

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

Report for quarter ending : Sep-16

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 (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%	425019	5	0.00%	4	4752017	100.00%	100.00%	9	9	9	0	100.00%	98.03%	609431	597408	95.25%	100.00%	2773	2773	100.00%
Bihar	0.00%	29739	0	0.00%	0	1440726	100.00%	100.00%	0	0	0	0	100.00%	97.15%	246211	239204	97.90%	100.00%	337	337	100.00%
Gujarat	0.00%	171647	3	0.00%	0	3490826	100.00%	100.00%	3	3	3	0	100.00%	98.32%	659192	648109	94.18%	100.00%	2703	2703	100.00%
Himachal Pradesh	0.00%	11781	0	0.00%	0	40795	100.00%	100.00%	0	0	0	0	100.00%	98.36%	8042	7910	99.74%	100.00%	285	285	100.00%
Haryana	0.00%	172404	1	0.00%	7	3272005	100.00%	100.00%	8	8	8	0	100.00%	98.41%	670998	660349	97.88%	100.00%	1855	1855	100.00%
Kolkata	0.00%	127617	0	0.00%	15	2857712	100.00%	100.00%	15	15	15	0	100.00%	98.80%	446765	441393	96.28%	100.00%	1992	1992	100.00%
Kerala	0.00%	111348	0	0.00%	11	1811832	100.00%	100.00%	11	11	11	0	100.00%	97.72%	343686	335833.15	96.08%	100.00%	1037	1037	100.00%
Karnataka	0.00%	596548	2	0.00%	17	7817066	100.00%	100.00%	19	19	19	0	100.00%	98.33%	1212310	1192063	96.52%	100.00%	3214	3214	100.00%
Maharashtra	0.00%	398881	4	0.00%	6	5504538	100.00%	100.00%	10	10	10	0	100.00%	96.79%	918153	888637	94.69%	100.00%	3317	3317	100.00%
Madhya Pradesh	0.00%	141922	6	0.00%	1	5932939	100.00%	100.00%	7	7	7	0	100.00%	97.44%	969463	944668	98.24%	100.00%	1606	1606	100.00%
Mumbai	0.00%	298406	3	0.00%	1	2598516	100.00%	100.00%	4	4	4	0	100.00%	98.19%	461494	453160	95.48%	100.00%	2311	2311	100.00%
Orissa	0.00%	43534	1	0.00%	1	2634722	100.00%	100.00%	2	2	2	0	100.00%	96.84%	342882	332058	97.73%	100.00%	810	810	100.00%
Punjab	0.00%	272002	3	0.00%	0	2909082	100.00%	100.00%	3	3	3	0	100.00%	98.36%	552147	543098	95.79%	100.00%	4314	4314	100.00%
Rajasthan	0.00%	0	0	0.00%	1	798781	100.00%	100.00%	1	1	1	0	100.00%	95.43%	155273	148180	98.22%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	399097	3	0.00%	3	5738242	100.00%	100.00%	6	6	6	0	100.00%	98.70%	642154	633816	97.16%	100.00%	2931	2931	100.00%
UP	0.00%	79385	2	0.00%	0	4571213	100.00%	100.00%	2	2	2	0	100.00%	98.43%	705594	694545	97.54%	100.00%	744	744	100.00%
UPW	0.00%	113588	4	0.00%	3	3846423	100.00%	100.00%	7	7	7	0	100.00%	98.03%	650054	637236	98.70%	100.00%	1321	1321	100.00%
West Bengal	0.00%	0	0	0.00%	1	453835	100.00%	100.00%	1	1	1	0	100.00%	98.57%	62493	61599	99.39%	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 : Sep-16

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/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%	113790	3	0.00%	0	696362	100.00%	100.00%	3	3	3	0	100.00%	100.00%	0	0	99.39%	100.00%	2355	2355	100.00%
Bihar	0.01%	23724	3	0.00%	0	336917	66.67%	66.67%	2	3	3	0	100.00%	100.00%	0	0	99.62%	100.00%	290	290	100.00%
Delhi	0.00%	312048	14	0.00%	1	2128178	100.00%	100.00%	15	15	15	0	100.00%	100.00%	260917	256963	97.67%	100.00%	3819	3819	100.00%
Gujarat	0.01%	38342	4	0.00%	0	204848	100.00%	100.00%	4	4	4	0	100.00%	100.00%	0	0	99.71%	100.00%	2124	2124	100.00%
Himachal Pradesh	0.00%	9801	0	0.00%	0	18746	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.60%	100.00%	128	128	100.00%
Haryana	0.00%	30554	0	0.00%	0	176668	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.44%	100.00%	587	587	100.00%
Kolkata	0.00%	28916	0	0.00%	1	184236	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	96.89%	100.00%	704	704	100.00%
Kerala	0.00%	14616	0	0.00%	0	70490	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.44%	100.00%	455	455	100.00%
Karnataka	0.00%	19174	0	0.00%	0	91384	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.68%	100.00%	614	614	100.00%
Maharashtra	0.00%	54332	0	0.00%	0	1196696	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.80%	100.00%	1633	1633	100.00%
Madhya Pradesh	0.00%	15498	0	0.00%	0	171289	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.30%	100.00%	484	484	100.00%
Mumbai	0.00%	64667	0	0.00%	0	584582	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.80%	100.00%	2116	2116	100.00%
Orissa	0.00%	9125	0	0.00%	0	106739	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.00%	100.00%	210	210	100.00%
Punjab	0.00%	36415	1	0.00%	0	151991	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	99.49%	100.00%	842	842	100.00%
Rajasthan	0.00%	76332	0	0.00%	0	429531	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.63%	100.00%	967	967	100.00%
Tamil Nadu	0.00%	16834	0	0.00%	0	62797	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.93%	100.00%	800	800	100.00%
UPE	0.00%	10316	0	0.00%	0	130458	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.26%	100.00%	219	219	100.00%
UPW	0.00%	34579	0	0.00%	0	294620	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.64%	100.00%	478	478	100.00%
West Bengal	0.00%	0	0	0.00%	0	48435	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.50%	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 : Sep-16

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					
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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%	12868	0	0.00%	0	35163	100.00%	0	0	0	0	100.00%								
Haryana	0.01%	9542	1	0.00%	0	8172	100.00%	1	1	1	0	100.00%								
Karnataka	0.00%	27433	1	0.00%	0	59118	100.00%	1	1	1	0	100.00%								
Kerala	0.00%	7461	0	0.00%	0	3249	100.00%	0	0	0	0	100.00%								
Madhya Pradesh	0.00%	15787	0	0.00%	0	61946	100.00%	0	0	0	0	100.00%								
Maharashtra	0.00%	56420	0	0.00%	0	17106	100.00%	0	0	0	0	100.00%								
Punjab	0.00%	10873	0	0.00%	0	27617	100.00%	0	0	0	0	100.00%								
UPW	0.00%	11364	0	0.00%	0	21367	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

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