

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

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

Report for quarter ending : Dec.'12

Name of the Service Provider : Tata Teleservices Limited & Tata Teleservices (Maharashtra) Limited (3G-GSM)

Name of Regulations : The standards of Quality of Service of Cellular Mobile Telephone service Regulations, 2009 (7 of 2009)

Customer Service Quality Parameters																				
Metering and Billing													Response time to the customer for assistance				Termination / closure of service			
Name of Service Area	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 month	Total no. of pre-paid customers Dec- 2012	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ASS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GJ	0.00%	20735	86	0.00%	3	14376	100%	89	89	0	89	100%	0	0	0	78%	0	0	0	0
HR	0.00%	10752	50	0.00%	2	14123	100%	52	52	0	52	100%	0	0	0	80%	0	0	0	0
HP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
J&K	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KOL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KTK	0.00%	37943	173	0.00%	13	21949	100%	186	186	0	186	100%	0	0	0	80%	0	0	0	0
KR	0.00%	13317	27	0.00%	0	3386	100%	27	27	0	27	100%	0	0	0	80%	0	0	0	0
MP	0.00%	16958	49	0.04%	463	24786	100%	512	512	9	503	100%	0	0	0	81%	0	0	0	0
MH	0.00%	31320	129	0.00%	5	30600	100%	134	134	0	134	100%	0	0	0	80%	0	0	0	0
Mum	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PB	0.00%	14953	78	0.00%	3	18774	100%	81	81	0	81	100%	0	0	0	80%	0	0	0	0
OR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RJ	0.00%	1922	1	0.00%	0	6396	100%	1	1	0	1	100%	0	0	0	78%	0	0	0	0
TN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UP-E	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UP-W	0.00%	8292	19	0.00%	91	17099	100%	110	110	0	110	100%	0	0	0	81%	0	0	0	0
WB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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. :