

Format No. TRAI/QoS/CMTS/3-PMR
 Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services - CDMA

Report for quarter ending : June'15

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																					
Andhra Pradesh	0.00%	225296	0	0.00%	0	1023191	100.00%	100.00%	0	0	0	0	100.00%	98.79%	68761	67928	99.30%	100.00%	2518	2518	100.00%
Bihar	0.00%	29700	0	0.00%	0	444158	100.00%	100.00%	0	0	0	0	100.00%	99.41%	72733	72303	99.16%	100.00%	494	494	100.00%
Delhi	0.00%	399654	7	0.00%	0	2525236	100.00%	100.00%	7	7	7	0	100.00%	99.23%	466770	463193	98.03%	100.00%	4560	4560	100.00%
Gujarat	0.00%	46437	1	0.00%	0	253031	100.00%	100.00%	1	1	1	0	100.00%	97.33%	49207	47894	96.94%	100.00%	1764	1764	100.00%
Himachal Pradesh	0.01%	13451	1	0.00%	0	34065	100.00%	100.00%	1	1	1	0	100.00%	100.00%	0	0	99.35%	100.00%	284	284	100.00%
Haryana	0.00%	64834	1	0.00%	0	350540	100.00%	100.00%	1	1	1	0	100.00%	96.67%	45639	44120	99.18%	100.00%	750	750	100.00%
Kolkata	0.00%	36955	0	0.00%	0	223777	100.00%	100.00%	0	0	0	0	100.00%	99.40%	52060	51746	97.53%	100.00%	1051	1051	100.00%
Kerala	0.00%	19793	0	0.00%	0	116276	100.00%	100.00%	0	0	0	0	100.00%	99.10%	19669	19492	98.50%	100.00%	748	748	100.00%
Karnataka	0.00%	29920	0	0.00%	0	129086	100.00%	100.00%	0	0	0	0	100.00%	99.20%	97934	97153	97.49%	100.00%	912	912	100.00%
Maharashtra	0.00%	79092	1	0.00%	0	1624588	100.00%	100.00%	1	1	1	0	100.00%	99.12%	99284	98409	99.51%	100.00%	1513	1513	100.00%
Madhya Pradesh	0.00%	18688	0	0.00%	0	209004	100.00%	100.00%	0	0	0	0	100.00%	98.09%	51884	50894	98.65%	100.00%	387	387	100.00%
Mumbai	0.00%	122922	2	0.00%	0	706449	100.00%	100.00%	2	2	2	0	100.00%	99.50%	110272	109726	97.71%	100.00%	2453	2453	100.00%
Orissa	0.00%	10900	0	0.00%	0	161761	100.00%	100.00%	0	0	0	0	100.00%	99.37%	23643	23495	98.28%	100.00%	272	272	100.00%
Punjab	0.01%	70571	4	0.00%	0	282522	100.00%	100.00%	4	4	4	0	100.00%	99.49%	39670	39466	98.99%	100.00%	1521	1521	100.00%
Rajasthan	0.00%	111426	0	0.00%	0	588572	100.00%	100.00%	0	0	0	0	100.00%	98.05%	68893	67553	98.34%	100.00%	1392	1392	100.00%
Tamil Nadu	0.00%	26835	0	0.00%	0	98738	100.00%	100.00%	0	0	0	0	100.00%	99.53%	39966	39777	98.58%	100.00%	1278	1278	100.00%
UPE	0.00%	17411	0	0.00%	0	268503	100.00%	100.00%	0	0	0	0	100.00%	99.60%	48907	48712	99.19%	100.00%	361	361	100.00%
UPW	0.00%	53011	1	0.00%	0	455846	100.00%	100.00%	1	1	1	0	100.00%	99.28%	66153	65675	99.10%	100.00%	611	611	100.00%
West Bengal	0.00%	0	0	0.00%	0	72902	100.00%	100.00%	0	0	0	0	100.00%	99.62%	10993	10951	99.10%	100.00%	0	0	100.00%

NOTE : 1) TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care

2) Not offering services in Assam, Jammu & Kashmir and North East Service areas.

3) Post Pay Services not being offered in West Bengal

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