

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

Report for quarter ending : December'14

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 - post paid | No. of bills issued during the period | No. of bills disputed including billing complaints during the period | Metering and billing credibility - pre paid | No. of charging / credit / validity complaints during the quarter | Total no. of pre-paid customers at the end of the quarter | Resolution of billing/charging complaints | No. of billing/post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter | Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter | No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) 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% | 260333 | 401 | 0.00% | 27 | 1057815 | 100.00% | 100.00% | 428 | 428 | 0 | 428 | 100.00% | 98.84% | 81398 | 80453 | 92.66% | 100.00% | 1821 | 1821 | 99.57% |
| Bihar | 0.00% | 31867 | 19 | 0.00% | 54 | 560964 | 98.63% | 100.00% | 72 | 73 | 0 | 73 | 100.00% | 98.99% | 104701 | 103645 | 91.65% | 100.00% | 412 | 412 | 100.00% |
| Delhi | 0.00% | 417628 | 866 | 0.00% | 43 | 2410832 | 100.00% | 100.00% | 909 | 909 | 18 | 891 | 100.00% | 99.10% | 524250 | 519557 | 95.46% | 100.00% | 2990 | 2990 | 99.83% |
| Gujarat | 0.00% | 53943 | 79 | 0.00% | 13 | 264038 | 100.00% | 100.00% | 92 | 92 | 0 | 92 | 100.00% | 98.15% | 83905 | 82352 | 97.58% | 100.00% | 862 | 862 | 98.94% |
| Himachal Pradesh | 0.00% | 13824 | 26 | 0.00% | 1 | 34685 | 100.00% | 100.00% | 27 | 27 | 0 | 27 | 100.00% | 97.63% | 1097 | 1071 | 98.84% | 100.00% | 164 | 164 | 100.00% |
| Haryana | 0.01% | 77772 | 227 | 0.00% | 20 | 368220 | 100.00% | 100.00% | 247 | 247 | 6 | 241 | 100.00% | 96.22% | 51454 | 49509 | 99.00% | 100.00% | 725 | 725 | 100.00% |
| Kolkata | 0.00% | 42000 | 74 | 0.00% | 8 | 249193 | 100.00% | 100.00% | 82 | 82 | 1 | 81 | 100.00% | 99.15% | 65380 | 64824 | 92.94% | 100.00% | 588 | 588 | 98.81% |
| Kerala | 0.00% | 22947 | 48 | 0.00% | 1 | 140811 | 100.00% | 100.00% | 49 | 49 | 0 | 49 | 100.00% | 99.06% | 22810 | 22595 | 96.40% | 100.00% | 298 | 298 | 100.00% |
| Karnataka | 0.00% | 36354 | 55 | 0.00% | 4 | 150102 | 100.00% | 100.00% | 59 | 59 | 0 | 59 | 100.00% | 99.23% | 126376 | 125402 | 90.20% | 100.00% | 348 | 348 | 99.80% |
| Maharashtra | 0.00% | 93963 | 98 | 0.00% | 9 | 1617935 | 100.00% | 100.00% | 107 | 107 | 0 | 107 | 100.00% | 98.78% | 212484 | 209893 | 97.23% | 100.00% | 847 | 847 | 100.00% |
| Madhya Pradesh | 0.00% | 21723 | 15 | 0.00% | 6 | 344897 | 100.00% | 100.00% | 21 | 21 | 0 | 21 | 100.00% | 97.42% | 61146 | 59570 | 94.78% | 100.00% | 295 | 295 | 100.00% |
| Mumbai | 0.00% | 144245 | 242 | 0.00% | 95 | 701383 | 99.70% | 100.00% | 336 | 337 | 0 | 337 | 100.00% | 99.47% | 166954 | 166063 | 94.42% | 100.00% | 960 | 960 | 100.00% |
| Orissa | 0.00% | 14132 | 5 | 0.00% | 3 | 167985 | 100.00% | 100.00% | 8 | 8 | 0 | 8 | 100.00% | 98.66% | 35032 | 34561 | 96.79% | 100.00% | 158 | 158 | 100.00% |
| Punjab | 0.02% | 84039 | 282 | 0.00% | 13 | 280716 | 100.00% | 100.00% | 295 | 295 | 17 | 278 | 100.00% | 98.77% | 49622 | 49014 | 98.49% | 100.00% | 1394 | 1394 | 100.00% |
| Rajasthan | 0.00% | 115978 | 58 | 0.00% | 7 | 619540 | 100.00% | 100.00% | 65 | 65 | 0 | 65 | 100.00% | 98.42% | 80589 | 79316 | 97.46% | 100.00% | 872 | 872 | 100.00% |
| Tamil Nadu | 0.00% | 33027 | 55 | 0.00% | 2 | 110917 | 100.00% | 100.00% | 57 | 57 | 0 | 57 | 100.00% | 99.33% | 51725 | 51381 | 97.25% | 100.00% | 452 | 452 | 99.06% |
| UPE | 0.00% | 21881 | 12 | 0.00% | 5 | 288945 | 100.00% | 100.00% | 17 | 17 | 0 | 17 | 100.00% | 99.52% | 58298 | 58016 | 97.40% | 100.00% | 258 | 258 | 98.81% |
| UPW | 0.00% | 58846 | 49 | 0.00% | 7 | 500177 | 100.00% | 100.00% | 56 | 56 | 1 | 55 | 100.00% | 99.05% | 96759 | 95842 | 96.82% | 100.00% | 432 | 432 | 100.00% |
| West Bengal | 0.00% | 0 | 0 | 0.00% | 0 | 88915 | 100.00% | 100.00% | 0 | 0 | 0 | 0 | 100.00% | 99.11% | 25421 | 25194 | 97.34% | 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) Not offering services in Assam, Jammu & Kashmir and North East Service areas.
3) Post Pay Services not being offered in West Bengal
* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned. □