

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

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

Report for quarter ending : Jun-13

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

Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline) & 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 period	Total no. of pre-paid customers - QE June-2013	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
Benchmarks																				
Target	≤ 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
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																				
AP	0.00%	315070	1030	0.00%	1147	6287325	100%	2177	2177	0	2177	100%	100%	1537145	1530104	94.14%	100%	1357	1357	100%
BR	0.00%	21457	62	0.00%	362	2971008	100%	424	424	0	424	100%	96%	1181371	1136488	92.31%	100%	436	436	100%
GJ	0.00%	103852	438	0.00%	772	2374843	100%	1210	1210	15	1195	100%	99%	1107599	1101353	93.38%	100%	2161	2161	100%
HR	0.00%	103983	1043	0.00%	1785	2362663	100%	2828	2828	0	2828	100%	99%	826681	820862	90.46%	100%	1349	1349	100%
HP	0.00%	6562	22	0.00%	8	120992	100%	30	30	0	30	100%	99%	20536	20406	95.70%	100%	87	87	100%
KOL	0.00%	68425	0	0.00%	226	2136163	100%	226	226	25	201	100%	99%	970115	964243	86.92%	100%	46	46	100%
KTK	0.00%	229683	842	0.00%	88	5801417	100%	930	930	3	927	100%	100%	1928673	1920307	88.50%	100%	2485	2485	100%
KR	0.00%	82101	353	0.00%	271	1818371	100%	624	624	0	624	100%	99%	774000	762726	93.91%	100%	1185	1185	100%
MP	0.00%	74348	290	0.00%	103	4041567	100%	393	393	0	393	100%	99%	1535794	1526733	93.55%	100%	1455	1455	100%
MH	0.00%	196579	1127	0.00%	95	4191977	100%	1222	1222	6	1216	100%	99%	1568714	1557397	94.35%	100%	2540	2540	100%
Mum	0.00%	294452	1629	0.00%	147	2247814	100%	1776	1776	0	1776	100%	99%	732396	728665	91.46%	100%	2717	2717	100%
PB	0.00%	136316	995	0.00%	743	1959539	100%	1738	1738	0	1738	100%	99%	648795	645108	95.75%	100%	2270	2270	100%
OR	0.00%	28821	30	0.00%	103	2191063	100%	133	133	5	128	100%	97%	547038	528874	94.76%	100%	546	546	100%
RJ	0.00%	77433	160	0.00%	243	1795434	100%	403	403	1	402	100%	99%	531510	528361	97.18%	100%	491	491	100%
TN	0.00%	171368	1000	0.00%	273	5908901	100%	1273	1273	3	1270	100%	99%	1748869	1736796	91.30%	100%	1223	1223	100%
UP-E	0.00%	91444	200	0.00%	421	4122582	100%	621	621	0	621	100%	99%	1676269	1665724	92.66%	100%	777	777	100%
UP-W	0.00%	88109	165	0.00%	194	3278363	100%	359	359	9	350	100%	99%	1390107	1383057	93.25%	100%	1210	1210	100%
WB	0.00%	1610	190	0.00%	31	1880385	100%	221	221	10	211	100%	96%	732721	706611	93.19%	100%	1103	1103	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 : GSM SERVICES

Sl.No.	Parameter	TRAI Benchmark	Circles	%age of Achievement of TTL for Quarter Ending Jun-13	Reason for not meeting the parameter	Action taken
1	Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	KTK	88.50%	1.High call volumes received during the 1st week of June due to technical reasons of outgoing call & SMS which impacted the overall month. 2. In June we experienced network down time on the 20th & 21st June (unable to make outgoing calls/sms)	1.Issue from the technology end was temporary which got resolved. 2.Additional Capacities have been worked out with the partners to mitigate any impact on TRAI Key performance indicator and same are in implementation stage
			KOL	86.92%		