

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

Report for quarter ending : March'15

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%	492225	768	0.00%	859	5603886	100.00%	100.00%	1627	1627	1	1626	100.00%	99.54%	867477	863470	92.40%	100.00%	4196	4196	100.00%
Bihar	0.00%	35550	86	0.00%	566	1715666	100.00%	100.00%	652	652	1	651	100.00%	95.40%	432439	412543	94.64%	100.00%	727	727	100.00%
Gujarat	0.00%	168928	609	0.00%	2982	3216788	100.00%	100.00%	3591	3591	0	3591	100.00%	98.22%	662009	650202	96.38%	100.00%	3004	3004	99.68%
Himachal Pradesh	0.00%	11777	37	0.00%	1	58158	100.00%	100.00%	38	38	0	38	100.00%	99.15%	14075	13956	98.19%	100.00%	160	160	100.00%
Haryana	0.00%	158993	830	0.00%	3954	2769746	100.00%	100.00%	4784	4784	6	4778	100.00%	99.26%	791100	785255	94.11%	100.00%	1663	1663	100.00%
Kolkata	0.01%	141303	404	0.00%	213	2474870	100.00%	100.00%	617	617	9	608	100.00%	97.75%	618983	605043	91.22%	100.00%	3282	3282	100.00%
Kerala	0.00%	131031	307	0.00%	232	1709766	100.00%	100.00%	539	539	0	539	100.00%	98.43%	489058	481371	96.10%	100.00%	2005	2005	99.62%
Karnataka	0.00%	557131	1488	0.00%	2595	6939003	100.00%	100.00%	4083	4083	10	4073	100.00%	99.13%	1901156	1884530	96.22%	100.00%	3984	3984	100.00%
Maharashtra	0.00%	338904	1489	0.00%	1517	4970315	100.00%	100.00%	3006	3006	1	3005	100.00%	98.21%	1053534	1034665	94.65%	100.00%	4091	4091	100.00%
Madhya Pradesh	0.00%	124865	288	0.00%	2354	4668099	100.00%	100.00%	2642	2642	0	2642	100.00%	98.18%	1240049	1217494	97.20%	100.00%	2138	2138	100.00%
Mumbai	0.00%	320075	2055	0.00%	1259	2723894	100.00%	100.00%	3314	3314	3	3311	100.00%	99.39%	648886	644954	94.26%	100.00%	3941	3941	100.00%
Orissa	0.00%	51010	35	0.00%	260	2373953	100.00%	100.00%	295	295	0	295	100.00%	95.71%	541460	518256	96.34%	100.00%	892	892	100.00%
Punjab	0.00%	224460	1526	0.00%	1476	2402698	100.00%	100.00%	3002	3002	6	2996	100.00%	99.33%	604765	600710	96.11%	100.00%	4858	4858	100.00%
Rajasthan	0.00%	0	0	0.00%	48	806206	100.00%	100.00%	48	48	0	48	100.00%	98.48%	143290	141115	95.77%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	453281	1249	0.00%	155	6760761	100.00%	100.00%	1404	1404	2	1402	100.00%	99.39%	1481600	1472604	93.48%	100.00%	4877	4877	100.00%
UPE	0.00%	96064	153	0.00%	124	4824311	100.00%	100.00%	277	277	0	277	100.00%	98.62%	7460738	7357655	95.56%	100.00%	1273	1273	100.00%
UPW	0.00%	123354	312	0.00%	2238	3690727	100.00%	100.00%	2550	2550	1	2549	100.00%	98.91%	4795729	4743374	91.76%	100.00%	1697	1697	100.00%
West Bengal	0.00%	0	0	0.00%	17	753403	100.00%	100.00%	17	17	0	17	100.00%	96.56%	131822	127286	96.93%	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. □

