

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

Report for quarter ending : Mar2022

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 -Mar 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	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	Resolution of billing/charging complaints	No. of billing/(post paid) and charging, credit/validity (pre paid) complaints resolved within 4 weeks during the quarter	No. of billing/(post paid) and charging, credit / validity (pre paid) complaints resolved within 6 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 90 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	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
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	0.00%	2,431,626	113	0.00%	103	100%	100%	2132	2132	2132	216	1916	100%	98.8%	4,879,324	4,822,757	100%	100%	56611	56611	100%
Assam	0.01%	283,956	23	0.00%	39	100%	100%	212	212	212	62	150	100%	98.5%	914,723	901,307	100%	100%	2679	2679	100%
Bihar	0.00%	243,908	9	0.00%	305	100%	100%	1015	1015	1015	314	701	100%	96.1%	9,700,915	9,325,191	100%	100%	5884	5884	100%
Delhi	0.01%	8,543,285	1095	0.01%	1368	100%	100%	6850	6850	6850	2463	4387	100%	99.1%	8,944,377	8,861,685	100%	100%	6605	6605	100%
Gujarat	0.01%	5,029,357	636	0.00%	630	100%	100%	6934	6934	6934	1266	5668	100%	98.5%	14,417,514	14,198,227	100%	100%	37723	37723	100%
Haryana	0.00%	1,354,624	66	0.01%	664	100%	100%	2741	2741	2741	730	2011	100%	98.5%	5,746,839	5,658,521	100%	100%	8005	8005	100%
Himachal Pradesh	0.02%	13,010	2	0.01%	33	100%	100%	108	108	108	35	73	100%	99.8%	99,153	98,913	100%	100%	81	81	100%
Jammu & Kashmir	0.01%	192,711	27	0.01%	20	100%	100%	169	169	169	47	122	100%	100.0%	602,619	602,465	100%	100%	307	307	100%
Karnataka	0.02%	3,168,974	627	0.01%	781	100%	100%	2686	2686	2686	1408	1278	100%	97.3%	1,711,642	1,665,288	100%	100%	40781	40781	100%
Kerala	0.01%	1,783,877	249	0.01%	1193	100%	100%	1866	1866	1866	1442	424	100%	97.6%	7,094,358	6,927,485	100%	100%	19177	19177	100%
Kolkatta	0.03%	1,952,161	523	0.01%	478	100%	100%	1634	1634	1634	1001	633	100%	99.2%	2,795,270	2,773,228	100%	100%	12997	12997	100%
Madhya Pradesh	0.02%	1,748,972	433	0.01%	1475	100%	100%	2069	2069	2069	1908	161	100%	97.6%	16,457,205	16,065,548	100%	100%	12527	12527	100%
Maharashtra	0.01%	4,600,310	666	0.00%	1001	100%	100%	3852	3853	3853	1667	2186	100%	98.8%	21,915,253	21,652,228	100%	100%	50701	50701	100%
Mumbai	0.01%	10,758,471	1,550	0.01%	870	100%	100%	4922	4923	4923	2420	2503	100%	97.6%	9,202,518	9,067,857	100%	100%	234580	234580	100%
North East	0.01%	358,951	50	0.00%	16	100%	100%	144	144	144	66	78	100%	98.1%	364,830	357,881	100%	100%	135	135	100%
Orrisa	0.01%	194,276	26	0.01%	147	100%	100%	213	213	213	173	40	100%	98.9%	750,191	741,852	100%	100%	1901	1901	100%

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Punjab	0.01%	1,603,585	152	0.00%	248	100%	100%	2833	2833	2833	400	2433	100%	98.1%	1,256,768	1,232,843	100%	100%	13489	13489	100%
Rajasthan	0.01%	907,646	123	0.01%	771	100%	100%	2550	2550	2550	894	1656	100%	97.8%	7,916,669	7,744,752	100%	100%	1432	1432	100%
Tamil Nadu incl. Chennai	0.03%	3,148,944	938	0.01%	993	100%	100%	2592	2592	2592	1931	661	100%	97.8%	6,807,079	6,654,653	100%	100%	31539	31539	100%
Uttar Pradesh-East	0.01%	1,929,525	174	0.04%	8291	100%	100%	9820	9820	9820	8465	1355	100%	99.4%	14,670,094	14,585,145	100%	100%	10667	10667	100%
Uttar Pradesh-West	0.00%	2,261,476	109	0.01%	2622	100%	100%	3778	3778	3778	2731	1047	100%	98.5%	15,332,540	15,101,112	100%	100%	12846	12846	100%
West Bengal	0.03%	359,492	104	0.00%	728	100%	100%	1061	1061	1061	832	229	100%	99.4%	9,626,445	9,571,033	100%	100%	2186	2186	100%

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

Note: The rejected and Invalid complaints are the one where no action has been taken.