

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

Report for quarter ending : Mar'16

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%	453600	1	0.00%	4	5399585	100.00%	100.00%	5	5	5	0	100.00%	99.33%	694794	690152	93.11%	100.00%	2302	2302	100.00%
Bihar	0.00%	31398	0	0.00%	0	1570651	100.00%	100.00%	0	0	0	0	100.00%	95.60%	262339	250799	95.02%	100.00%	653	653	100.00%
Gujarat	0.00%	179535	3	0.00%	0	3433099	100.00%	100.00%	3	3	3	0	66.67%	98.44%	645367	635296	90.36%	100.00%	1862	1862	100.00%
Himachal Pradesh	0.00%	12435	0	0.00%	0	46524	100.00%	100.00%	0	0	0	0	100.00%	98.78%	10162	10038	99.77%	100.00%	116	116	100.00%
Haryana	0.00%	190087	4	0.00%	2	3160753	100.00%	100.00%	6	6	6	0	83.33%	97.86%	729187	713553	88.91%	100.00%	1180	1180	100.00%
Kolkata	0.00%	138501	1	0.00%	1	2903699	100.00%	100.00%	2	2	2	0	100.00%	99.29%	459292	456022	93.27%	100.00%	2267	2267	100.00%
Kerala	0.00%	132330	0	0.00%	2	1824259	100.00%	100.00%	2	2	2	0	100.00%	98.80%	367581	363180	92.80%	100.00%	1032	1032	100.00%
Karnataka	0.00%	661448	0	0.00%	4	7588303	100.00%	100.00%	4	4	4	0	100.00%	99.39%	1764186	1753370	93.05%	100.00%	2761	2761	100.00%
Maharashtra	0.00%	412194	5	0.00%	0	5316860	100.00%	100.00%	5	5	5	0	100.00%	95.37%	888442	847297	95.48%	100.00%	1810	1810	100.00%
Madhya Pradesh	0.00%	142443	4	0.00%	0	5588351	100.00%	100.00%	4	4	4	0	100.00%	97.70%	1023502	999923	94.28%	100.00%	1204	1204	100.00%
Mumbai	0.00%	307138	10	0.00%	0	2792446	100.00%	100.00%	10	10	10	0	100.00%	98.68%	561076	553681	94.79%	100.00%	2662	2662	100.00%
Orissa	0.00%	45683	0	0.00%	0	2532262	100.00%	100.00%	0	0	0	0	100.00%	95.54%	399236	381449	94.90%	100.00%	537	537	100.00%
Punjab	0.00%	268375	2	0.00%	0	2931215	100.00%	100.00%	2	2	2	0	100.00%	98.63%	507014	500059	94.88%	100.00%	2675	2675	100.00%
Rajasthan	0.00%	0	0	0.00%	0	756339	100.00%	100.00%	0	0	0	0	100.00%	95.90%	142823	136961	90.13%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	399874	4	0.00%	4	6972992	100.00%	100.00%	8	8	8	0	100.00%	98.88%	841899	832436	91.85%	100.00%	3245	3245	100.00%
UPE	0.00%	79452	2	0.00%	0	4944586	100.00%	100.00%	2	2	2	0	100.00%	99.48%	971699.7273	966635.7273	85.38%	100.00%	677	677	100.00%
UPW	0.00%	126479	2	0.00%	0	4111992	100.00%	100.00%	2	2	2	0	100.00%	99.75%	3731259.033	3721989.8	88.44%	100.00%	1499	1499	100.00%
West Bengal	0.00%	0	0	0.00%	0	565487	100.00%	100.00%	0	0	0	0	100.00%	96.60%	72604	70139	97.90%	100.00%	0	0	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) Post Pay services discontinued in Rajasthan and west Bengal

