

Customer Service Quality Performance for quarter ending Sept- 2012

S No	Name of Service Area	Customer Care / Helpline		Metering and Billing/ Charging				Closure of telephone / termination of service on request from customer (Benchmark: within 7 days = 100%)
		Accessibility of Call Centre Number (Benchmark: ≥ 95% calls should get connected and answered)	Response time to the customer for operator assistance (Benchmark: within 60 seconds: ≥ 90% calls to be answered by operator)	Post-paid - Metering and billing credibility (Benchmark: ≤ 0.1% of bills should be disputed over a billing cycle)	Pre-paid - Metering and credit & debit credibility (Benchmark: ≤ 0.1% of complaints over a month)	Percentage of Billing/Charging complaints resolved (Benchmark: =100% within 4 weeks)	Time taken for refund of deposits or any payments/refund due to customer after closure of telephone/termination of service or any other reason. (benchmark: 100% within 60 days)	
1	2	3	4	5	6	7	8	9
1	AP	99%	92%	0.00%	0.00%	100%	99%	100%
2	ASS	99%	97%	0.00%	0.01%	100%	100%	100%
3	BR	100%	96%	0.00%	0.04%	100%	99%	100%
4	CH							
5	DL	99%	77%	0.01%	0.01%	100%	100%	100%
6	GJ	96%	96%	0.00%	0.00%	100%	99%	100%
7	HR	96%	90%	0.00%	0.00%	100%	100%	100%
8	HP	98%	95%	0.00%	0.00%	100%	100%	100%
9	J&K	98%	91%	0.00%	0.02%	100%	99%	100%
10	KOL	100%	93%	0.00%	0.02%	100%	100%	100%
11	KTK	99%	95%	0.00%	0.00%	100%	99%	100%
12	KR	100%	96%	0.00%	0.00%	100%	98%	100%
13	MP	99%	95%	0.00%	0.00%	100%	100%	100%
14	MH	97%	91%	0.01%	0.00%	100%	99%	100%
15	Mum	98%	89%	0.00%	0.00%	100%	94%	100%
16	NE	97%	97%	0.00%	0.00%	100%	100%	100%
17	PB	98%	88%	0.00%	0.00%	100%	99%	100%
18	OR	99%	94%	0.00%	0.01%	100%	99%	100%
19	RJ	99%	95%	0.00%	0.00%	100%	100%	100%
20	TN	99%	97%	0.00%	0.00%	100%	97%	100%
21	UP-E	99%	96%	0.00%	0.00%	100%	100%	100%
22	UP-W	99%	94%	0.01%	0.00%	100%	100%	100%
23	WB	100%	94%	0.01%	0.01%	100%	99%	100%

Note

CH performance is included in TN