

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

Report for Quarter ending : Dec-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	106002	0	0.00	0	1770410	100	100	0	0	0	100	98.66	75778	74765	97.10	100	1320	1320	100	
Bihar	0.00	6097	0	0.00	1	351312	100	100	1	1	1	100	98.91	14656	14496	98.18	100	366	366	100	
Delhi	0.00	14	0	0.00	0	82334	100	100	0	0	0	100	100	0	0	100	100	0	0	100	
Gujarat	0.00	20033	0	0.00	0	1038090	100	100	0	0	0	100	99.52	54896	54633	97.91	100	929	929	100	
Haryana	0.00	11756	0	0.00	1	957869	100	100	1	1	1	100	98.17	70077	68796	98.15	100	89	89	100	
Himachal Pradesh	0.00	708	0	0.00	0	4913	100	100	0	0	0	100	99.26	57	56	100	100	8	8	100	
Karnataka	0.00	64937	0	0.00	0	3481441	100	100	0	0	0	100	98.66	175439	173090	98.06	100	1211	1211	100	
Kerala	0.00	6769	0	0.00	0	361094	100	100	0	0	0	100	98.65	11367	11214	96.53	100	146	146	100	
Kolkata	0.00	19471	0	0.00	3	1184017	100	100	3	3	3	100	98.91	77545	76702	98.15	100	1086	1086	100	
Madhya Pradesh	0.00	16557	0	0.00	0	2214219	100	100	0	0	0	100	99.52	183753	182870	98.27	100	285	285	100	
Maharashtra	0.00	78729	0	0.00	0	1846178	100	100	0	0	0	100	99.52	86743	86326	97.66	100	2217	2217	100	
Mumbai	0.00	73967	0	0.00	2	935582	100	100	2	2	2	100	99.52	49033	48797	98.06	100	2752	2752	100	
Orissa	0.00	4089	0	0.00	0	610326	100	100	0	0	0	100	98.91	22665	22418	98.27	100	236	236	100	
Punjab	0.00	23213	0	0.00	0	1029985	100	100	0	0	0	100	98.17	82538	81028	98.02	100	273	273	100	
Rajasthan	0.00	1470	0	0.00	0	145119	100	100	0	0	0	100	99.52	5984	5955	98.45	100	24	24	100	
Tamil Nadu	0.00	43124	0	0.00	1	1673555	100	100	1	1	1	100	98.66	76587	75564	96.62	100	2228	2228	100	
UP East	0.00	7697	0	0.00	0	2010833	100	100	0	0	0	100	98.17	370567	363791	98.23	100	172	172	100	
UP West	0.01	10386	1	0.00	0	1562706	100	100	1	1	1	100	98.17	206094	202323	98.14	100	152	152	100	
West Bengal	0.00	0	0	0.00	0	48140	100	100	0	0	0	100	98.92	4457	4409	98.29	100	2	2	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.