

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

Report for Quarter ending : June-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
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
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		
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	177889	1	0.00	5	2690183	100	100	6	6	6	0	100	95.51	213911	204317	93.23	100	7231	7231
Bihar	0.00	10651	0	0.00	1	647606	100	100	1	1	1	0	100	96.34	34235	32982	99.58	100	3711	3711
Delhi	0.00	35198	0	0.00	0	1430762	100	100	0	0	0	0	100	99.00	55778	55222	87.46	100	10982	10982
Gujarat	0.01	36623	9	0.00	3	1622006	100	100	12	12	12	0	100	98.29	98982	97294	97.49	100	2168	2168
Haryana	0.00	21622	0	0.00	0	1410804	100	100	0	0	0	0	100	97.33	78346	76258	97.93	100	304	304
Himachal Pradesh	0.00	1760	0	0.00	0	17991	100	100	0	0	0	0	100	100.00	648	648	89.65	100	142	142
Karnataka	0.00	132728	1	0.00	6	4345342	100	100	7	7	7	0	100	97.63	306372	299104	95.96	100	6847	6847
Kerala	0.00	16871	0	0.00	2	555713	100	100	2	2	2	0	100	97.31	25837	25141	97.50	100	464	464
Kolkata	0.00	41641	0	0.00	0	1425099	100	100	0	0	0	0	100	98.47	113049	111325	98.56	100	7923	7923
Madhya Pradesh	0.00	32612	2	0.00	3	2890095	100	100	5	5	5	0	100	98.05	231287	226781	96.82	100	1024	1024
Maharashtra	0.00	163252	11	0.00	3	3266424	100	100	14	14	14	0	100	98.24	151597	148933	92.69	100	9025	9025
Mumbai	0.00	140960	0	0.00	2	1806996	100	100	2	2	2	0	100	98.62	129108	127330	96.14	100	13392	13392
Orissa	0.01	7649	1	0.00	1	948685	100	100	2	2	2	0	100	97.30	44437	43238	98.23	100	411	411
Punjab	0.00	41588	0	0.00	0	1402123	100	100	0	0	0	0	100	97.49	85006	82876	99.11	100	869	869
Rajasthan	0.00	4321	0	0.00	0	442269	100	100	0	0	0	0	100	96.32	12212	11762	98.35	100	322	322
Tamil Nadu	0.00	84971	4	0.00	0	2195389	100	100	4	4	4	0	100	96.95	147441	142941	94.58	100	1930	1930
UP East	0.00	16040	0	0.00	0	2136106	100	100	0	0	0	0	100	97.91	214360	209882	97.93	100	403	403
UP West	0.00	18434	0	0.00	0	1987143	100	100	0	0	0	0	100	98.13	201642	197869	97.73	100	705	705
West Bengal	0.00	0	0	0.00	0	83306	100	100	0	0	0	0	100	96.89	11703	11339	99.38	100	936	936

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.

