

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

Report for quarter ending : Sep2022
 Name of the Service Provider : Vodafone Idea Ltd.
 Name of Regulations : The standards of Quality of Service of Basic Telephone service (Wireline)...Regulations, 2009 (7 of 2009)
 Quarter -Sep 2022

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	Metering and billing credibility pre paid	Resolution of billing/ charging complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessability of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures	
Benchmarks									
	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
<i>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</i>									
Andhra Pradesh	0.01%	0.00%	99.81%	100.00%	100.00%	99.11%	100%	100%	100.00%
Assam	0.00%	0.00%	100.00%	100.00%	100.00%	97.79%	100%	100%	100.00%
Bihar	0.00%	0.00%	100.00%	100.00%	100.00%	96.50%	100%	100%	100.00%
Delhi	0.02%	0.01%	100.00%	100.00%	100.00%	99.18%	100%	100%	100.00%
Gujarat	0.01%	0.00%	100.00%	100.00%	100.00%	97.14%	100%	100%	100.00%
Haryana	0.01%	0.01%	100.00%	100.00%	100.00%	99.18%	100%	100%	100.00%
Himachal Pradesh	0.02%	0.00%	100.00%	100.00%	100.00%	99.89%	100%	100%	100.00%
Jammu & Kashmir	0.01%	0.00%	100.00%	100.00%	100.00%	99.87%	100%	100%	100.00%
Karnataka	0.03%	0.00%	100.00%	100.00%	100.00%	97.35%	100%	100%	100.00%
Kerala	0.02%	0.00%	100.00%	100.00%	100.00%	94.98%	100%	100%	100.00%
Kolkatta	0.03%	0.01%	100.00%	100.00%	100.00%	99.08%	100%	100%	100.00%
Madhya Pradesh	0.02%	0.03%	100.00%	100.00%	100.00%	96.42%	100%	100%	100.00%
Maharashtra	0.02%	0.00%	99.93%	100.00%	100.00%	97.44%	100%	100%	100.00%
Mumbai	0.02%	0.01%	100.00%	100.00%	100.00%	98.67%	100%	100%	100.00%
North East	0.00%	0.00%	100.00%	100.00%	100.00%	98.75%	100%	100%	100.00%
Orissa	0.02%	0.01%	100.00%	100.00%	100.00%	99.20%	100%	100%	100.00%
Punjab	0.01%	0.00%	100.00%	100.00%	100.00%	97.46%	100%	100%	100.00%
Rajasthan	0.01%	0.01%	100.00%	100.00%	100.00%	98.69%	100%	100%	100.00%
Tamil Nadu incl. Chennai	0.02%	0.00%	100.00%	100.00%	100.00%	97.02%	100%	100%	100.00%
Uttar Pradesh-East	0.01%	0.00%	100.00%	100.00%	100.00%	99.26%	100%	100%	100.00%
Uttar Pradesh-West	0.00%	0.00%	100.00%	100.00%	100.00%	99.01%	100%	100%	100.00%
West Bengal	0.04%	0.00%	100.00%	100.00%	100.00%	99.40%	100%	100%	100.00%