

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

Report for quarter ending : June'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%	481126	0	0.00%	0	5601152	100.00%	100.00%	0	0	0	0	100.00%	99.43%	759652	755288	98.11%	100.00%	3359	3359	100.00%
Bihar	0.00%	35200	0	0.00%	2	1716498	100.00%	100.00%	2	2	2	0	100.00%	95.08%	364575	346655	98.28%	100.00%	789	789	100.00%
Gujarat	0.00%	185341	0	0.00%	1	3281053	100.00%	100.00%	1	1	1	0	100.00%	98.93%	517822	512292	98.57%	100.00%	3189	3189	100.00%
Himachal Pradesh	0.00%	11880	0	0.00%	0	53100	100.00%	100.00%	0	0	0	0	100.00%	99.23%	12584	12487	99.79%	100.00%	150	150	100.00%
Haryana	0.00%	166593	3	0.00%	0	2875769	100.00%	100.00%	3	3	3	0	100.00%	99.19%	616158	611154	98.98%	100.00%	1739	1739	100.00%
Kolkata	0.00%	155828	1	0.00%	0	2742567	100.00%	100.00%	1	1	1	0	100.00%	97.60%	573958	560167	96.33%	100.00%	4358	4358	100.00%
Kerala	0.00%	142656	0	0.00%	3	1699370	100.00%	100.00%	3	3	3	0	100.00%	99.18%	385029	381853	97.51%	100.00%	2325	2325	100.00%
Karnataka	0.00%	608812	0	0.00%	1	7048728	100.00%	100.00%	1	1	1	0	100.00%	99.47%	1686810	1677946	96.87%	100.00%	4536	4536	100.00%
Maharashtra	0.00%	361858	1	0.00%	0	5016629	100.00%	100.00%	1	1	1	0	100.00%	97.32%	828902	806687	98.88%	100.00%	3074	3074	100.00%
Madhya Pradesh	0.00%	132011	1	0.00%	0	4957969	100.00%	100.00%	1	1	1	0	100.00%	98.52%	1059530	1043897	98.66%	100.00%	1982	1982	100.00%
Mumbai	0.00%	324703	5	0.00%	1	2742786	100.00%	100.00%	6	6	6	0	100.00%	99.39%	508025	504923	98.85%	100.00%	5767	5767	100.00%
Orissa	0.00%	51833	0	0.00%	0	2446936	100.00%	100.00%	0	0	0	0	100.00%	96.09%	452558	434846	98.31%	100.00%	1085	1085	100.00%
Punjab	0.00%	228026	2	0.00%	2	2533075	100.00%	100.00%	4	4	4	0	100.00%	99.22%	487845	484060	98.56%	100.00%	4073	4073	100.00%
Rajasthan	0.00%	0	0	0.00%	0	778798	100.00%	100.00%	0	0	0	0	100.00%	98.50%	104765	103198	98.78%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	447685	0	0.00%	3	6952336	100.00%	100.00%	3	3	3	0	100.00%	99.38%	1115173	1108232	95.97%	100.00%	3814	3814	100.00%
UPE	0.00%	92689	0	0.00%	0	5031974	100.00%	100.00%	0	0	0	0	100.00%	98.78%	4220805	4169245	98.59%	100.00%	1293	1293	100.00%
UPW	0.00%	126480	0	0.00%	1	3829368	100.00%	100.00%	1	1	1	0	100.00%	98.99%	2679563	2652435	98.94%	100.00%	1863	1863	100.00%
West Bengal	0.00%	0	0	0.00%	0	756128	100.00%	100.00%	0	0	0	0	100.00%	96.61%	109846	106122	98.75%	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. □