

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

Report for Quarter ending : Mar-18

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 - Postpaid	No. of Bills issued during the period	No. of Bills disputed including billing complaints during the period	Metering and Billing Credibility - Prepaid	No. of charging / credit / validity complaints during the quarter	Total No. of Prepaid customers at the end of the quarter	Resolution of Billing/Charging complaints	No. of billing (Postpaid) and charging, credit/validity (Prepaid) complaints resolved within 4 weeks during the quarter	Total no. of billing (Postpaid) and charging, credit / validity (Prepaid) complaints received during the quarter	No. of billing complaints (Postpaid) and charging, credit/validity complaints (Prepaid) 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	238999	0	0.00	0	2943570	100	100	0	0	0	0	100	96.04	232110	222918	86.17	100	5939	5939	100
Bihar	0.00	14938	0	0.00	0	747442	100	100	0	0	0	0	100	96.82	80728	78160	99.31	100	1670	1670	100
Delhi	0.00	133959	0	0.00	0	1483009	100	100	0	0	0	0	100	99.06	131392	130158	85.34	100	8175	8175	100
Gujarat	0.00	51675	11	0.00	1	1905322	100	100	12	12	12	0	100	98.56	160857	158536	91.6	100	2423	2423	100
Haryana	0.00	34309	1	0.00	2	1653109	100	100	3	3	3	0	100	97.08	151387	146967	90.03	100	234	234	100
Himachal Pradesh	0.00	3349	0	0.00	0	21336	100	100	0	0	0	0	100	99.38	1933	1921	99.23	100	2929	2929	100
Karnataka	0.00	178148	0	0.00	0	5262833	100	100	0	0	0	0	100	98.27	495850	487281	90.25	100	3002	3002	100
Kerala	0.00	28903	0	0.00	0	829181	100	100	0	0	0	0	100	97.46	60940	59392	95.16	100	2211	2211	100
Kolkata	0.00	47454	0	0.00	2	1607230	100	100	2	2	2	0	100	98.29	179929	176846	97.79	100	2818	2818	100
Madhya Pradesh	0.00	44499	0	0.00	6	3448693	100	100	6	6	6	0	100	97.43	389724	379699	79.61	100	2465	2465	100
Maharashtra	0.00	208304	3	0.00	4	3663535	100	100	7	7	7	0	100	99.50	315628	314048	86.57	100	5756	5756	100
Mumbai	0.00	159221	2	0.00	3	2031174	100	100	5	5	5	0	100	98.73	185073	182721	90.03	100	4923	4923	100
Orissa	0.00	13835	0	0.00	6	1137742	100	100	6	6	6	0	100	97.63	73902	72150	92.77	100	1698	1698	100
Punjab	0.00	62264	2	0.00	0	1625547	100	100	2	2	2	0	100	98.19	129956	127610	94.52	100	444	444	100
Rajasthan	0.00	11953	1	0.00	1	525876	100	100	2	2	2	0	100	96.64	28688	27725	98.04	100	915	915	100
Tamil Nadu	0.00	119708	3	0.00	0	2742584	100	100	3	3	3	0	100	97.29	245801	239148	93.05	100	4146	4146	100
UP East	0.00	23341	0	0.00	0	2285326	100	100	0	0	0	0	100	98.19	306233	300684	91.03	100	495	495	100
UP West	0.00	28925	0	0.00	0	2117620	100	100	0	0	0	0	100	97.98	268462	263037	90.54	100	468	468	100
West Bengal	0.00	0	0	0.00	0	108660	100	100	0	0	0	0	100	97.28	15385	14966	99.25	100	16891	16891	100

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 all circles except Delhi is 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 possible.

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

4) Postpay Services not being offered in West Bengal

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