

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

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

Quarter June
Year 2014

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 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 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
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
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%	464929	467	0.00	119	5422396	100%	586	586	4	582	100%	100%	1009997	1005385	95%	100%	1623	1623	100%
Bihar	0.00%	26118	48	0.00	552	2183981	100%	598	600	7	593	100%	96%	548663	526539	94%	100%	273	273	100%
Gujarat	0.00%	155375	277	0.00	1061	2704212	99%	1328	1338	3	1335	100%	99%	822305	815406	94%	100%	1466	1466	100%
Haryana	0.00%	148976	624	0.00	2059	2103639	100%	2681	2683	3	2680	100%	99%	679942	675022	79%	100%	738	738	100%
Himachal Pradesh	0.00%	12414	9	0.00	5	58945	100%	14	14	0	14	100%	99%	11486	11320	97%	100%	130	130	100%
Karnataka	0.00%	369057	716	0.00	871	5974717	100%	1581	1587	24	1563	100%	99%	1790013	1780430	92%	100%	1664	1664	100%
Kerala	0.00%	110270	192	0.00	100	1608445	100%	291	292	5	287	100%	99%	499424	495288	78%	100%	1080	1080	100%
Kolkata	0.00%	99988	109	0.00	131	2455630	99%	237	240	5	235	99%	97%	758151	735782	87%	100%	1188	1188	100%
Madhya Pradesh	0.00%	103118	98	0.00	395	4051960	100%	493	493	2	491	100%	99%	1150581	1139454	93%	100%	1031	1031	100%
Maharashtra	0.00%	302865	869	0.00	793	4194633	99%	1651	1662	1	1661	100%	99%	997663	984169	96%	100%	1917	1917	100%
Mumbai	0.00%	283976	924	0.00	617	2307966	100%	1538	1541	0	1541	100%	99%	534975	531330	95%	100%	1474	1474	99.4%
Orissa	0.00%	40695	32	0.00	64	2255516	100%	96	96	5	91	100%	95%	521235	497549	94%	100%	424	424	100%
Punjab	0.00%	213069	807	0.00	1908	1781032	100%	2714	2715	8	2707	100%	99%	528339	523245	93%	100%	2701	2701	100%
Rajasthan				0.00	39	949981	100%	39	39	0	39	100%	97%	158750	153333	94%				100%
Tamil Nadu	0.00%	375201	515	0.00	82	6505862	100%	595	597	1	596	100%	99%	1582523	1567623	91%	100%	1758	1758	100%
UPE	0.00%	96605	94	0.00	201	4123362	100%	294	295	1	294	100%	99%	1257970	1249343	95%	100%	514	514	100%
UPW	0.00%	107337	176	0.00	1219	3347855	100%	1395	1395	4	1391	100%	99%	939711	933338	84%	100%	825	825	100%
West Bengal				0.00	3	1131839	100%	3	3	0	3	100%	96%	294501	281574	90%				100%
SELECT																				

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

2. Post Pay services discontinued in Rajasthan and west Bengal