

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

Report for quarter ending : QE Sep'23

2023

Name of the Service Provider : Vi

Name of Regulations: The standards of Quality of Service of Basic Telephone service (Wireline) and cellular Mobile Telephone Service 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	Metering and billing credibility - pre paid	Resolution of billing/charging complaints- within 4 weeks	Resolution of billing/charging complaints- within 6 weeks	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints- within 1	Accessibility 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
Benchmark	≤ 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
Andhra Pradesh	0.00%	0.00%	100.00%	100.00%	100.00%	99.28%	100.00%	100%	100%
Assam	0.00%	0.00%	100.00%	100.00%	100.00%	99.19%	99.99%	100%	100%
Bihar	0.00%	0.00%	100.00%	100.00%	100.00%	98.06%	99.97%	100%	100%
Delhi	0.01%	0.00%	100.00%	100.00%	100.00%	99.01%	100.00%	100%	100%
Gujarat	0.01%	0.00%	100.00%	100.00%	100.00%	99.12%	100.00%	100%	100%
Haryana	0.00%	0.00%	100.00%	100.00%	100.00%	99.01%	99.95%	100%	100%
Himachal Pradesh	0.01%	0.00%	100.00%	100.00%	100.00%	99.70%	99.99%	100%	100%
Jammu & Kashmir	0.00%	0.00%	100.00%	100.00%	100.00%	99.87%	100.00%	100%	100%
Karnataka	0.01%	0.00%	100.00%	100.00%	100.00%	98.54%	100.00%	100%	100%
Kerala	0.02%	0.00%	100.00%	100.00%	100.00%	99.25%	99.90%	100%	100%
Kolkata	0.02%	0.00%	100.00%	100.00%	100.00%	99.57%	99.99%	100%	100%
Madhya Pradesh	0.01%	0.00%	100.00%	100.00%	100.00%	95.39%	100.00%	100%	100%
Maharashtra	0.01%	0.00%	99.91%	100.00%	100.00%	99.77%	100.00%	100%	100%
Mumbai	0.02%	0.00%	100.00%	100.00%	100.00%	98.79%	100.00%	100%	100%
North East	0.00%	0.00%	100.00%	100.00%	100.00%	98.89%	99.97%	100%	100%
Odisha	0.03%	0.00%	100.00%	100.00%	100.00%	98.68%	99.99%	100%	100%
Punjab	0.01%	0.00%	100.00%	100.00%	100.00%	99.55%	100.00%	100%	100%
Rajasthan	0.01%	0.00%	100.00%	100.00%	100.00%	99.12%	99.99%	100%	100%
Tamilnadu including Chennai	0.02%	0.00%	100.00%	100.00%	100.00%	99.38%	100.00%	100%	100%
Uttar Pradesh (East)	0.01%	0.01%	100.00%	100.00%	100.00%	99.40%	99.99%	100%	100%
Uttar Pradesh (West)	0.01%	0.01%	100.00%	100.00%	100.00%	99.09%	99.98%	100%	100%
West Bengal	0.02%	0.00%	100.00%	100.00%	100.00%	98.16%	99.98%	100%	100%

NOTE: Highlighted values in Red are non compliance

NOTE : 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

NOTE : TCBH - Reference in Column P & Q is to be identified measuring the traffic load/calls in the Call Centre/Customer Care