

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 : Dec-12

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

Name of Regulations : The standards of Quality of Service of Cellular Mobile Telephone service 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 - QE Dec- 2012	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
Benchmarks																				
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%	276079	1336	0.00%	4825	6579672	100%	6161	6161	5	6156	100%	100%	1806122	1799020	94%	100%	2997	2996	100%
ASS	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BR	0.00%	22184	67	0.00%	425	3415767	100%	492	492	0	492	100%	96%	1303857	1246432	96%	100%	585	585	96%
CH	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DL	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GJ	0.00%	88616	723	0.00%	1021	2439774	100%	1744	1744	235	1509	100%	99%	1503161	1482815	86%	100%	2344	2344	99%
HR	0.00%	105306	629	0.00%	4347	2361740	100%	4976	4976	0	4976	100%	100%	1298023	1291802	83%	100%	2469	2469	99%
HP	0.00%	6245	18	0.00%	32	201679	100%	50	50	0	50	100%	99%	38491	38240	95%	100%	135	135	100%
J&K	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KOL	0.00%	66692	180	0.00%	586	2198505	100%	766	766	73	693	100%	99%	956236	950329	94%	100%	2218	2218	94%
KTK	0.00%	231568	1415	0.00%	468	7022896	100%	1883	1883	7	1876	100%	99%	2724574	2694175	81%	100%	4171	4168	97%
KR	0.00%	84659	365	0.00%	1378	2256629	100%	1743	1743	0	1743	100%	99%	904689	900018	75%	100%	1362	1362	99%
MP	0.00%	70251	243	0.00%	213	4332877	100%	456	456	1	455	100%	98%	1794841	1756617	90%	100%	1913	1913	100%
MH	0.00%	192386	2046	0.00%	227	4806058	100%	2273	2273	23	2250	100%	99%	1816897	1804037	93%	100%	5424	5423	100%
Mum	0.00%	223572	2469	0.00%	472	2402601	100%	2941	2941	0	2941	100%	100%	863657	859598	90%	100%	5010	5010	100%
NE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PB	0.00%	121347	576	0.00%	1891	2029366	100%	2467	2467	2	2465	100%	99%	680510	676371	91%	100%	3955	3955	100%
OR	0.00%	31880	39	0.00%	768	2360362	100%	807	807	2	805	100%	97%	772220	747673	96%	100%	585	585	100%
RJ	0.00%	104231	740	0.00%	420	1784263	100%	1160	1160	0	1160	100%	99%	1105910	1096773	86%	100%	2469	2469	100%
TN	0.00%	172292	1007	0.00%	5469	6682967	100%	6476	6476	3	6473	100%	99%	3559840	3519028	60%	100%	5005	5005	99%
UP-E	0.00%	90792	229	0.00%	1405	3891875	100%	1634	1634	1	1633	100%	99%	1762257	1751934	92%	100%	2597	2597	100%
UP-W	0.01%	95584	272	0.00%	242	3351903	100%	514	514	17	497	100%	100%	1641992	1633863	89%	100%	4539	4539	100%
WB	0.00%	1706	0	0.00%	249	2285479	100%	249	249	17	232	100%	97%	971224	943546	93%	100%	0	0	100%

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

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