

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

Report for Quarter ending : Jun-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%	315296	1	0.00%	2	3549805	100.00%	100.00%	3	3	3	0	100.00%	97.81%	387554	379062	97.50%	100.00%	10402	10402	100.00%
Bihar	0.00%	19558	0	0.00%	1	1095699	100.00%	100.00%	1	1	1	0	100.00%	97.96%	148179	145157	97.22%	100.00%	322	322	100.00%
Gujarat	0.00%	97036	2	0.00%	0	2892837	100.00%	100.00%	2	2	2	0	100.00%	97.96%	416723	408219	93.64%	100.00%	1487	1487	100.00%
Haryana	0.00%	93979	1	0.00%	0	2543755	100.00%	100.00%	1	1	1	0	100.00%	98.15%	425386	417507	96.20%	100.00%	677	677	100.00%
Himachal Pradesh	0.00%	8379	0	0.00%	0	23142	100.00%	100.00%	0	0	0	0	100.00%	98.03%	5694	5582	99.65%	100.00%	90	90	100.00%
Karnataka	0.00%	393383	1	0.00%	0	7037569	100.00%	100.00%	1	1	1	0	100.00%	98.23%	758563	745172	92.55%	100.00%	3129	3129	100.00%
Kerala	0.00%	61896	0	0.00%	0	1384001	100.00%	100.00%	0	0	0	0	100.00%	97.84%	233123	228082	94.75%	100.00%	761	761	100.00%
Kolkata	0.00%	64784	0	0.00%	0	2376719	100.00%	100.00%	0	0	0	0	100.00%	98.57%	1710627	1686127	96.95%	100.00%	1247	1247	100.00%
Madhya Pradesh	0.00%	84658	0	0.00%	1	4939764	100.00%	100.00%	1	1	1	0	100.00%	97.55%	718882	701288	96.32%	100.00%	1057	1057	100.00%
Maharashtra	0.00%	297850	2	0.00%	0	4480559	100.00%	100.00%	2	2	2	0	100.00%	96.84%	564200	546349	94.94%	100.00%	1895	1895	100.00%
Mumbai	0.00%	214630	0	0.00%	0	2180557	100.00%	100.00%	0	0	0	0	100.00%	98.35%	335374	329824	95.49%	100.00%	1810	1810	100.00%
Orissa	0.00%	27973	0	0.00%	1	2117009	100.00%	100.00%	1	1	1	0	100.00%	97.70%	254894	249024	95.35%	100.00%	431	431	100.00%
Punjab	0.00%	168140	0	0.00%	1	2350473	100.00%	100.00%	1	1	1	0	100.00%	98.11%	360814	354011	96.07%	100.00%	1770	1770	100.00%
Rajasthan	0.00%	0	0	0.00%	1	577293	100.00%	100.00%	1	1	1	0	100.00%	96.57%	82700	79860	98.68%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	284733	1	0.00%	0	4512621	100.00%	100.00%	1	1	1	0	100.00%	98.52%	478336	471254	98.40%	100.00%	2912	2912	100.00%
UP East	0.00%	57017	0	0.00%	0	3608474	100.00%	100.00%	0	0	0	0	100.00%	98.23%	639145	627806	95.59%	100.00%	817	817	100.00%
UP West	0.00%	80223	0	0.00%	1	3048158	100.00%	100.00%	1	1	1	0	100.00%	97.76%	518716	507085	94.97%	100.00%	1070	1070	100.00%
West Bengal	0.00%	0	0	0.00%	0	267608	100.00%	100.00%	0	0	0	0	100.00%	97.54%	52605	51309	95.46%	100.00%	0	0	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 : Jun-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%	83385	0	0.00%	0	615580	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.82%	100.00%	1552	1552	100.00%
Bihar	0.01%	16573	1	0.00%	0	281285	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	98.63%	100.00%	344	344	100.00%
Delhi	0.00%	232138	4	0.00%	1	1954048	100.00%	100.00%	5	5	5	0	100.00%	98.72%	164622	162522	95.18%	100.00%	3537	3537	100.00%
Gujarat	0.02%	28935	5	0.00%	0	177093	100.00%	100.00%	5	5	5	0	100.00%	100.00%	0	0	96.32%	100.00%	1248	1248	100.00%
Haryana	0.00%	14385	0	0.00%	0	127558	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.10%	100.00%	321	321	100.00%
Himachal Pradesh	0.00%	6744	0	0.00%	0	14175	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.79%	100.00%	130	130	100.00%
Karnataka	0.01%	16060	1	0.00%	0	80267	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	98.91%	100.00%	718	718	100.00%
Kerala	0.00%	11703	0	0.00%	0	59534	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	97.62%	100.00%	730	730	100.00%
Kolkata	0.00%	24226	0	0.00%	0	164097	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	96.41%	100.00%	808	808	100.00%
Madhya Pradesh	0.00%	10968	0	0.00%	0	135508	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.01%	100.00%	456	456	100.00%
Maharashtra	0.00%	45525	0	0.00%	0	1006711	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	97.10%	100.00%	1096	1096	100.00%
Mumbai	0.00%	45727	0	0.00%	0	531015	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.91%	100.00%	2441	2441	100.00%
Orissa	0.00%	6969	0	0.00%	0	90051	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	96.42%	100.00%	217	217	100.00%
Punjab	0.00%	21732	0	0.00%	0	122927	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.95%	100.00%	493	493	100.00%
Rajasthan	0.00%	48128	0	0.00%	0	370713	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.67%	100.00%	420	420	100.00%
Tamil Nadu	0.01%	13151	1	0.00%	0	53387	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	98.69%	100.00%	727	727	100.00%
UP East	0.00%	6091	0	0.00%	0	112215	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	95.26%	100.00%	107	107	100.00%
UP West	0.00%	24652	0	0.00%	0	253996	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	97.77%	100.00%	268	268	100.00%
West Bengal	0.00%	0	0	0.00%	0	38301	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.24%	100.00%	0	0	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 : Jun-17

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Name of Regulation: The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulations, 2009 (7 of 2009)

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Name of Service Area	Metering and Billing											Response Time to the customer for assistance				Termination / Closure of service					
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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%	6935	0	0.00%	0	1645	100.00%	0	0	0	0	100.00%									
Haryana	0.00%	3385	0	0.00%	0	949	100.00%	0	0	0	0	100.00%									
Karnataka	0.00%	15213	0	0.00%	0	15273	100.00%	0	0	0	0	100.00%									
Kerala	0.00%	3693	0	0.00%	0	413	100.00%	0	0	0	0	100.00%									
Madhya Pradesh	0.00%	7099	0	0.00%	0	4871	100.00%	0	0	0	0	100.00%									
Maharashtra	0.00%	33232	0	0.00%	0	4780	100.00%	0	0	0	0	100.00%									
Punjab	0.00%	4340	0	0.00%	0	1425	100.00%	0	0	0	0	100.00%									
UP West	0.00%	5382	0	0.00%	0	21298	100.00%	0	0	0	0	100.00%									

NOTE : TCBH - Reference in Column No. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

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