

Format No. TRAI/QoS/CMTS/3 - PMR

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services :: CDMA Services

Report for quarter ending : Mar.'14

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																				
Name of Service Area	Metering and Billing												Response time to the customer for assistance				Termination / closure of service			
	Metering and billing credibility - post paid	No. of bills issued during the period	No. of bills disputed including billing complaints during the period	Metering and billing credibility - pre paid	No. of charging / credit / validity complaints during the period	Total no. of pre-paid customers - Dec-13	Resolution of billing/charging/validity complaints	No. of billing/(post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the month	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the month	No. of billing complaints (post paid) and charging, credit/validity complaints (pre paid) resolved in favour of the customer during the month	No. of complaints disposed on account of not considered as valid complaints during the month	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Total no. of call attempts to call centre / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call centre / customer care nos. during TCBH (Note)	Percentage of calls answered by the operators (voice to voice) within 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the month	No. of requests for Termination / Closure of service complied within 7 days during the month	Time taken for refund of deposits after closures
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Target	≤ 0.1%			≤ 0.1%			100% within 4 weeks				within 1 week of resolution of complaint		≥ 95%			≥ 90%	100% within 7 days			100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations																				
AP	0.00	491003	559	0.00%	20	1252077	100%	579	579	0	579	100%	99%	106626	105809	95%	100%	1084	1084	100%
ASS												100%								
BR	0.00	45004	86	0.00%	88	952396	100%	174	174	2	172	100%	100%	114886	114323	95%	100%	296	296	100%
CH												100%								
DL	0.00	625996	2324	0.00%	174	2561151	100%	2498	2498	66	2432	100%	99%	494916	489627	96%	100%	1638	1638	100%
GJ	0.00	199894	347	0.00%	3	368206	100%	350	350	0	350	100%	98%	77047	75822	95%	100%	599	599	100%
HP	0.00	15937	36	0.00%	2	39969	100%	38	38	0	38	100%	97%	26958	26022	95%	100%	158	158	100%
HR	0.00	108335	315	0.00%	35	761191	100%	350	350	0	350	100%	97%	74383	72208	96%	100%	415	415	100%
J&K							100%					100%								
KA	0.00	135512	253	0.00%	11	356725	100%	264	264	11	253	100%	99%	84942	84244	96%	100%	362	362	100%
KOL	0.00	128094	328	0.00%	17	369015	100%	345	345	24	321	100%	99%	82802	81968	97%	100%	675	675	100%
KL	0.00	100204	132	0.00%	5	172464	100%	137	137	0	137	100%	100%	33286	33120	96%	100%	137	137	100%
MH	0.00	232673	296	0.00%	13	2482316	100%	309	309	3	306	100%	99%	263214	260306	96%	100%	395	395	100%
MP	0.00	57803	42	0.00%	2	644478	100%	44	44	0	44	100%	98%	76105	74542	94%	100%	197	197	100%
MUM	0.00	258736	298	0.00%	26	811162	100%	324	324	2	322	100%	100%	187657	186956	96%	100%	491	491	100%
NE												100%								
OR	0.00	24358	14	0.00%	2	197709	100%	16	16	0	16	100%	99%	33160	32835	96%	100%	213	213	100%
PB	0.00	125364	258	0.00%	40	669121	100%	298	298	1	297	100%	98%	73267	71936	95%	100%	954	954	100%
RJ	0.00	135871	340	0.00%	21	1266033	100%	361	361	0	361	100%	97%	87078	84437	96%	100%	498	498	100%
TN	0.00	149175	327	0.00%	17	192101	100%	344	344	4	340	100%	99%	882266	875454	97%	100%	267	267	100%
UPE	0.00	48302	127	0.00%	18	616603	100%	145	145	3	142	100%	99%	80343	79703	97%	100%	180	180	100%
UPW	0.00	88722	83	0.00%	15	810984	100%	98	98	1	97	100%	99%	122573	121515	96%	100%	338	338	100%
WB	0.00	0	0	0.00%	1	160319	100%	1	1	0	1	100%	99%	18148	18034	99%	100%	0	0	100%

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

Note :

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

Note: No Postpaid data for WB as services launched
Services not offering in ASS, J&K, &NE