

Format No. TRAI/QoS/CMTS/3 - PMR

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

Report for quarter ending : Mar-2013

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

Name of Regulations : The standards of Quality of Service of Cellular Mobile Telephone Services and Basic Telephone service (Wireline)...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 month	Total no. of pre-paid customers :Mar-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	Benchmarks																			
	≤ 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	
<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>																				
AP	0.00%	755569	1525	0.00%	287	1685731	100%	1806	1812	4	1808	100%	99%	170132	169087	88%	100%	12050	12050	100%
BR	0.00%	164235	93	0.05%	1378	1235302	100%	1471	1471	563	908	100%	100%	241935	241099	74%	100%	3279	3279	100%
CH	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DL	0.00%	1080790	5812	0.00%	989	3438124	100%	6801	6801	121	6680	100%	99%	1066492	1056052	96%	100%	27942	27942	100%
GJ	0.00%	354096	836	0.00%	67	593047	100%	903	903	10	893	100%	97%	137766	132955	93%	100%	9922	9922	100%
HR	0.00%	129368	662	0.00%	159	623630	100%	821	821	2	819	100%	97%	129728	125616	97%	100%	2531	2531	100%
HP	0.00%	34038	64	0.00%	19	74408	100%	83	83	0	83	100%	99%	14635	14420	96%	100%	1023	1023	100%
KOL	0.00%	377779	711	0.00%	223	628230	100%	934	934	34	900	100%	100%	139745	139185	92%	100%	11166	11166	100%
KTK	0.00%	362171	1252	0.00%	38	487569	100%	1287	1290	3	1287	100%	99%	99099	98400	97%	100%	12636	12636	100%
KR	0.00%	154701	204	0.00%	28	232736	100%	232	232	3	229	100%	100%	50579	50358	95%	100%	3304	3304	100%
MP	0.00%	104099	95	0.00%	23	529906	100%	118	118	0	118	100%	99%	243294	240650	94%	100%	3033	3033	100%
MH	0.00%	435474	923	0.00%	90	2271763	100%	1013	1013	11	1002	100%	98%	277668	271762	93%	100%	10813	10813	100%
Mum	0.00%	562704	599	0.00%	46	1216741	100%	642	645	3	642	100%	99%	260048	258198	92%	100%	13728	13728	100%
PB	0.00%	280424	673	0.00%	212	545761	100%	885	885	10	875	100%	98%	118338	116448	97%	100%	8908	8908	100%
OR	0.00%	65795	46	0.00%	38	309731	100%	84	84	2	82	100%	100%	60434	60329	96%	100%	1217	1217	100%
RJ	0.00%	201613	471	0.00%	86	876849	100%	557	557	0	557	100%	100%	271230	270253	92%	100%	3239	3239	100%
TN	0.00%	378024	1432	0.00%	66	338838	100%	1498	1498	19	1479	100%	99%	92057	91431	94%	100%	9750	9750	100%
UP-E	0.00%	129959	129	0.00%	52	457747	100%	181	181	1	180	100%	99%	143984	141829	97%	100%	3694	3694	100%
UP-W	0.01%	176033	227	0.00%	81	1274615	100%	308	308	18	290	100%	99%	365498	362931	94%	100%	4664	4664	100%
WB	0.00%	39396	29	0.01%	103	362639	100%	132	132	29	103	100%	100%	106572	106190	95%	100%	1005	1005	100%

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

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :

COMPLIANCE STATEMENT : CDMA SERVICES

Sl.No.	Parameter	TRAI Benchmark	Circles	%age of Achievement of TTL for Quarter Ending Mar-13	Reason for not meeting the parameter	Action taken
1	Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	AP	88%	1) High volumes receive in the month of March, due to CDMA operator MTS closing operations in AP - high calls to understand product offering. 2) Changes in product offerings 3) High volume to due changes in plan rental and tariffs.	1)Additional Capacities been worked out at Business continuity centers. 2) Product information SMS triggered to customer Base, informing of changes in offerings. 3) March Target have been met.
			BR	74%		