

All Circles CMTS Performance Monitoring Report for TRAI 2G/3G for Quarter Ending (March-2021)												
SI No	Name of Service Area	Connection Establishment			POI			Others				
		BS Accumulated downtime (not available for service) (%age)	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable(within licensee's own network)	SDCCH/Paging Channel Congestion/RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good quality, Circuit Switched Voice Quality and VoLTE quality	Point of Interconnection (POI) Congestion (on individual POI) - No. of POIs not meeting the benchmark	Down Link(DL) Packet drop rate or DL-PDR	Up Link(UL) Packet drop rate or UL-PDR
	1	2	3	4	5	6	7	8	9	10	11	12
Bench Mark												
	<=2%	<=2%	>=95%	<=1%	<=2%	<=2%	<=3%	>=95%	<=0.5%	<=2%	<=2%	
1	ANDHRA PRADESH	1.2	1.86	98.12	0.76	0.84	1.7	1.84	98.53	0	0.12	0.17
2	ASSAM	1.77	1.34	98.71	0.81	1.7	1.9	2.38	98.2	0	0	0
3	BIHAR	1.89	1.87	95.79	0.31	0.37	1.84	2.39	98.3	0	0	0
4	KOLKATA (TD)	0.96	1.67	98.57	0.44	0.19	1.46	1.66	96.21	0	0	0
5	GUJARAT	1.21	1.19	97.99	0.12	0.53	1.69	2.33	98.45	0	0.08	0.15
6	HIMACHAL PRADESH	1.82	0.83	99	0.52	0.64	1.9	2.04	97.62	0.25	0	0
7	HARYANA	0.57	0.29	98.81	0.19	0.51	1.62	1.75	97.98	0	0.1889	0.4366
8	JAMMU & KASHMIR	1.88	1.73	97.82	0.84	1.01	1.99	2.48	96.17	0	0.0192	0.0862
9	KERALA	0.31	0.57	98.59	0.47	1.29	1.56	1.93	98.73	0	0.08	0.19
10	KARNATAKA	1.47	1.72	97.47	0.59	1.12	1.49	1.64	97.59	0	0.58	0.66
11	MAHARASHTRA	1.62	1.94	97.08	0.69	1.08	1.86	2.56	96.32	0	0.09	0.21
12	MADHYA PRADESH	1.2	1.13	98.81	0.42	1.3	1.91	2.05	98.21	0	0	0
13	NORTH EAST	1.94	1.77	97.9	0.85	0.98	1.79	1.86	97	0	0	0
14	ORISSA	0.75	1.93	95.66	0.92	1.62	1.99	2.01	95.97	0	0	0
15	PUNJAB	0.29	1.49	98.34	0.17	0.24	1.7	1.86	98.2	0	0.01	0.02
16	RAJASTHAN	1.1	1.49	98.34	0.73	1.66	1.59	2.42	98.47	0	0	0
17	Tamil Nadu	0.64	1.51	99.28	0.24	0.41	1.92	2.89	97.97	0	0	0
18	UP(EAST)	1.19	1.41	98.4	0.84	0.68	1.82	2.65	97.96	0	0.0056	0.022
19	UP(WEST)	1.76	1.91	97.37	0.81	1.18	1.75	1.93	96.69	0	0	0
20	WEST BENGAL	0.48	1.79	97.31	0.98	1.55	6.94	8.33	97.4	0	0.45	2.32

All Circles Quarterly CMTS Performance Monitoring Report for TRAI Qtr Ending 2021-03-31									
Customer Service Quality Parameter									
Name of Service Area	Metering and Billing				Response time for the		Termination/closure of		
	Metering and billing credibility- Post Paid	Metering and billing credibility- Pre Paid	%age Resolution of billing/charging complaints within 4 weeks	%age Resolution of billing/charging complaints within 6 weeks	%age of requests where credit/waiver/adjustment done to customer's account within 1 week 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	%age of cases where deposit refunded within 60 days of closure
1	2	3	12:00 AM	5	6	7	8	9	10
Bench Mark									
	<=0.1%	<=0.1%	98%	100%	100%	>=95%	>=95%	100%	100%
ANDHRA PRADESH	0	0	100	100	100	96	98.35	100	100
ASSAM	0.01	0	100	100	100	97	97.7	100	100
BIHAR	0	0	100	100	100	99	96.69	100	100
KOLKATA (TD)	0.02	0.01	100	100	100	96	97.6	100	100
GUJARAT	0	0	100	100	100	99.68	97.51	100	100
HIMACHAL PRADESH	0.01	0	100	100	100	97.83	95.78	100	100
HARYANA	0	0	100	100	100	96	96.3	100	100
JAMMU & KASHMIR	0	0	100	100	100	96	95.97	100	100
KERALA	0	0	100	100	100	96	96.8	100	100
KARNATAKA	0	0	99.78	100	100	97	94.08	100	100
MAHARASHTRA	0.01	0	100	100	100	100	95.48	100	100
MADHYA PRADESH	0	0	100	100	100	96	97.31	100	100
NORTH EAST	0.05	0.05	100	100	100	97	95.66	100	100
ORISSA	0	0.01	100	100	100	96	96.02	100	100
PUNJAB	0	0	100	100	100	97.97	96.98	100	100
RAJASTHAN	0.02	0.01	99	100	100	96	99.8	100	100
Tamil Nadu	0	0	100	100	100	98	96.46	100	100
UP(EAST)	0.09	0.08	100	100	100	98	95.8	100	100
UP(WEST)	0	0	100	100	100	97.98	96.35	100	100
WEST BENGAL	0	0	98	100	100	95	95.99	100	100