

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

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

Report for quarter ending : Dec-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) and Cellular Mobile Telephone Service 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 - Dec-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
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%	513269	788	0.00%	24	1487964	100%	812	812	6	806	100%	99%	120409	119436	94%	100%	3682	3682	100%
ASS																				
BR	0.00%	45867	41	0.00%	59	838619	100%	100	100	23	77	100%	99%	181900	180873	97%	100%	783	783	100%
CH																				
DL	0.03%	639056	6740	0.00%	266	2589552	100%	7006	7006	271	6735	100%	99%	602877	596949	94%	100%	6763	6763	100%
GJ	0.00%	209045	544	0.00%	29	363858	100%	573	573	2	571	100%	97%	97338	94345	93%	100%	2623	2623	100%
HR	0.01%	113569	597	0.00%	36	576477	100%	633	633	6	627	100%	97%	77983	75415	97%	100%	695	695	100%
HP	0.00%	16383	46	0.00%	0	54320	100%	46	46	0	46	100%	97%	12743	12341	96%	100%	243	243	100%
J&K																				
KOL	0.01%	135057	291	0.00%	20	372997	100%	311	311	19	292	100%	99%	113318	112702	93%	100%	4102	4102	100%
KTK	0.01%	141421	367	0.00%	12	282406	100%	379	379	15	364	100%	100%	85382	85089	92%	100%	4087	4087	100%
KR	0.00%	105109	258	0.00%	27	175928	100%	285	285	1	284	100%	100%	38505	38340	84%	100%	1068	1068	100%
MP	0.00%	59204	71	0.00%	5	417200	100%	76	76	0	76	100%	98%	89594	87665	93%	100%	893	893	100%
MH	0.00%	239807	661	0.00%	23	1749524	100%	684	684	17	667	100%	99%	312389	309872	95%	100%	2934	2934	100%
Mum	0.00%	265901	292	0.00%	70	800307	100%	362	362	23	339	100%	100%	195332	194588	95%	100%	5913	5913	100%
NE																				
PB	0.00%	126262	24	0.00%	42	441854	100%	66	66	0	66	100%	98%	76852	75625	95%	100%	2783	2783	100%
OR	0.01%	24092	19	0.00%	29	203028	100%	48	48	2	46	100%	100%	37485	37423	97%	100%	570	570	100%
RJ	0.00%	137806	301	0.00%	19	712352	100%	320	320	0	320	100%	98%	106547	104355	95%	100%	1523	1523	100%
TN	0.00%	159395	446	0.00%	17	195074	100%	463	463	5	458	100%	99%	66075	65501	80%	100%	3018	3018	100%
UP-E	0.00%	51746	139	0.00%	23	383908	100%	162	162	1	161	100%	99%	89097	88509	97%	100%	1096	1096	100%
UP-W	0.00%	93719	136	0.00%	28	627169	100%	164	164	1	163	100%	99%	140650	138881	98%	100%	1338	1338	100%
WB	0.00%	8	43	0.00%	0	173302	100%	43	43	0	43	100%	100%	31371	31287	97%	100%	0	0	100%

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

Note :

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :