

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

Report for quarter ending : Jun'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 - 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%	456796	2	0.00%	11	4839674	100.00%	100.00%	13	13	13	0	100.00%	98.64%	455673	449457	97.49%	100.00%	1944	1944	100.00%
Bihar	0.00%	31210	1	0.00%	0	1517394	100.00%	100.00%	1	1	1	0	100.00%	96.42%	222582	214606	97.62%	100.00%	331	331	100.00%
Gujarat	0.01%	176166	6	0.00%	0	3398295	100.00%	100.00%	6	6	6	0	100.00%	98.31%	577228	567496	97.05%	100.00%	1710	1710	100.00%
Himachal Pradesh	0.00%	12157	0	0.00%	0	41925	100.00%	100.00%	0	0	0	0	100.00%	98.03%	9096	8917	99.83%	100.00%	192	192	100.00%
Haryana	0.00%	180410	2	0.00%	0	3280555	100.00%	100.00%	2	2	2	0	100.00%	98.48%	590309.9959	581362	93.05%	100.00%	1004	1004	100.00%
Kolkata	0.00%	143954	1	0.00%	1	2852755	100.00%	100.00%	2	2	2	0	100.00%	97.83%	510854	499770	94.87%	100.00%	1617	1617	100.00%
Kerala	0.00%	119956	0	0.00%	4	1821696	100.00%	100.00%	4	4	4	0	100.00%	97.97%	252923	247793	97.99%	100.00%	694	694	100.00%
Karnataka	0.00%	648097	2	0.00%	18	7921166	100.00%	100.00%	20	20	20	0	100.00%	98.85%	1410931	1394753	98.52%	100.00%	2278	2278	100.00%
Maharashtra	0.00%	414214	7	0.00%	3	5276428	100.00%	100.00%	10	10	10	0	100.00%	95.57%	888461	849078	97.97%	100.00%	1762	1762	100.00%
Madhya Pradesh	0.00%	144401	3	0.00%	0	6136938	100.00%	100.00%	3	3	3	0	100.00%	97.78%	1155220	1129562	93.63%	100.00%	1094	1094	100.00%
Mumbai	0.00%	293460	2	0.00%	0	2637783	100.00%	100.00%	2	2	2	0	100.00%	98.15%	441952	433760	97.93%	100.00%	1729	1729	100.00%
Orissa	0.00%	45809	0	0.00%	1	2520489	100.00%	100.00%	1	1	1	0	100.00%	95.44%	380477	363114	96.99%	100.00%	505	505	100.00%
Punjab	0.00%	271772	8	0.00%	1	2858492	100.00%	100.00%	9	9	9	0	100.00%	98.47%	433203	426580	98.02%	100.00%	2738	2738	100.00%
Rajasthan	0.00%	0	0	0.00%	0	800940	100.00%	100.00%	0	0	0	0	100.00%	96.21%	149852	144168	98.25%	100.00%	0	0	100.00%
Tamil Nadu	0.00%	397963	2	0.00%	4	6017235	100.00%	100.00%	6	6	6	0	100.00%	98.61%	637420	628543	98.04%	100.00%	2149	2149	100.00%
UP	0.00%	77422	2	0.00%	0	4683707	100.00%	100.00%	2	2	2	0	100.00%	99.73%	576954	575413	97.56%	100.00%	444	444	100.00%
UPW	0.00%	122106	1	0.00%	8	3902129	100.00%	100.00%	9	9	9	0	100.00%	99.55%	541104	538653	98.08%	100.00%	1039	1039	100.00%
West Bengal	0.00%	0	1	0.00%	0	484754	100.00%	100.00%	1	1	1	0	100.00%	97.89%	72494	70961	99.11%	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) Post Pay services discontinued in Rajasthan and west Bengal

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

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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 (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	
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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%	155591	1	0.00%	2	750584	100.00%	100.00%	3	3	3	0	100.00%	97.14%	29168	28335	99.56%	100.00%	1522	1522	100.00%
Bihar	0.00%	24046	1	0.00%	0	344188	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	100.00%	100.00%	223	223	100.00%
Delhi	0.00%	325092	6	0.00%	0	2239433	100.00%	100.00%	6	6	6	0	100.00%	99.06%	214845	212836	97.72%	100.00%	2900	2900	100.00%
Gujarat	0.01%	36574	3	0.00%	0	213530	100.00%	100.00%	3	3	3	0	100.00%	100.00%	0	0	99.63%	100.00%	845	845	100.00%
Himachal Pradesh	0.00%	10576	0	0.00%	0	21150	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.89%	100.00%	146	146	100.00%
Haryana	0.01%	37882	3	0.00%	0	206281	100.00%	100.00%	3	3	3	0	100.00%	100.00%	0	0	99.66%	100.00%	273	273	100.00%
Kolkata	0.00%	30155	0	0.00%	0	191139	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.09%	100.00%	502	502	100.00%
Kerala	0.00%	15204	0	0.00%	0	76625	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.33%	100.00%	270	270	100.00%
Karnataka	0.00%	20775	1	0.00%	0	98998	100.00%	100.00%	1	1	1	0	100.00%	99.28%	17961	17831	98.85%	100.00%	497	497	100.00%
Maharashtra	0.00%	54668	0	0.00%	0	1284265	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.78%	100.00%	820	820	100.00%
Madhya Pradesh	0.00%	15597	0	0.00%	0	183534	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.79%	100.00%	273	273	100.00%
Mumbai	0.00%	73844	0	0.00%	0	615001	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.70%	100.00%	1573	1573	100.00%
Orissa	0.00%	9273	0	0.00%	0	114541	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.47%	100.00%	122	122	100.00%
Punjab	0.00%	44670	1	0.00%	0	178607	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	99.80%	100.00%	658	658	100.00%
Rajasthan	0.00%	80384	0	0.00%	0	439434	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.33%	100.00%	619	619	100.00%
Tamil Nadu	0.00%	18968	0	0.00%	0	67603	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.31%	100.00%	531	531	100.00%
UP	0.00%	12878	0	0.00%	0	150364	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.77%	100.00%	209	209	100.00%
UPW	0.00%	36479	0	0.00%	0	343134	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	98.42%	100.00%	283	283	100.00%
West Bengal	0.00%	0	0	0.00%	0	52202	100.00%	100.00%	0	0	0	0	100.00%	100.00%	0	0	99.54%	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 BH,GJ,HP,HR,MH,MP,MUM,RJ,TN,UP & UPW 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

3) Not offering services in Assam, Jammu & Kashmir and North East Service areas.

4) Post Pay 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

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	≤ 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	
<i>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</i>																					
Gujarat	0.00%	14761	0	0.00%	0	35100	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Haryana	0.00%	10755	0	0.00%	0	8102	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Karnataka	0.00%	31073	1	0.00%	1	58499	100.00%	2	2	2	0	100.00%	-	-	-	-	-	-	-	-	
Kerala	0.00%	8437	0	0.00%	0	3239	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Madhya Pradesh	0.00%	18115	0	0.00%	0	61676	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
Maharashtra	0.00%	47614	1	0.00%	0	16670	100.00%	1	1	1	0	100.00%	-	-	-	-	-	-	-	-	
Punjab	0.00%	12559	0	0.00%	0	27370	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	
UPW	0.00%	12140	0	0.00%	0	21301	100.00%	0	0	0	0	100.00%	-	-	-	-	-	-	-	-	

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* Please note that parameters related "Response time to the customer for assistance" are reported in GSM only hence not reported separately here.