

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

Report for Quarter ending : Sep-18

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 (Postpaid) and charging, credit / validity (Prepaid) complaints received during the quarter	No. of billing complaints (Postpaid) and charging, credit/ validity complaints (Prepaid) 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	141327	3	0.00	0	2060534	100	100	3	3	3	0	100	97.44	113490	110579	83.98%	100	42846	42846	100
Bihar	0.00	7888	0	0.00	0	444277	100	100	0	0	0	0	100	97.99	21705	21269	68.68%	100	301	301	100
Delhi	0.00	8774	0	0.00	0	181874	100	100	0	0	0	0	100	98.23	3782	3715	95.06%	100	1	1	100
Gujarat	0.01	27373	3	0.00	1	1255914	100	100	4	4	4	0	100	99.04	63178	62572	78.19%	100	1333	1333	100
Haryana	0.00	14823	0	0.00	0	1132584	100	100	0	0	0	0	100	97.95	72579	71092	65.81%	100	127	127	100
Himachal Pradesh	0.00	917	0	0.00	0	7561	100	100	0	0	0	0	100	100.00	229	229	74.17%	100	10	10	100
Karnataka	0.00	97087	0	0.00	0	3928014	100	100	0	0	0	0	100	98.44	250176	246263	62.41%	100	1809	1809	100
Kerala	0.00	9913	0	0.00	0	451637	100	100	0	0	0	0	100	98.16	18410	18072	81.75%	100	259	259	100
Kolkata	0.00	30037	1	0.00	0	1314640	100	100	1	1	1	0	100	98.74	98220	96980	76.76%	100	2029	2029	100
Madhya Pradesh	0.00	22031	0	0.00	1	2538671	100	100	1	1	1	0	100	99.06	189607	187816	63.53%	100	423	423	100
Maharashtra	0.00	116628	1	0.00	0	2272905	100	100	1	1	1	0	100	98.76	109636	108275	74.46%	100	3386	3386	100
Mumbai	0.00	105807	0	0.00	0	1263162	100	100	0	0	0	0	100	99.04	73981	73272	71.23%	100	2913	2913	100
Orissa	0.00	6482	0	0.00	0	789994	100	100	0	0	0	0	100	98.29	28880	28387	71.87%	100	357	357	100
Punjab	0.00	28083	0	0.00	0	1177148	100	100	0	0	0	0	100	97.78	87522	85581	69.14%	100	400	400	100
Rajasthan	0.00	1870	0	0.00	0	189016	100	100	0	0	0	0	100	98.16	10136	9950	62.24%	100	132	132	100
Tamil Nadu	0.00	60354	2	0.00	0	1906102	100	100	2	2	2	0	100	97.97	104324	102211	89.82%	100	1397	1397	100
UP East	0.00	10935	1	0.00	0	2115653	100	100	1	1	1	0	100	97.95	274452	268816	60.99%	100	207	207	100
UP West	0.01	13208	0	0.00	0	1731524	100	100	0	0	0	0	100	97.57	218047	212739	62.96%	100	350	350	100
West Bengal	0.00	0	0	0.00	0	67067	100	100	0	0	0	0	100	97.93	6371	6239	82.55%	100	8	8	100

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 I/R 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.