5	0	0	0	0	0	0	0