

**Quarterly Performance Monitoring Report (PMR) on QoS of Basic Telephone Service (Wireline) for QE Mar 2022**

Sl. No.	Name of Service Area	Faults incidences ( No. of faults/100 Subs./month)	Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service		
			% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days				Metering and Billingcredibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	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	
			≤7	For urban areas by next working day: ≥ 85%	For urban areas: ≥ 100%	For rural and hilly areas: ≥ 75%				For rural and hilly areas: ≥ 100%	≤ 10 Hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	1 week of resolution of complaint	≥ 95%
1	Andhara Pradesh	5	97%	100%	95	100%	0	6	0	0.004	0.00	100.00%	100%	With in one week	97.96%	97.95%	100%	100% within 60 days
2	ASSAM	3	93%	100%	91	100%	203	4	0	0.001	0.00	100.00%	100%	With in one week	97.21%	96.73%	100%	100% within 60 days
3	BIHAR	3	95%	100%	96	100%	794	4	0	0.010	0.00	98.00%	100%	With in one week	98.22%	97.88%	100%	100% within 60 days
4	GUJARAT	5	95%	100%	94	100%	9	5	0	0.010	0.00	100.00%	100%	With in one week	99.64%	99.64%	100%	100% within 60 days
5	HARYANA	5	91%	100%	88	100%	394	6	0	0.090	0.00	100.00%	100%	With in one week	99.06%	99.56%	100%	100% within 60 days
6	HIMACHAL	6	89%	100%	93	100%	137	7	0	0.020	0.00	99.00%	100%	With in one week	100.00%	99.48%	100%	97%
7	J & K	4	97%	100%	94	100%	90	7	0	0.010	0.00	98.00%	100%	With in one week	100.00%	99.90%	100%	100% within 60 days
8	KARNATAKA	6	88%	100%	92	100%	2815	7	0	0.090	0.00	98.00%	100%	With in one week	97.16%	97.16%	100%	100% within 60 days
9	KERALA	4	93%	100%	92	100%	736	7	0	0.020	0.00	100.00%	100%	With in one week	97.73%	97.68%	100%	100% within 60 days

**Quarterly Performance Monitoring Report (PMR) on QoS of Basic Telephone Service (Wireline) for QE Mar 2022**

Sl. No.	Name of Service Area	Faults incidences ( No. of faults/100 Subs./month)	Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	POI Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark)	Metering and Billing				Response time to the customer for Assistance		Termination / closure of service		
			% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days				Metering and Billingcredibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging/validity complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	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	
			≤7	For urban areas by next working day: ≥ 85%	For urban areas: ≥ 100%	For rural and hilly areas: ≥ 75%				For rural and hilly areas: ≥ 100%	≤ 10 Hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	1 week of resolution of complaint	≥ 95%
10	M.P.	6	88%	100%	90	100%	223	5	0	0.010	0.00	100.00%	100%	With in one week	99.62%	99.57%	100%	100% within 60 days
11	MAHARASHTRA	6	86%	100%	77	100%	14823	8	0	0.010	0.00	100.00%	100%	With in one week	99.55%	99.55%	100%	100% within 60 days
12	N.E.	5	93%	100%	92	100%	0	6	0	0.010	0.00	100.00%	100%	With in one week	97.81%	97.65%	100%	100% within 60 days
13	ORISSA	4	93%	100%	88	100%	376	8	0	0.090	0.00	99.00%	100%	With in one week	97.99%	97.88%	100%	100% within 60 days
14	PUNJAB	6	91%	100%	89	100%	69	6	0	0.010	0.00	98.00%	100%	With in one week	100.00%	100.00%	100%	99%
15	RAJASTHAN	5	95%	100%	95	100%	679	6	0	0.088	0.00	99.00%	100%	With in one week	99.41%	99.84%	100%	0%
16	TAMIL NADU including chennai	5	95%	100%	91	100%	1211	6	0	0.040	0.00	100.00%	100%	With in one week	97.90%	97.88%	100%	100% within 60 days
17	U.P.(EAST)	6	89%	100%	88	100%	270	8	0	0.080	0.00	100.00%	100%	With in one week	100.00%	99.87%	100%	100% within 60 days
18	U.P.(WEST)	7	96%	100%	93	100%	258	8	0	0.060	0.00	99.00%	100%	With in one week	100.00%	99.71%	100%	100% within 60 days
19	WEST BENGAL	3	87%	100%	86	100%	1602	6	0	0.003	0.00	98.00%	100%	With in one week	97.97%	97.97%	100%	100% within 60 days
20	KOLKATA	6	91%	100%	N/A	N/A	3747	8	0	0.000	0.00	98.00%	100%	With in one week	96.30%	96.23%	100%	100% within 60 days

