

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

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

Name of Service Area	Customer Service Quality Parameters												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 - Q4 Dec-2013	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	Page 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	393709	547	0.00%	140	5658543	100%	687	687	0	687	100%	99%	1214652	1208327	93%	100%	1464	1464	100%
ASS																				
BR	0.00	22526	47	0.00%	391	2316342	100%	438	438	0	438	100%	96%	582799	562073	95%	100%	215	215	100%
Delhi																				
GJ	0.00	136955	428	0.00%	407	2674904	100%	835	835	0	835	100%	99%	1012026	1003709	91%	100%	1158	1158	
HR	0.00	115127	705	0.00%	843	2280030	100%	1548	1548	0	1548	100%	99%	698781	693112	88%	100%	583	583	100%
HP	0.00	9460	20	0.00%	2	75722	100%	22	22	0	22	100%	99%	14092	13999	98%	100%	102	102	100%
J&K																				
KA	0.00	285909	834	0.00%	431	5649167	100%	1265	1265	1	1264	100%	99%	1786234	1777195	93%	100%	1363	1363	100%
KL	0.00	94849	166	0.00%	206	1841950	100%	372	372	0	372	100%	99%	528970	524498	95%	100%	683	683	100%
KOL	0.00	83974	178	0.00%	92	2562658	100%	270	270	10	260	100%	99%	750450	741356	93%	100%	1397	1397	100%
MP	0.00	87288	139	0.00%	262	4148941	100%	401	401	1	400	100%	99%	1158510	1148984	93%	100%	874	874	100%
MUM	0.00	275824	563	0.00%	197	2453145	100%	760	760	0	760	100%	99%	604538	600908	95%	100%	1473	1473	100%
NE																				
OR	0.00	32780	14	0.00%	45	2177568	100%	59	59	2	57	100%	96%	499480	481440	94%	100%	488	488	100%
PB	0.00	167973	640	0.00%	497	1907226	100%	1137	1137	0	1137	100%	99%	520897	516317	93%	100%	1604	1604	100%
RJ	0.00	0	0	0.00%	20	1023781	100%	20	20	0	20	100%	99%	172652	171317	95%	100%	0	0	100%
MH	0.00	230053	1139	0.00%	33	4224986	100%	1172	1172	18	1154	100%	99%	916002	906388	96%	100%	1447	1447	100%
WB	0.00	0	0	0.00%	5	1301667	100%	5	5	3	2	100%	96%	299135	288306	95%	100%	0	0	100%
TN	0.00	275164	541	0.00%	435	6897341	100%	976	976	1	975	100%	99%	1667072	1655222	92%	100%	1067	1067	100%
UPE	0.00	83793	128	0.00%	33	4078456	100%	161	161	0	161	100%	99%	1216332	1207954	95%	100%	724	724	100%
UPW	0.00	80477	123	0.00%	31	3313622	100%	154	154	3	151	100%	99%	908827	902882	91%	100%	751	751	100%

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

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

Note: Services not launched in ASS, DL, J&K, &NE
Postpaid services in RJ & WB discontinued
TN circle including Chennai data