

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services :: 3G

Report for quarter ending : Sept- 2013

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) 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 month	Total no. of pre-paid customers - Jun-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
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	
<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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
ASS																				
BR	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
CH	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
DL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
GJ	0.00%	25382	157	0.00%	4	35197	100%	161	161	0	161	100%	NA	NA	NA	NA	NA	NA	NA	NA
HR	0.00%	15529	106	0.00%	0	28757	100%	106	106	0	106	100%	NA	NA	NA	NA	NA	NA	NA	NA
HP	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
J&K																				
KOL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
KTK	0.00%	38722	147	0.00%	29	38360	100%	176	176	0	176	100%	NA	NA	NA	NA	NA	NA	NA	NA
KR	0.00%	17161	29	0.00%	0	7352	100%	29	29	0	29	100%	NA	NA	NA	NA	NA	NA	NA	NA
MP	0.00%	19578	43	0.00%	3	37444	100%	46	46	0	46	100%	NA	NA	NA	NA	NA	NA	NA	NA
MH	0.00%	53154	201	0.00%	18	54946	100%	219	219	0	219	100%	NA	NA	NA	NA	NA	NA	NA	NA
Mum	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
NE																				
PB	0.00%	17358	82	0.00%	6	33460	100%	88	88	0	88	100%	NA	NA	NA	NA	NA	NA	NA	NA
OR	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
RJ	0.00%	26	0	0.00%		7753	100%	0	0	0	0	100%	NA	NA	NA	NA	NA	NA	NA	NA
TN	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
UP-E	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
UP-W	0.00%	8116	9	0.00%	97	23351	100%	106	106	0	106	100%	NA	NA	NA	NA	NA	NA	NA	NA
WB	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :