

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

Report for quarter ending : Sept-13

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

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) and Cellular Mobile Telephone Service 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 Sept-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%	321848	755	0.00%	390	6875524	100%	1145	1145	0	1145	100%	99%	1324083	1317213	84%	100%	2291	2291	100%
ASS																		0	0	
BR	0.00%	18612	60	0.00%	373	2918833	100%	433	433	93	340	100%	96%	750646	721444	96%	100%	372	372	100%
CH																		0	0	
DL																		0	0	
GJ	0.00%	121696	448	0.00%	378	2391762	100%	826	826	2	824	100%	99%	1008567	998223	87%	100%	1204	1204	100%
HR	0.00%	101599	628	0.00%	736	2322832	100%	1364	1364	0	1364	100%	99%	776875	771167	90%	100%	883	883	100%
HP	0.00%	6410	21	0.00%	2	108235	100%	23	23	0	23	100%	99%	17815	17692	95%	100%	68	68	100%
J&K																		0	0	
KOL	0.00%	78326	218	0.00%	175	2325011	100%	393	393	24	369	100%	99%	826575	821265	90%	100%	1507	1507	100%
KTK	0.00%	229944	754	0.00%	109	5786335	100%	863	863	0	863	100%	99%	1734214	1725443	90%	100%	1911	1911	100%
KL	0.00%	82325	178	0.00%	97	1868208	100%	275	275	0	275	100%	99%	535936	532636	93%		1237	1237	100%
MP	0.00%	76916	242	0.00%	202	4344788	100%	444	444	0	444	100%	99%	1213912	1206124	95%	100%	1224	1224	100%
MH	0.00%	198491	1179	0.00%	78	4019853	100%	1257	1257	4	1253	100%	99%	1454822	1442526	92%	100%	2211	2211	100%
Mum	0.00%	317849	706	0.00%	108	2477847	100%	814	814	0	814	100%	99%	753000	749079	91%	100%	3090	3090	100%
NE																				
PB	0.00%	144958	602	0.00%	341	1908188	100%	943	943	0	943	100%	99%	608047	603188	88%	100%	2063	2063	100%
OR	0.00%	27876	22	0.00%	103	2312861	100%	125	125	14	111	100%	96%	534805	514167	95%	100%	839	839	100%
RJ	0.00%	3476	7	0.00%	28	1739833	100%	35	35	0	35	100%	99%	260588	258801	90%	100%	5	5	100%
TN	0.00%	182450	603	0.00%	87	6642756	100%	690	690	5	685	100%	99%	1668650	1657821	82%	100%	1987	1987	100%
UP-E	0.00%	83765	196	0.00%	247	4213709	100%	443	443	24	419	100%	99%	1408005	1398569	92%	100%	1312	1312	100%
UP-W	0.00%	71702	156	0.00%	166	3266014	100%	322	322	15	307	100%	99%	1082337	1076213	93%	100%	1051	1051	100%
WB	0.00%	119	0	0.00%	51	1690323	100%	51	51	19	32	100%	96%	555829	535476	90%	100%	0	0	100%

NOTE : TCBH - Reference in Column no. 15 & 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: Services not launched in ASS, DL, J&K and NE

COMPLIANCE STATEMENT : GSM SERVICES

Sl.No.	Parameter	TRAI Benchmark	Circles	%age of Achievement of TTL for Quarter Ending Sept-13	Reason for not meeting the parameter	Action taken
1	Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	PB	88%	1. Increased call volumes due to changes in the Product Constructs. 2.High absentism of agents in Call Center due to exams and heavy rainfall in September. 3.High Call volume due to GPRS IP pool utilization issue	1.Additional Capacities being worked out at primary partner and Business Continuity partner end to mitigate any impact on answering level.
			GJ	87%		
			AP	84%		
			TN	82%		