

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

Report for Quarter ending : Sep-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%	256194	0	0.00%	1	3030331	100.00%	100.00%	1	1	1	0	100.00%	98.07%	294432	288751	93.14%	100.00%	4692	4692	99.43%
Bihar	0.01%	15342	2	0.00%	3	890897	100.00%	100.00%	5	5	5	0	100.00%	98.07%	139138	136447	98.88%	100.00%	463	463	100.00%
Gujarat	0.00%	64747	1	0.00%	1	2512939	100.00%	100.00%	2	2	2	0	100.00%	98.01%	346802	339887	92.90%	100.00%	2067	2067	100.00%
Haryana	0.00%	62216	0	0.00%	0	2218704	100.00%	100.00%	0	0	0	0	100.00%	98.37%	365947	359965	94.40%	100.00%	1029	1029	100.00%
Himachal Pradesh	0.00%	5687	0	0.00%	0	17183	100.00%	100.00%	0	0	0	0	100.00%	98.79%	4636	4580	99.19%	100.00%	216	216	100.00%
Karnataka	0.00%	291338	1	0.00%	0	5917204	100.00%	100.00%	1	1	1	0	100.00%	98.28%	636946	625995	94.68%	100.00%	4557	4557	100.00%
Kerala	0.00%	43857	0	0.00%	0	1129486	100.00%	100.00%	0	0	0	0	100.00%	97.84%	151657	148375	93.07%	100.00%	947	947	100.00%
Kolkata	0.00%	47779	0	0.00%	5	2049156	100.00%	100.00%	5	5	5	0	100.00%	98.23%	287745	282662	97.82%	100.00%	1905	1905	100.00%
Madhya Pradesh	0.00%	65356	0	0.00%	0	4343894	100.00%	100.00%	0	0	0	0	100.00%	97.63%	630249	615330	93.42%	100.00%	1597	1597	100.00%
Maharashtra	0.00%	242654	2	0.00%	0	3852632	100.00%	100.00%	2	2	2	0	100.00%	97.05%	460257	446683.14	94.90%	100.00%	2122	2122	100.00%
Mumbai	0.00%	180327	1	0.00%	1	1922268	100.00%	100.00%	2	2	2	0	100.00%	98.43%	308376	303536	97.36%	100.00%	2407	2407	100.00%
Orissa	0.01%	19049	1	0.00%	2	1653767	100.00%	100.00%	3	3	3	0	100.00%	97.90%	213725	209234	94.75%	100.00%	602	602	100.00%
Punjab	0.00%	118376	0	0.00%	1	2015218	100.00%	100.00%	1	1	1	0	100.00%	98.27%	301140	295916	95.09%	100.00%	1973	1973	100.00%
Rajasthan	0.00%	0	0	0.00%	0	454738	100.00%	100.00%	0	0	0	0	100.00%	96.92%	67525	65446	99.86%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	236153	0	0.00%	0	3635646	100.00%	100.00%	0	0	0	0	100.00%	98.49%	419315	413001	91.97%	100.00%	2888	2888	100.00%
UP East	0.00%	44035	0	0.00%	0	3002286	100.00%	100.00%	0	0	0	0	100.00%	98.41%	523782	515463	94.24%	100.00%	2028	2028	100.00%
UP West	0.00%	50589	0	0.00%	0	2579315	100.00%	100.00%	0	0	0	0	100.00%	97.88%	450899	441341	94.81%	100.00%	1198	1198	100.00%
West Bengal	0.00%	0	0	0.00%	0	170488	100.00%	100.00%	0	0	0	0	100.00%	96.58%	21516	20780	98.80%	100.00%	1312	1312	100.00%

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 : Sep-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%	73608	0	0.00%	0	593928	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	94.37%	100.00%	3395	3395	100.00%
Bihar	0.01%	14242	1	0.00%	0	267250	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	98.78%	100.00%	941	941	100.00%
Delhi	0.00%	206036	1	0.00%	0	1882225	100.00%	100.00%	1	1	1	0	100.00%	98.88%	179245	177229	95.67%	100.00%	6679	6679	100.00%
Gujarat	0.00%	24633	1	0.00%	0	167689	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	95.62%	100.00%	2551	2551	100.00%
Haryana	0.00%	10438	0	0.00%	0	122031	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	96.31%	100.00%	530	530	100.00%
Himachal Pradesh	0.00%	4808	0	0.00%	0	13596	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.28%	100.00%	286	286	100.00%
Karnataka	0.00%	14776	0	0.00%	0	77762	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	94.01%	100.00%	1686	1686	100.00%
Kerala	0.01%	10700	1	0.01%	0	57925	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	90.21%	100.00%	1126	1126	100.00%
Kolkata	0.00%	21113	0	0.00%	0	153252	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.51%	100.00%	1519	1519	100.00%
Madhya Pradesh	0.00%	9154	0	0.00%	0	121570	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	97.73%	100.00%	916	916	100.00%
Maharashtra	0.00%	41799	0	0.00%	0	979758	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.32%	100.00%	2288	2288	100.00%
Mumbai	0.00%	40354	1	0.00%	0	514418	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	96.48%	100.00%	2900	2900	100.00%
Orissa	0.00%	5689	0	0.00%	0	85966	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.62%	100.00%	596	596	100.00%
Punjab	0.00%	16128	0	0.00%	0	119711	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	96.94%	100.00%	538	538	100.00%
Rajasthan	0.00%	37481	0	0.00%	0	350178	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.47%	100.00%	783	783	100.00%
Tamil Nadu	0.00%	11903	0	0.00%	0	52143	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	83.03%	100.00%	2199	2199	100.00%
UP East	0.00%	4975	0	0.00%	0	106166	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	97.00%	100.00%	294	294	100.00%
UP West	0.00%	19067	0	0.00%	0	231966	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	93.08%	100.00%	939	939	100.00%
West Bengal	0.00%	0	0	0.00%	0	35155	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.40%	100.00%	28	28	100.00%

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. TRAI/QoS/CMTS/3-PMR

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

Report for Quarter ending : Sep-17

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Customer Service Quality Parameters																					
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Benchmarks																					
	≤ 0.1%			≤ 0.1%			100% within 4 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																					
Gujarat	0.00%	5470	0	0.00%	0	981	100.00%	0	0	0	0	100.00%									
Haryana	0.00%	2381	0	0.00%	0	461	100.00%	0	0	0	0	100.00%									
Karnataka	0.00%	12186	0	0.00%	0	5,152	100.00%	0	0	0	0	100.00%									
Kerala	0.00%	2793	0	0.00%	0	226	100.00%	0	0	0	0	100.00%									
Madhya Pradesh	0.00%	5314	0	0.00%	0	1,767	100.00%	0	0	0	0	100.00%									
Maharashtra	0.01%	27172	4	0.00%	0	3,029	100.00%	4	4	4	0	100.00%									
Punjab	0.00%	2922	0	0.00%	0	681	100.00%	0	0	0	0	100.00%									
UP West	0.00%	3629	0	0.00%	0	20,931	100.00%	0	0	0	0	100.00%									

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