

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

Report for quarter ending : September'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 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	Metering and Billing					Response time to the customer for assistance					Termination / closure of service				
							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%	469620	463	0.00%	132	5406657	100.00%	100.00%	595	595	2	593	100.00%	99.59%	1120328	1115718	73.95%	100.00%	2687	2687	99.90%
Bihar	0.00%	29159	49	0.00%	447	1974250	100.00%	100.00%	496	496	3	493	100.00%	96.34%	533006	513522	97.41%	100.00%	483	483	100.00%
Delhi	0.00%	0	0	0.00%	0	0	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	100.00%	100.00%	0	0	100.00%
Gujarat	0.00%	163265	245	0.00%	2131	3019425	100.00%	100.00%	2376	2376	0	2376	100.00%	98.51%	1003569	988572	88.97%	100.00%	2199	2199	99.90%
Himachal Pradesh	0.00%	9561	29	0.00%	1	55947	100.00%	100.00%	30	30	0	30	100.00%	99.08%	18300	18131	99.25%	100.00%	186	186	100.00%
Haryana	0.00%	122656	416	0.00%	1795	2268437	99.91%	100.00%	2209	2211	4	2207	100.00%	99.29%	802073	796380	94.00%	100.00%	1186	1186	99.60%
Kolkata	0.00%	108301	155	0.00%	244	2594014	100.00%	100.00%	399	399	1	398	100.00%	96.54%	741892	716255	72.23%	100.00%	0	0	100.00%
Kerala	0.00%	115797	213	0.00%	114	1560741	99.69%	100.00%	326	327	4	323	100.00%	99.24%	505557	501708	89.80%	100.00%	2082	2082	100.00%
Karnataka	0.00%	412072	642	0.00%	1691	6502369	99.83%	100.00%	2329	2333	3	2330	100.00%	99.50%	2002160	1992195	83.22%	100.00%	2909	2909	99.50%
Maharashtra	0.00%	308393	776	0.00%	1764	4395741	99.92%	99.96%	2538	2540	0	2540	100.00%	98.68%	1013285	999942	96.88%	100.00%	2944	2944	100.00%
Madhya Pradesh	0.00%	109445	99	0.00%	1680	4400337	100.00%	100.00%	1779	1779	1	1778	100.00%	98.93%	1271363	1257720	94.35%	100.00%	1656	1656	100.00%
Mumbai	0.00%	271104	833	0.00%	638	2341091	99.93%	99.93%	1470	1471	1	1470	100.00%	99.38%	593693	590004	96.18%	100.00%	2118	2118	98.40%
Orissa	0.01%	43888	41	0.00%	337	2296223	99.74%	100.00%	377	378	4	374	100.00%	95.67%	619154	592332	86.37%	100.00%	681	681	100.00%
Punjab	0.01%	170933	806	0.00%	1467	1971044	100.00%	100.00%	2273	2273	16	2257	100.00%	99.11%	632483	626861	90.53%	100.00%	4342	4342	100.00%
Rajasthan	0.00%	0	0	0.00%	44	852296	100.00%	100.00%	44	44	1	43	100.00%	99.18%	173068	171642	94.31%	100.00%	1	1	100.00%
Tamil Nadu	0.00%	418288	692	0.00%	134	6457962	99.64%	99.76%	823	826	2	824	100.00%	99.32%	2202319	2187247	94.55%	100.00%	2873	2873	99.70%
UP	0.00%	95569	112	0.00%	107	4351640	100.00%	100.00%	219	219	0	219	100.00%	99.35%	1327381	1318797	98.02%	100.00%	763	763	99.80%
UPW	0.00%	110798	206	0.00%	923	3521237	100.00%	100.00%	1129	1129	1	1128	100.00%	99.35%	1025899	1019187	91.95%	100.00%	1409	1409	100.00%
West Bengal	0.00%	0	0	0.00%	19	1044140	100.00%	100.00%	19	19	0	19	100.00%	96.88%	244245	236630	89.77%	100.00%	2079	2079	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 2. Post Pay services discontinued in Rajasthan and west Bengal

* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned. □