



Quality of service performance  
(For quarter ending March 2012)

# Customer Service Quality performance for quarter ending March 2012

CELLULAR MOBILE TELEPHONE SERVICE							
Name of Service Area	Parameters and Benchmarks						
	Customer Care/ Helpline		Metering and Billing Charging				Closure of telephone/ Termination of service on request from customer (Benchmark: within 7 days = 100%)
	Accessibility of Call Centre Number (Benchmark: >=95% calls should get connected and answered)	Response time to the customer for operator assistance (Benchmark: within 60 seconds: >=90% calls should be answered by the operator)	Postpaid Metering and Billing credibility (Benchmark: <=0.1% of bills should be disputed over a billing cycle)	Prepaid Metering and Billing credibility (Benchmark: <=0.1% of complaints over a month)	Percentage of billing/ charging complaints resolved (Benchmark: 100% within 4 weeks)	Time taken to refund of deposit or any payment/refund due to customer after closure of telephone/termination of service or any other reason (Benchmark: 100% within 60 days)	
1	2	3	4	5	6	7	8
	No. of calls landed at IVR/No. of calls landed at IVR	Calls ans within 60 sec/Total calls offerd at ACD					
<b>AP</b>	100%	93%	0.02%	0.02%	100%	100%	100%
<b>ASM</b>	100%	97%	0.00%	0.04%	100%	100%	100%
<b>BR</b>	100%	86%	0.00%	0.15%	100%	100%	100%
<b>CH</b>	100%	90%	0.06%	0.03%	100%	100%	100%
<b>DL</b>	100%	90%	0.10%	0.04%	100%	100%	100%
<b>GJ</b>	100%	91%	0.07%	0.00%	100%	100%	100%
<b>HR</b>	100%	93%	0.07%	0.02%	100%	100%	100%
<b>HP</b>	100%	90%	0.00%	0.01%	100%	100%	100%
<b>J&amp;K</b>	100%	92%	0.02%	0.02%	100%	100%	100%
<b>KOL</b>	100%	94%	0.07%	0.13%	100%	3%	100%
<b>KTK</b>	100%	94%	0.05%	0.13%	100%	100%	100%
<b>KR</b>	100%	79%	0.10%	0.07%	100%	100%	100%
<b>MP</b>	100%	69%	0.09%	1.58%	100%	100%	100%
<b>MH</b>	100%	87%	0.02%	0.09%	100%	100%	100%
<b>Mum</b>	100%	93%	0.02%	0.06%	100%	100%	100%
<b>NE</b>	100%	97%	0.01%	0.01%	100%	100%	100%
<b>PB</b>	100%	81%	0.00%	0.02%	100%	100%	100%
<b>OR</b>	100%	99%	0.03%	0.00%	100%	100%	100%
<b>RJ</b>	100%	67%	0.03%	0.04%	100%	100%	100%
<b>TN</b>	100%	83%	0.13%	0.14%	100%	100%	100%
<b>UP-E</b>	100%	77%	0.03%	0.01%	100%	100%	80%
<b>UP-W</b>	100%	87%	0.08%	0.01%	100%	100%	100%
<b>WB</b>	100%	95%	0.00%	0.08%	100%	0%	100%

