

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-13

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

Name of Regulations : The standards of Quality of Service of Cellular Mobile Telephone Services and Basic Telephone service (Wireline)...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 Mar-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	%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%	243596	1333	0.00%	2834	6259606	100%	4161	4167	0	4167	100%	100%	1840759	1833436	90%	100%	3867	3867	100%
BR	0.00%	19321	52	0.00%	437	3048528	100%	489	489	0	489	100%	96%	1619677	1550064	83%	100%	515	515	100%
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%	74376	555	0.00%	2236	2180213	100%	2791	2791	14	2777	100%	99%	1352062	1344459	92%	100%	2509	2509	100%
HR	0.00%	80095	1314	0.00%	0	2255724	100%	1314	1314	0	1314	100%	99%	1098682	1091540	91%	100%	2124	2124	100%
HP	0.00%	4659	18	0.00%	8	147525	100%	26	26	0	26	100%	99%	31742	31546	98%	100%	223	223	100%
KOL	0.00%	49870	0	0.00%	530	2363474	100%	530	530	49	481	100%	99%	1054482	1047074	89%	100%	2105	2104	100%
KTK	0.00%	181861	1233	0.00%	184	6721747	100%	1417	1417	3	1414	100%	100%	2410848	2400610	88%	100%	6218	6218	100%
KR	0.00%	68579	289	0.00%	591	2039369	100%	880	880	0	880	100%	99%	842623	838251	93%	100%	1306	1306	100%
MP	0.00%	57885	255	0.00%	185	4078362	100%	440	440	0	440	100%	99%	1747504	1736269	93%	100%	1832	1832	100%
MH	0.00%	145986	1480	0.00%	242	4272310	100%	1722	1722	36	1686	100%	99%	1682515	1669896	95%	100%	5648	5648	100%
Mum	0.00%	206763	1761	0.00%	277	2321011	100%	2036	2038	0	2038	100%	100%	888748	884470	81%	100%	5702	5702	100%
PB	0.00%	91829	1028	0.00%	0	1861880	100%	1028	1028	0	1028	100%	99%	827235	821464	97%	100%	4204	4204	100%
OR	0.00%	26795	41	0.00%	471	2349350	100%	512	512	5	507	100%	97%	650218	628925	91%	100%	745	745	100%
RJ	0.00%	85690	395	0.00%	892	1856094	100%	1285	1287	0	1287	100%	99%	1146073	1139938	86%	100%	2373	2373	100%
TN	0.01%	129207	1128	0.00%	1152	6346995	100%	2280	2280	7	2273	100%	98%	2328497	2293347	92%	100%	3572	3572	100%
UP-E	0.01%	79608	225	0.00%	730	3895863	100%	955	955	6	949	100%	99%	1944830	1933223	94%	100%	2791	2790	100%
UP-W	0.01%	83410	304	0.00%	224	3309668	100%	528	528	16	512	100%	99%	1793610	1784641	95%	100%	3343	3342	100%
WB	0.00%	1415	272	0.00%	91	2257072	100%	363	363	19	344	100%	97%	933039	902198	86%	100%	109	109	100%

NOTE : TCBH - Reference in Column no. 15 &amp; 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:** Service not launched in DL

**COMPLIANCE STATEMENT : GSM SERVICES**

Sl.No.	Parameter	TRAI Benchmark	Circles	%age of Achievement of TTL for Quarter Ending Mar-13	Reason for not meeting the parameter	Action taken
1	Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	KOL	89%	1) Steep increase in overall call volumes against forecast due to unprecedented response to product offerings 2) Received high call volume in Feb'13 due to changes in product construct of GPRS packs & recharge vouchers. 3) High volume to due changes in plan rental and tariffs.	1) Manpower/staffing increased 2) Drive initiated to increase the productivity of agents at call center 3) Reward and recognition programs launched to control Attrition and Shrinkage
			KTK	88%		
			RJ	86%		
			WB	86%		
			BR	83%		
			Mum	81%		