

**Customer Grievance Redressal Report for the Quarter ending Jun-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	16902	1430033	1.18	502	17404	16764	640	16199	565	73	0	73	73	0	73	0
BH	1682	820451	0.21	44	1726	1635	91	1574	61	12	0	12	5	7	5	0
DL	18718	2786481	0.67	488	19206	18637	569	17153	1484	585	96	681	607	74	607	0
GUJ	4905	418970	1.17	184	5089	4780	309	4674	106	8	0	8	8	0	8	0
HP	331	45447	0.73	11	342	326	16	301	25	13	0	13	9	4	9	0
HR	2175	685323	0.32	48	2223	2178	45	2088	90	10	0	10	9	1	9	0
KOL	4914	391153	1.26	91	5005	4847	158	4729	118	40	0	40	20	20	20	0
KR	2919	196143	1.49	44	2963	2904	59	2840	64	0	0	0	0	0	0	0
KTK	5061	362412	1.40	141	5202	5046	156	4726	320	238	0	238	184	54	184	0
MP	2273	660734	0.34	75	2348	2218	130	2167	51	3	0	3	3	0	3	0
MUM	9213	891704	1.03	233	9446	8877	569	8727	150	97	0	97	93	4	93	0
OR	928	196511	0.47	54	982	903	79	849	54	7	0	7	6	1	6	0
PB	2622	679700	0.39	86	2708	2598	110	2440	158	127	2	129	118	11	118	0
RAJ	3157	1277065	0.25	6	3163	3070	93	2993	77	3	0	3	3	0	3	0
ROM	4872	2553316	0.19	252	5124	4499	625	4122	377	37	11	48	48	0	48	0
TN	5553	200084	2.78	113	5666	5508	158	5079	429	19	0	19	17	2	17	0
UPE	2169	616123	0.35	75	2244	2123	121	2086	37	25	1	26	20	6	20	0
UPW	2444	821148	0.30	112	2556	2412	144	2341	71	48	4	52	40	12	40	0
WB	24	142446	0.02	0	24	23	1	20	3	0	0	0	0	0	0	0