

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

Report for quarter ending : December'14

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 - 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 quarter	Total no. of pre-paid customers at the end of the quarter	Resolution of billing/charging complaints	No. of billing/post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter	Total no. of billing (post paid) and charging, credit / validity (pre paid) complaints received during the quarter	No. of billing complaints (post paid) and charging, credit/ validity complaints (pre paid) 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																					
Gujarat	0.00%	26715	46	0.00%	0	49145	97.83%	100.00%	45	46	0	46	100.00%	-	-	-	-	-	-	-	-
Haryana	0.00%	18860	50	0.00%	4	62315	98.15%	100.00%	53	54	0	54	100.00%	-	-	-	-	-	-	-	-
Karnataka	0.00%	61106	140	0.00%	32	70424	100.00%	100.00%	172	172	0	172	100.00%	-	-	-	-	-	-	-	-
Kerala	0.00%	16730	21	0.00%	0	3129	100.00%	100.00%	21	21	0	21	100.00%	-	-	-	-	-	-	-	-
Madhya Pradesh	0.00%	26705	32	0.00%	1	86749	100.00%	100.00%	33	33	1	32	100.00%	-	-	-	-	-	-	-	-
Maharashtra	0.00%	94928	159	0.00%	26	93330	100.00%	100.00%	185	185	1	184	100.00%	-	-	-	-	-	-	-	-
Punjab	0.00%	21932	63	0.00%	11	24776	98.65%	100.00%	73	74	0	74	100.00%	-	-	-	-	-	-	-	-
UPW	0.00%	10442	15	0.00%	2	30435	100.00%	100.00%	17	17	0	17	100.00%	-	-	-	-	-	-	-	-

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

* Please note that in these cells Numerator and Denominator are 'zero'. Accordingly, 100 compliant mentioned.