

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

Report for Quarter ending : Dec-17

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	204035	0	0.00	0	2702271	100	100	0	0	0	0	100	97.72	263751	257736	92.76	100	2121	2121	100
Bihar	0.00	10246	0	0.00	1	664104	100	100	1	1	1	1	100	96.69	98822	95553	99.59	100	769	769	100
Gujarat	0.00	41151	2	0.00	0	2037561	100	100	2	2	2	2	100	98.27	204464	200928	97.42	100	1192	1192	100
Haryana	0.00	41196	0	0.00	0	1695631	100	100	0	0	0	0	100	98.15	205880	202068	94.10	100	428	428	100
Himachal Pradesh	0.00	3252	0	0.00	0	12624	100	100	0	0	0	0	100	99.13	2193	2174	98.23	100	176	176	100
Karnataka	0.00	211512	0	0.00	0	5865849	100	100	0	0	0	0	100	98.33	588194	578383	96.86	100	4933	4933	100
Kerala	0.00	28119	0	0.00	0	992567	100	100	0	0	0	0	100	97.64	89149	87047	92.71	100	740	740	100
Kolkata	0.00	35659	0	0.00	3	1723925	100	100	3	3	3	3	100	98.18	220220	216221	99.27	100	1272	1272	100
Madhya Pradesh	0.00	45915	0	0.00	0	3742704	100	100	0	0	0	0	100	97.77	465283	454904	97.13	100	1122	1122	100
Maharashtra	0.00	184265	0	0.00	0	3363203	100	100	0	0	0	0	100	97.64	380025	371051.08	92.06	100	3405	3405	100
Mumbai	0.00	146586	0	0.00	0	1720304	100	100	0	0	0	0	100	98.50	236577	233024	96.46	100	3052	3052	100
Orissa	0.00	11519	0	0.00	0	1280319	100	100	0	0	0	0	100	97.64	124056	121125	95.16	100	871	871	100
Punjab	0.00	81273	0	0.00	0	1618675	100	100	0	0	0	0	100	98.26	342879	336903	95.61	100	1411	1411	100
Rajasthan	0.00	0	0	0.00	0	301235	100	100	0	0	0	0	100	97.23	39848	38743	99.45	100	9	9	100
Tamil Nadu	0.00	141024	0	0.00	0	2955270	100	100	0	0	0	0	100	98.34	301671	296661	97.35	100	7349	7349	100
UP East	0.00	28054	0	0.00	0	2507797	100	100	0	0	0	0	100	98.41	388761	382568	95.59	100	2710	2710	100
UP West	0.00	27913	0	0.00	0	2158415	100	100	0	0	0	0	100	97.98	322494	315975	94.01	100	1817	1817	100
West Bengal	0.00	0	1	0.00	1	112983	100	100	2	2	2	2	100	96.94	12251	11876	99.42	100	4	4	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) Postpay services discontinued in Rajasthan and West Bengal

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

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

Report for Quarter ending : Dec-17

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 or 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	62038	0	0.00	0	553880	100	100	0	0	0	0	100	100	0	0	95.93	100	3311	3311	100
Bihar	0.00	10336	0	0.00	0	226388	100	100	0	0	0	0	100	100	0	0	99.36	100	1260	1260	100
Delhi	0.00	164860	0	0.00	0	1727218	100	100	0	0	0	0	100	100	159151	157495	97.89	100	6632	6632	100
Gujarat	0.00	19373	0	0.00	0	150419	100	100	0	0	0	0	100	100	0	0	98.76	100	2589	2589	100
Haryana	0.00	6928	0	0.00	0	112029	100	100	0	0	0	0	100	100	0	0	97.49	100	333	333	100
Himachal Pradesh	0.00	2879	0	0.00	0	12538	100	100	0	0	0	0	100	100	0	0	99.48	100	220	220	100
Karnataka	0.00	12939	0	0.00	0	73740	100	100	0	0	0	0	100	100	0	0	96.82	100	1613	1613	100
Kerala	0.00	8818	0	0.00	0	52317	100	100	0	0	0	0	100	100	0	0	97.77	100	2175	2175	100
Kolkata	0.00	18009	0	0.00	0	132670	100	100	0	0	0	0	100	100	0	0	98.83	100	1797	1797	100
Madhya Pradesh	0.00	6956	0	0.00	0	100869	100	100	0	0	0	0	100	100	0	0	97.47	100	816	816	100
Maharashtra	0.00	35833	0	0.00	0	885606	100	100	0	0	0	0	100	100	0	0	98.70	100	2744	2744	100
Mumbai	0.00	34292	0	0.00	0	486278	100	100	0	0	0	0	100	100	0	0	97.09	100	6460	6460	100
Orissa	0.00	4138	0	0.00	0	77938	100	100	0	0	0	0	100	100	0	0	99.48	100	1050	1050	100
Punjab	0.00	11573	0	0.00	0	114465	100	100	0	0	0	0	100	100	0	0	98.42	100	468	468	100
Rajasthan	0.00	22986	0	0.00	0	294048	100	100	0	0	0	0	100	100	0	0	99.52	100	1094	1094	100
Tamil Nadu	0.00	9557	1	0.00	0	48212	100	100	1	1	1	1	100	100	0	0	96.24	100	3950	3950	100
UP East	0.00	3619	0	0.00	0	92795	100	100	0	0	0	0	100	100	0	0	99.18	100	232	232	100
UP West	0.00	12657	0	0.00	0	197349	100	100	0	0	0	0	100	100	0	0	95.31	100	1416	1416	100
West Bengal	0.00	0	0	0.00	0	29275	100	100	0	0	0	0	100	100	0	0	99.03	100	171	171	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.

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

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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	3966	0	0.00	0	682	100	0	0	0	0	100									
Haryana	0.00	1537	0	0.00	0	360	100	0	0	0	0	100									
Karnataka	0.00	9079	0	0.00	0	5164	100	0	0	0	0	100									
Kerala	0.00	1945	0	0.00	0	218	100	0	0	0	0	100									
Madhya Pradesh	0.00	3612	0	0.00	0	1331	100	0	0	0	0	100									
Maharashtra	0.00	20238	0	0.00	0	2430	100	0	0	0	0	100									
Punjab	0.00	1919	0	0.00	0	512	100	0	0	0	0	100									
UP West	0.00	2069	0	0.00	0	20920	100	0	0	0	0	100									

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