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

Report for quarter ending : March'15
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 complaints received during the quarter	Total no. of billing (post paid) and charging, credit / validity 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 center / customer care nos. during TCBH (Note)	No. of calls connected and answered successfully to call center / 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 closure	
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%	245171	219	0.00%	25	1043103	100.00%	100.00%	244	244	0	244	100.00%	99.13%	140729	139506	96.38%	100.00%	2779	2779	99.65%
Bihar	0.00%	30404	24	0.00%	63	542309	100.00%	100.00%	87	87	0	87	100.00%	99.28%	82832	82239	96.32%	100.00%	358	358	100.00%
Delhi	0.00%	403742	667	0.00%	46	2501628	100.00%	100.00%	713	713	2	711	100.00%	96.02%	518910	498252	96.14%	100.00%	4630	4630	100.00%
Gujarat	0.00%	49651	91	0.00%	7	255243	100.00%	100.00%	98	98	0	98	100.00%	98.23%	52285	51358	98.13%	100.00%	2078	2078	99.90%
Himachal Pradesh	0.00%	13670	30	0.00%	0	34399	100.00%	100.00%	30	30	0	30	100.00%	96.71%	852	824	99.23%	100.00%	198	198	100.00%
Harvana	0.00%	70895	151	0.00%	24	359501	100.00%	100.00%	175	175	0	175	100.00%	97.28%	52065	50648	99.15%	100.00%	705	705	100.00%
Kolkata	0.01%	38892	59	0.00%	3	226524	100.00%	100.00%	62	62	4	58	100.00%	98.81%	55545	54884	93.31%	100.00%	957	957	99.26%
Kerala	0.00%	20846	41	0.00%	0	119173	100.00%	100.00%	41	41	0	41	100.00%	99.00%	19510	19315	98.42%	100.00%	808	808	98.00%
Karnataka	0.00%	33202	46	0.00%	4	133444	100.00%	100.00%	50	50	0	50	100.00%	99.41%	273858	272241	97.31%	100.00%	969	969	96.78%
Maharashtra	0.00%	89356	127	0.00%	31	1623389	100.00%	100.00%	158	158	0	158	100.00%	99.09%	187917	186206	97.76%	100.00%	1934	1934	100.00%
Madhya Pradesh	0.00%	19835	16	0.00%	2	321640	100.00%	100.00%	18	18	0	18	100.00%	98.13%	61656	60503	97.62%	100.00%	578	578	100.00%
Mumbai	0.00%	142176	236	0.00%	137	712213	100.00%	100.00%	373	373	1	372	100.00%	99.54%	132162	131549	94.05%	100.00%	2527	2527	99.73%
Orissa	0.00%	11589	6	0.00%	0	163352	100.00%	100.00%	6	6	0	6	100.00%	99.27%	28086	27880	95.63%	100.00%	208	208	100.00%
Punjab	0.00%	78480	236	0.00%	25	283658	100.00%	100.00%	261	261	0	261	100.00%	99.53%	43873	43665	99.05%	100.00%	1725	1725	100.00%
Rajasthan	0.00%	112082	63	0.00%	7	587671	100.00%	100.00%	70	70	0	70	100.00%	98.35%	79234	77923	98.23%	100.00%	1284	1284	99.63%
Tamil Nadu	0.00%	29708	55	0.00%	0	102466	100.00%	100.00%	55	55	0	55	100.00%	99.38%	44100	43826	98.67%	100.00%	1393	1393	98.62%
UP	0.00%	19206	13	0.00%	4	274635	100.00%	100.00%	17	17	0	17	100.00%	99.58%	44742	44553	98.11%	100.00%	351	351	100.00%
UPV	0.00%	54860	37	0.00%	14	475965	100.00%	100.00%	51	51	0	51	100.00%	99.19%	77472	76847	96.07%	100.00%	550	550	100.00%
West Bengal	0.00%	0	0	0.00%	0	74921	100.00%	100.00%	0	0	0	0	100.00%	99.54%	12723	12665	97.23%	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) 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.

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 : March'15

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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	≤ 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
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																				
Gujarat	0.00%	24319	22	0.00%	2	45998	100.00%	24	24	1	23	100.00%	-	-	-	-	-	-	-	-
Haryana	0.00%	18101	44	0.00%	8	15984	100.00%	52	52	6	46	100.00%	-	-	-	-	-	-	-	-
Karnataka	0.00%	58016	133	0.00%	27	61893	100.00%	160	160	5	155	100.00%	-	-	-	-	-	-	-	-
Kerala	0.00%	15448	20	0.00%	0	3039	100.00%	20	20	1	19	100.00%	-	-	-	-	-	-	-	-
Madhya Pradesh	0.00%	25886	33	0.00%	3	60233	100.00%	36	36	1	35	100.00%	-	-	-	-	-	-	-	-
Maharashtra	0.00%	90497	156	0.00%	15	96065	100.00%	171	171	15	156	100.00%	-	-	-	-	-	-	-	-
Punjab	0.00%	19647	110	0.00%	15	23467	100.00%	125	125	6	119	100.00%	-	-	-	-	-	-	-	-
UPW	0.00%	11248	21	0.00%	2	25086	100.00%	23	23	1	22	100.00%	-	-	-	-	-	-	-	-

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