

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 : Sept-2013

Name of the Service Provider : Tata Teleservices Limited and Tata Teleservices (Maharashtra) Limited

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) and Cellular Mobile Telephone Service 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 period	Total no. of pre-paid customers -Sept-13	Resolution of billing/charging/validity complaints	No. of billing/(post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the month	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the month	No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) resolved in favour of the customer during the month	No. of complaints disposed on account of not considered as valid complaints during the month	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 60 seconds	%age requests for Termination / Closure of service complied within 7 days	Total No. of requests for Termination / Closure of service received during the month	No of requests for Termination / Closure of service complied within 7 days during the month	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
Target	≤ 0.1%			≤ 0.1%			100% within 4 weeks				within 1 week of resolution of complaint	≥ 95%			≥ 90%	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																				
AP	0.00%	767243	1201	0.00%	167	1622282	100%	1368	1368	1	1367	100%	99%	137925	136969	94%	100%	6617	6617	100%
ASS																				
BR	0.00%	97019	118	0.00%	214	1226064	100%	332	332	115	217	100%	99%	281313	277787	97%	100%	1211	1211	100%
CH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DL	0.00%	1125313	7991	0.00%	383	3461709	100%	8374	8374	159	8215	100%	99%	781217	775497	93%	100%	13642	13642	100%
GJ	0.00%	371914	766	0.00%	32	425223	100%	798	798	5	793	100%	96%	106481	102268	92%	100%	4077	4077	100%
HR	0.00%	136926	412	0.00%	49	591222	100%	461	461	0	461	100%	97%	92051	88965	97%	100%	1141	1141	100%
HP	0.00%	34783	27	0.00%	22	73188	100%	49	49	0	49	100%	96%	15968	15378	96%	100%	488	488	100%
J&K																				
KOL	0.00%	387029	601	0.00%	52	549915	100%	653	653	25	628	100%	99%	132305	130593	96%	100%	6583	6583	100%
KTK	0.00%	364584	615	0.00%	12	442966	100%	627	627	2	625	100%	99%	92666	92196	95%	100%	4138	4138	100%
KR	0.00%	177769	237	0.00%	16	216550	100%	253	253	1	252	100%	99%	37272	37034	95%	100%	2016	2016	100%
MP	0.00%	107916	93	0.00%	18	520871	100%	111	111	0	111	100%	99%	103882	102354	97%	100%	1555	1555	100%
MH	0.00%	455239	1139	0.00%	17	2159149	100%	1156	1156	1	1155	100%	98%	362088	355598	94%	100%	4216	4216	100%
Mum	0.00%	585968	1211	0.00%	18	1133586	100%	1229	1229	3	1226	100%	100%	229618	228638	90%	100%	7016	7016	100%
NE																				
PB	0.00%	283310	292	0.00%	32	522526	100%	324	324	1	323	100%	97%	97558	94542	94%	100%	5273	5273	100%
OR	0.00%	66028	23	0.00%	28	273405	100%	51	51	1	50	100%	100%	41066	41025	97%	100%	827	827	100%
RJ	0.00%	219659	449	0.00%	25	923496	100%	474	474	1	473	100%	99%	123983	122194	93%	100%	2276	2276	100%
TN	0.00%	381124	730	0.00%	17	312754	100%	747	747	0	747	100%	99%	940024	934132	94%	100%	4985	4985	100%
UP-E	0.00%	150946	145	0.00%	18	455956	100%	163	163	1	162	100%	99%	127825	127088	96%	100%	2053	2053	100%
UP-W	0.00%	175727	157	0.00%	90	954254	100%	247	247	7	240	100%	99%	194885	193165	96%	100%	2606	2606	100%
WB	0.00%	3058	1	0.00%	12	248655	100%	13	13	1	12	100%	100%	41772	41564	97%	100%	12	12	100%

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

Note : TTL is not providing services in Assam, Jammu & Kashmir and North East Service Areas

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :