

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

Quarter June
Year 2014

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

Name of Regulation: The Standard 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 quarter	Total no. of pre-paid customers at the end of the quarter	Resolution of billing/charging complaints	No. of billing/post paid and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter	No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) resolved in favour of the customer during the quarter	No. of complaints disposed on account of not considered as valid complaints during the quarter	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 quarter	No. of requests for Termination / Closure of service complied within 7 days during the quarter	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																				
	≤ 0.1%			≤ 0.1%			100% within 4 weeks				100% 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																				
Andhra Pradesh	0.00%	515711	291	0.00	12	1190321	100%	302	303	0	303	100%	99%	95295	94253	98%	100%	1105	1105	99.82%
Bihar	0.00%	49677	33	0.00	106	659313	99%	137	139	0	139	100%	98%	120313	117605	96%	100%	374	374	100.00%
Delhi	0.00%	624963	1244	0.00	137	2449113	100%	1380	1381	3	1378	100%	99%	299462	297262	96%	100%	1356	1356	99.89%
Gujarat	0.00%	199211	71	0.00	8	318502	100%	79	79	0	79	100%	98%	67927	66367	97%	100%	631	631	98.85%
Himachal Pradesh	0.00%	15941	15	0.00	1	37700	100%	16	16	1	15	100%	97%	11524	11228	95%	100%	108	108	100.00%
Haryana	0.00%	107201	243	0.00	36	419106	100%	279	279	0	279	100%	97%	65139	63270	94%	100%	505	505	100.00%
Karnataka	0.00%	137903	60	0.00	8	183385	100%	68	68	0	68	100%	99%	135736	133909	96%	100%	360	360	100.00%
Kolkata	0.00%	127150	54	0.00	6	334326	97%	58	60	3	57	100%	99%	81013	80251	95%	100%	553	553	100.00%
Kerala	0.00%	99653	49	0.00	0	158425	100%	49	49	0	49	100%	100%	30202	30088	96%	100%	93	93	100.00%
Maharashtra	0.00%	253024	111	0.00	5	1673147	100%	116	116	0	116	100%	98%	244468	240240	97%	100%	340	340	100.00%
Madhya Pradesh	0.00%	57560	9	0.00	1	407809	100%	10	10	0	10	100%	98%	62174	60682	95%	100%	183	183	100.00%
Mumbai	0.00%	311345	218	0.00	69	744182	99%	285	287	1	286	100%	100%	189579	188986	97%	100%	498	498	99.32%
Orissa	0.00%	23484	9	0.00	0	184950	100%	9	9	0	9	100%	98%	33703	33133	97%	100%	141	141	100.00%
Punjab	0.00%	121413	223	0.00	32	311178	100%	255	255	0	255	100%	98%	62012	60524	96%	100%	1043	1043	100.00%
Rajasthan	0.00%	137429	101	0.00	24	646265	99%	124	125	1	124	100%	97%	90611	87556	96%	100%	494	494	100.00%
Tamil Nadu	0.00%	144300	49	0.00	4	135214	100%	53	53	1	52	100%	99%	75558	74995	86%	100%	282	282	100.00%
UPE	0.00%	48279	9	0.00	4	354706	100%	13	13	0	13	100%	99%	65355	64912	96%	100%	135	135	100.00%
UPW	0.00%	87946	52	0.00	18	582048	100%	70	70	2	68	100%	99%	103928	103031	93%	100%	288	288	100.00%
West Bengal		0	0	0.00	0	140175	100%	0	0	0	0	100%	98%	15989	15688	98%				

NOTE : 1) TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care
 2) Not offering services in Assam, Jammu & Kashmir and North East Service areas.
 3) Post Pay Services not being offered in West Bengal