

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

Quarter March
 Year 2014
 Technology 3G
 Name of the Service Provider :

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					100% 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

Gujarat	0.00	27208.00	81.00	0.00	2.00	47346.00	1.00	83.00	83.00	0.00	83.00	1.00								
Haryana	0.00	16990.00	112.00	0.00	3.00	49223.00	1.00	115.00	115.00	0.00	115.00	1.00								
Karnataka	0.00	45647.00	126.00	0.00	5.00	55567.00	1.00	131.00	131.00	0.00	131.00	1.00								
Kerala	0.00	16324.00	17.00	0.00	0.00	9493.00	1.00	17.00	17.00	0.00	17.00	1.00								
Madhya Pradesh	0.00	20414.00	32.00	0.00	0.00	63073.00	1.00	32.00	32.00	0.00	32.00	1.00								
Maharashtra	0.00	64008.00	146.00	0.00	9.00	77496.00	1.00	155.00	155.00	5.00	150.00	1.00								
Punjab	0.00	19465.00	99.00	0.00	4.00	48598.00	1.00	103.00	103.00	0.00	103.00	1.00								
Rajasthan	0.00	0.00	0.00	0.00	0.00	7310.00	1.00	0.00	0.00	0.00	0.00	1.00								
UPW	0.00	7387.00	13.00	0.00	8.00	33746.00	1.00	21.00	21.00	0.00	21.00	1.00								
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NOTE : TCBH - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care