## Customer Service Quality Parameters

<table>
<thead>
<tr>
<th>Name of Service Area</th>
<th>Metering and Billing</th>
<th>Response time to the customer for assistance</th>
<th>Termination / closure of service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>≤ 95% within 1 week of resolution of complaint</td>
<td>2 95%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≤ 95% within 7 days</td>
<td>≥ 95% within 60 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50% within 4 weeks</td>
<td>100% within 10 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>100% within 6 weeks</td>
<td>2 95%</td>
</tr>
</tbody>
</table>

### Benchmarks

- **Andhra Pradesh**: 0.00% 451313 0 0.00% 0 3043789 100.00% 100.00% 8 8 8 0 100.00% 99.34% 784889 795881 94.93% 100.00% 5290 529 100.00%
- **Bihar**: 0.00% 32408 0 0.00% 4 1695250 100.00% 100.00% 4 4 4 0 100.00% 95.10% 82290 82071 97.25% 100.00% 587 587 100.00%
- **Gujarat**: 0.00% 183138 0 0.00% 0 3285071 83.33% 100.00% 5 6 6 0 100.00% 95.18% 572805 580953 94.58% 100.00% 2962 2962 100.00%
- **Himachal Pradesh**: 0.00% 12747 0 0.00% 0 62269 100.00% 100.00% 1 1 1 0 100.00% 99.30% 1233 11054 93.77% 100.00% 587 587 100.00%
- **Haryana**: 0.00% 189157 0 0.00% 0 3064038 100.00% 100.00% 0 0 0 0 100.00% 99.06% 773767 773414 97.23% 100.00% 1544 1544 100.00%
- **Kerala**: 0.00% 150802 0 0.00% 0 2886610 100.00% 100.00% 1 1 1 0 100.00% 99.15% 508516 504166 93.68% 100.00% 3367 3367 100.00%
- **Kolkata**: 0.00% 412394 0 0.00% 0 3741670 100.00% 100.00% 6 6 6 0 100.00% 98.88% 541290 540273 93.70% 100.00% 1910 1910 100.00%
- **Karнатaka**: 0.00% 632899 0 0.00% 3 3094726 100.00% 100.00% 5 5 5 0 100.00% 96.48% 179732 179424 95.70% 100.00% 3563 3563 100.00%
- **Maharashtra**: 0.00% 402732 0 0.00% 0 5106916 100.00% 100.00% 6 6 6 0 100.00% 96.21% 530586 512027 96.94% 100.00% 3239 3239 100.00%
- **Madhya Pradesh**: 0.00% 136665 0 0.00% 0 5378932 100.00% 100.00% 10 10 10 0 100.00% 97.20% 1051869 1027263 97.02% 100.00% 1820 1820 100.00%
- **Mumbai**: 0.00% 130458 0 0.00% 2 2742821 100.00% 100.00% 16 16 16 0 100.00% 98.03% 49252 481550 98.90% 100.00% 3779 3779 100.00%
- **Orissa**: 0.00% 47674 0 0.00% 0 2737694 100.00% 100.00% 0 0 0 0 100.00% 95.85% 612617 603815 95.23% 100.00% 3263 3263 100.00%
- **Punjab**: 0.00% 253886 0 0.00% 0 2790331 100.00% 100.00% 0 0 0 0 100.00% 99.27% 618002 613155 95.08% 100.00% 3263 3263 100.00%
- **Rajasthan**: 0.00% 0 0 0 0 0 0 100.00% 1 1 1 0 100.00% 98.00% 89725 88455 98.34% 100.00% 0 0 100.00%
- **Uttar Pradesh**: 0.00% 43072 0 0.00% 0 6812880 100.00% 100.00% 0 0 0 0 100.00% 98.86% 1002768 1002680 98.53% 100.00% 2869 2869 100.00%
- **UP**: 0.00% 92359 0 0.00% 0 5026945 100.00% 100.00% 0 0 0 0 100.00% 97.51% 706496 688202 93.82% 100.00% 878 878 100.00%
- **Uttar Pradesh West**: 0.00% 126111 0 0.00% 0 4015002 100.00% 100.00% 1 1 1 0 100.00% 99.27% 514154 514375 95.19% 100.00% 1464 1464 100.00%
- **West Bengal**: 0.00% 0 0 0 0 0 0 0 0 0 0 0 100.00% 99.41% 92361 79402 98.82% 100.00% 5 0 100.00%

### Notes

1. **TCBP** - Reference in Column no. 15 & 16 is to be identified measuring the traffic load/calls in the Call Centre/Customer Care
2. Post Pay services discontinued in Rajasthan and west Bengal

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

### 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.
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#### Metering and Billing

- No. of bills disputed including billing complaints during the period
- Metering and billing credibility - complaints during the quarter
- No. of billing complaints (post paid) and charging, credit/validity (pre paid) resolved in 4 weeks
- Total no. of billing complaints received during the quarter
- Resolutions of billing/complaints
- Period of help desk calls received by the operators (voice to voice)
- Total no. of complaints received during the quarter
- Accountsability of call centre/customer care for the said number of calls.

#### Response to the customer for assistance

- No. of pre paid complaints resolved in 7 days
- 100% within 7 days
- 100% within 7 days
- 100% within 7 days

#### Termination / closure of service

- Time taken for refund of deposits after closures
- 100% within 60 days

### Benchmarks

- ≤ 0.1%
- ≤ 0.1%
- 90% within 4 weeks
- 100% within 6 weeks

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

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- No. of pre paid complaints resolved in 7 days
- 100% within 7 days
- 100% within 7 days
- 100% within 7 days

#### Termination / closure of service

- Time taken for refund of deposits after closures
- 100% within 60 days

### Benchmarks

- ≤ 0.1%
- ≤ 0.1%
- 90% within 4 weeks
- 100% within 6 weeks

### Note:

1. TCDB - 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 complaint mentioned.*
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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.

**Benchmarks**

- **Gujarat**: 0.00% 19206 0 0.00% 0 20506 100.00% 0 0 0 0 100.00%
- **Haryana**: 0.03% 14939 4 0.01% 1 14973 100.00% 5 5 5 0 100.00%
- **Karnataka**: 0.00% 42286 2 0.00% 1 66746 100.00% 3 3 3 0 100.00%
- **Kerala**: 0.00% 11814 0 0.00% 0 3234 100.00% 0 0 0 0 100.00%
- **Madhya Pradesh**: 0.01% 12945 3 0.00% 1 81343 100.00% 4 4 4 0 100.00%
- **Maharashtra**: 0.01% 79005 4 0.01% 2 13542 100.00% 6 6 6 0 100.00%
- **Punjab**: 0.02% 15461 3 0.00% 1 25715 100.00% 4 4 4 0 100.00%
- **UPW**: 0.00% 13235 0 0.00% 0 21364 100.00% 0 0 0 0 100.00%

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

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