

Customer Service Quality Performance for quarter ending Sept- 2012

S. No.	Name of Service Area	Customer Care / Helpline		Metering and Billing/ Charging				Closure of telephone / termination of service on request from customer (Benchmark: within 7 days = 100%)
		Accessibility of Call Centre Number (Benchmark: ≥ 95% calls should get connected and answered)	Response time to the customer for operator assistance (Benchmark: within 60 seconds: ≥ 90% calls to be answered by operator)	Post-paid - Metering and billing credibility (Benchmark: ≤ 0.1% of bills should be disputed over a billing cycle)	Pre-paid - Metering and credit & debit credibility (Benchmark: ≤ 0.1% of complaints over a month)	Percentage of Billing/Charging complaints resolved (Benchmark: =100% within 4 weeks)	Time taken for refund of deposits or any payments/refund due to customer after closure of telephone/termination of service or any other reason. (benchmark: 100% within 60 days)	
1	2	3	4	5	6	7	8	9
1	AP	99%	87%	0.00%	0.00%	100%	100%	100%
2	ASS							
3	BR	96%	95%	0.00%	0.00%	100%	100%	100%
4	DL							
5	GJ	99%	86%	0.00%	0.00%	100%	-	100%
6	HR	99%	83%	0.00%	0.00%	100%	-	100%
7	HP	99%	94%	0.00%	0.00%	100%	-	100%
8	J&K							
9	KOL	99%	88%	0.00%	0.00%	100%	100%	100%
10	KTK	99%	79%	0.00%	0.00%	100%	-	100%
11	KR	100%	88%	0.00%	0.00%	100%	100%	100%
12	MP	99%	94%	0.00%	0.00%	100%	0%	100%
13	MH	99%	91%	0.00%	0.00%	100%	100%	100%
14	Mum	99%	81%	0.00%	0.00%	100%	97%	100%
15	NE							
16	PB	99%	74%	0.00%	0.00%	100%	-	100%
17	OR	97%	86%	0.00%	0.00%	100%	-	100%
18	RJ	99%	87%	0.00%	0.00%	100%	-	100%
19	TN	98%	72%	0.00%	0.00%	100%	-	100%
20	UP-E	99%	90%	0.00%	0.00%	100%	-	100%
21	UP-W	99%	86%	0.01%	0.00%	100%	-	100%
22	WB	97%	91%	0.00%	0.00%	100%	-	100%

Note Services not launched in ASS, DL, J&K, &NE