

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 : 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 - QE Dec-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%	360143	562	0.00%	151	5811047	100%	713	713	0	713	100%	100%	1226855	1221069	91%	100%	993	993	100%
ASS																				
BR	0.00%	20698	30	0.01%	236	2562626	100%	266	266	133	133	100%	96%	599143	577051	95%	100%	201	201	100%
CH																				
DL																				
GJ	0.00%	129583	357	0.00%	303	2515279	100%	660	660	1	659	100%	99%	986280	979161	85%	100%	901	901	100%
HR	0.00%	109243	648	0.00%	667	2254315	100%	1315	1315	0	1315	100%	99%	708527	703208	89%	100%	414	414	100%
HP	0.00%	7565	22	0.00%	2	83695	100%	24	24	0	24	100%	99%	15063	14956	97%	100%	30	30	100%
J&K																				
KOL	0.00%	81386	140	0.00%	69	2361109	100%	209	209	5	204	100%	99%	699213	694358	93%	100%	854	854	100%
KTK	0.00%	256376	586	0.00%	117	6032803	100%	703	703	0	703	100%	100%	1730283	1722013	95%	100%	926	926	100%
KL	0.00%	89462	128	0.00%	90	1737155	100%	218	218	0	218	100%	99%	498808	495646	93%	100%	691	691	100%
MP	0.00%	80812	86	0.00%	149	4060500	100%	235	235	0	235	100%	99%	1148628	1139869	94%	100%	788	788	100%
MH	0.00%	212755	901	0.00%	45	4106847	100%	946	946	14	932	100%	99%	1244651	1233429	94%	100%	1258	1258	100%
Mum	0.00%	295788	694	0.00%	191	2617511	100%	885	885	0	885	100%	99%	652179	648496	94%	100%	1491	1491	100%
NE																				
PB	0.00%	157100	520	0.00%	428	1823614	100%	948	948	0	948	100%	99%	532269	527396	91%	100%	1063	1063	100%
OR	0.00%	30085	12	0.00%	64	2035532	100%	76	76	8	68	100%	97%	489492	473222	91%	100%	673	673	100%
RJ	0.00%	51	1	0.00%	16	1214899	100%	17	17	0	17	100%	99%	207725	206328	94%				
TN	0.00%	226871	458	0.00%	123	6457982	100%	581	581	1	580	100%	99%	1711278	1697754	79%	100%	892	892	100%
UP-E	0.00%	87985	134	0.00%	100	4119709	100%	234	234	12	222	100%	99%	1241366	1233182	96%	100%	694	694	100%
UP-W	0.00%	75273	95	0.00%	71	3398873	100%	166	166	3	163	100%	99%	935696	929779	95%	100%	656	656	100%
WB	0.00%	3	0	0.00%	11	1324356	100%	11	11	3	8	100%	96%	343855	330265	95%	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

Signature, Name and Designation of the Authorised Signatory :

E-mail Address :

Mobile / Telephone No. :