

Format No. TRA/QoS/CMTS/3-PMR
Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - CDMA

Report for quarter ending : September'14

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 90 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	22
Benchmarks																					
	≤ 0.1%			≤ 0.1%			98% within 4 weeks	100% within 6 weeks				100% within 1 week of resolution of complaint	≥ 95%			≥ 95%	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%	277116	212	0.00%	14	1184286	99.56%	100.00%	225	226	0	226	100.00%	99.07%	92506	91643	95.07%	100.00%	1497	1497	99.90%
Bihar	0.00%	33970	21	0.00%	59	600175	100.00%	100.00%	80	80	1	79	100.00%	98.77%	104007	102726.7	95.92%	100.00%	424	424	100.00%
Delhi	0.00%	436383	968	0.00%	53	2443700	100.00%	100.00%	1021	1021	15	1006	100.00%	99.31%	561754	557876	97.97%	100.00%	2823	2823	99.90%
Gujarat	0.00%	60674	50	0.00%	15	302984	100.00%	100.00%	65	65	0	65	100.00%	97.78%	69645	68098	92.77%	100.00%	1183	1183	100.00%
Himachal Pradesh	0.01%	14234	27	0.00%	0	35125	100.00%	100.00%	27	27	1	26	100.00%	97.97%	2902	2843	97.83%	100.00%	216	216	100.00%
Haryana	0.00%	86791	163	0.00%	15	381767	100.00%	100.00%	178	178	1	177	100.00%	97.16%	61384	59641	98.24%	100.00%	898	898	99.90%
Kolkata	0.00%	44464	59	0.00%	11	282360	98.57%	98.57%	69	70	0	70	100.00%	99.18%	78472	77827	90.50%	100.00%	0	0	100.00%
Kerala	0.00%	25130	37	0.00%	3	148658	100.00%	100.00%	40	40	1	39	100.00%	99.27%	28822	28611	97.61%	100.00%	264	264	100.00%
Karnataka	0.00%	39551	90	0.00%	0	162038	100.00%	100.00%	90	90	0	90	100.00%	99.41%	140265	139431	93.07%	100.00%	464	464	99.50%
Maharashtra	0.00%	100173	102	0.00%	13	1627968	99.13%	99.13%	114	115	0	115	100.00%	99.23%	228690	226936	96.76%	100.00%	775	775	99.80%
Madhya Pradesh	0.00%	23436	14	0.00%	2	370536	93.75%	100.00%	15	16	0	16	100.00%	97.41%	64216	62552	90.85%	100.00%	363	363	100.00%
Mumbai	0.00%	148186	201	0.00%	84	715402	99.65%	99.65%	284	285	0	285	100.00%	99.61%	206185	205378	93.12%	100.00%	785	785	99.40%
Orissa	0.00%	15439	4	0.00%	1	174879	100.00%	100.00%	5	5	0	5	100.00%	98.43%	34693	34150	95.36%	100.00%	167	167	100.00%
Punjab	0.01%	89380	180	0.00%	32	285738	100.00%	100.00%	212	212	8	204	100.00%	98.85%	62057	61341	94.56%	100.00%	1692	1692	100.00%
Rajasthan	0.00%	119437	75	0.00%	22	625567	100.00%	100.00%	97	97	0	97	100.00%	96.23%	97415	93745	94.20%	100.00%	982	982	100.00%
Tamil Nadu	0.00%	36282	65	0.00%	4	121105	100.00%	100.00%	69	69	0	69	100.00%	99.30%	89373	88743	98.10%	100.00%	404	404	98.30%
UPE	0.00%	25119	16	0.00%	1	313610	100.00%	100.00%	17	17	0	17	100.00%	99.27%	83237	82628	96.67%	100.00%	253	253	100.00%
UPW	0.00%	64746	35	0.00%	11	517274	100.00%	100.00%	46	46	0	46	100.00%	98.95%	106082	104972	95.54%	100.00%	648	648	99.80%
West Bengal	0.00%	0	0	0.00%	0	107967	100.00%	100.00%	0	0	0	0	100.00%	99.43%	14346	14264	97.07%	100.00%	733	733	100.00%

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

* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned.