

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

Report for quarter ending : December'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%	495519	1082	0.00%	433	5489788	100.00%	100.00%	1515	1515	1	1514	100.00%	99.55%	1119840	1114799	85.05%	100.00%	3975	3975	100.00%
Bihar	0.00%	33046	57	0.00%	669	1854980	100.00%	100.00%	726	726	0	726	100.00%	95.67%	520249	497708	94.08%	100.00%	546	546	100.00%
Gujarat	0.00%	165017	429	0.00%	4578	3239980	100.00%	100.00%	5007	5007	0	5007	100.00%	98.09%	895858	878789	92.93%	100.00%	2640	2640	100.00%
Himachal Pradesh	0.00%	12252	35	0.00%	3	53010	100.00%	100.00%	38	38	0	38	100.00%	99.06%	16142	15990	97.52%	100.00%	171	171	100.00%
Haryana	0.00%	154780	559	0.00%	4637	2473152	100.00%	100.00%	5196	5196	10	5186	100.00%	99.29%	852842	846756	96.70%	100.00%	1708	1708	100.00%
Kolkata	0.00%	125513	282	0.00%	573	2483011	100.00%	100.00%	855	855	4	851	100.00%	98.82%	654640	646925	87.18%	100.00%	2403	2403	100.00%
Kerala	0.00%	124695	319	0.00%	280	1491714	100.00%	100.00%	599	599	0	599	100.00%	99.19%	496546	492548	90.76%	100.00%	1855	1855	100.00%
Karnataka	0.00%	479890	892	0.00%	4562	6877947	100.00%	100.00%	5454	5454	6	5448	100.00%	99.52%	2368428	2356959	75.23%	100.00%	3314	3314	100.00%
Maharashtra	0.00%	315390	1014	0.00%	2521	4697003	100.00%	100.00%	3535	3535	1	3534	100.00%	98.05%	1267779.6	1243073	93.32%	100.00%	2913	2913	100.00%
Madhya Pradesh	0.00%	118256	195	0.00%	3615	4743664	100.00%	100.00%	3810	3810	4	3806	100.00%	98.60%	1442987	1422813	91.52%	100.00%	1728	1728	100.00%
Mumbai	0.00%	289248	1543	0.00%	1124	2430398	100.00%	100.00%	2667	2667	0	2667	100.00%	97.90%	648762	635124	89.88%	100.00%	2664	2664	100.00%
Orissa	0.00%	48383	70	0.00%	873	2265922	100.00%	100.00%	943	943	0	943	100.00%	95.60%	583944	558277	97.07%	100.00%	784	784	100.00%
Punjab	0.01%	219351	1074	0.00%	1826	2122544	100.00%	100.00%	2900	2900	19	2881	100.00%	99.15%	636301	630880	86.64%	100.00%	4384	4384	100.00%
Rajasthan	0.00%	0	0	0.00%	51	833273	100.00%	100.00%	51	51	0	51	100.00%	98.79%	166519	164504	96.22%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	448331	1306	0.00%	222	6753938	100.00%	100.00%	1528	1528	0	1528	100.00%	99.27%	1686536	1674268	92.60%	100.00%	3995	3995	100.00%
UPE	0.00%	97899	133	0.00%	149	4539456	100.00%	100.00%	282	282	0	282	100.00%	99.28%	1376347	1366490	97.49%	100.00%	1272	1272	100.00%
UPW	0.00%	117386	198	0.00%	2034	3670927	100.00%	100.00%	2232	2232	1	2231	100.00%	99.01%	1095542	1084749	94.35%	100.00%	1439	1439	100.00%
West Bengal	0.00%	0	0	0.00%	75	946677	100.00%	100.00%	75	75	0	75	100.00%	96.66%	183161	177041	86.18%	100.00%	0	0	100.00%

NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care
2. Post Pay services discontinued in Rajasthan and West Bengal

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