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

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

Report for quarter ending : Mar'16

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 (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%	165009	1	0.00%	0	839115	100.00%	100.00%	1	1	1	0	100.00%	96.79%	89656	86775	99.54%	100.00%	1704	1704	99.48%
Bihar	0.00%	24856	0	0.00%	0	340379	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.79%	100.00%	240	240	100.00%
Delhi	0.00%	334624	3	0.00%	0	2363560	100.00%	100.00%	3	3	3	0	100.00%	98.87%	295001	291677	94.03%	100.00%	3137	3137	100.00%
Gujarat	0.00%	38115	0	0.00%	0	237836	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.05%	100.00%	884	884	100.00%
Himachal Pradesh	0.00%	10978	0	0.00%	0	26851	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.73%	100.00%	152	152	100.00%
Haryana	0.00%	42559	0	0.00%	0	267046	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.62%	100.00%	462	462	100.00%
Kolkata	0.00%	30565	0	0.00%	0	199498	100.00%	100.00%	0	0	0	0	100.00%	99.35%	31238	31036	98.57%	100.00%	652	652	100.00%
Kerala	0.01%	15955	1	0.00%	0	86440	100.00%	100.00%	1	1	1	0	100.00%	99.43%	10777	10716	98.09%	100.00%	446	446	97.83%
Karnataka	0.00%	22061	0	0.00%	0	108891	100.00%	100.00%	0	0	0	0	100.00%	99.47%	64026	63684	99.30%	100.00%	578	578	100.00%
Maharashtra	0.00%	57035	2	0.00%	0	1352247	100.00%	100.00%	2	2	2	0	100.00%	100.00%	0	0	99.43%	100.00%	1167	1167	100.00%
Madhya Pradesh	0.00%	16286	0	0.00%	0	199096	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.52%	100.00%	249	249	100.00%
Mumbai	0.01%	77533	7	0.00%	0	646110	100.00%	100.00%	7	7	7	0	100.00%	100.00%	0	0	99.30%	100.00%	1720	1720	100.00%
Orissa	0.00%	9462	0	0.00%	0	125791	100.00%	100.00%	0	0	0	0	100.00%	99.40%	13336	13256	99.58%	100.00%	169	169	100.00%
Punjab	0.00%	49231	0	0.00%	0	225864	100.00%	100.00%	0	0	0	0	100.00%	98.81%	25455	25152	99.18%	100.00%	562	562	100.00%
Rajasthan	0.00%	84762	1	0.00%	0	498413	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	98.21%	100.00%	745	745	100.00%
Tamil Nadu	0.00%	20866	0	0.00%	0	76973	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	94.54%	100.00%	860	860	99.50%
UP	0.00%	13094	0	0.00%	0	221228	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.70%	100.00%	172	172	100.00%
UPW	0.00%	38763	0	0.00%	0	389725	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.77%	100.00%	399	399	100.00%
West Bengal	0.00%	0	0	0.00%	0	57715	100.00%	100.00%	0	0	0	0	100.00%	99.54%	5406	5381	99.32%	100.00%	0	0	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) TCBH report for BH,GJ,HP,HR,MH,MP,MUM,RJ,TN,UP & UPW Updated in GSM - NEW IVR Migrated Circle - As per MSC we are now having a common routing path for GSM and CDMA, hence MSC level segregated data is not

3) Not offering services in Assam, Jammu & Kashmir and North East Service areas.

4) Post Pay Services not being offered in West Bengal

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

Format No. TRAI/QoS/CMTS/3-PMR

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - 3G

Report for quarter ending : Mar'16

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					
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Benchmarks																					
	≤ 0.1%			≤ 0.1%			100% within 4 weeks					100% within 1 week of resolution of complaint	≥ 95%			≥ 95%	100% within 7 days			100% within 60 days	
<i>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</i>																					
Gujarat	0.00%	16832	0	0.00%	0	35046	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Haryana	0.02%	12118	3	0.00%	0	20256	100.00%	3	3	3	0	100.00%	-	-	-	-	-	-	-	-	
Karnataka	0.00%	35841	0	0.00%	1	67263	100.00%	1	1	1	0	100.00%	-	-	-	-	-	-	-	-	
Kerala	0.00%	9627	0	0.00%	0	3245	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Madhya Pradesh	0.01%	20314	2	0.00%	0	61604	100.00%	2	2	2	0	100.00%	-	-	-	-	-	-	-	-	
Maharashtra	0.01%	52695	7	0.01%	1	15822	100.00%	8	8	8	0	100.00%	-	-	-	-	-	-	-	-	
Punjab	0.01%	13869	1	0.00%	0	26414	100.00%	1	1	1	0	100.00%	-	-	-	-	-	-	-	-	
UPW	0.00%	12708	0	0.00%	0	21466	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	

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