

All Circles CMTS Performance Monitoring Report for TRAI 2G/3G for Quarter Ending (March-2022)

Sl No	Name of Service Area	Time Consistant Busy Hour TCBH	Network Availability					Connection Establishment			Connection Maintenance (Retainability)					POI	Others	
			Total no. of BS in the licensed service area	Sum of downtime of BS in a Quarter in hours i.e. total outage time of all BS in hours during the Quarter	BS Accumulated down-time (not available for service) (%age)	No. of BS having accumul-ated down-time of >24 hours in the Quarter	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(with in licensee's own network)	SDCCH/ Paging Channel Congestion/ RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Total no. of cells in the network	Total No. of cells not considered for DCR computation	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good voice 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
Bench Mark																		
				<=2%		<=2%	>=95%	<=1%	<=2%		<=2%	<=3%	>=95%	<=0.5%	<=2%	<=2%		
1	AP	19 - 20	13563	392944	1.34	751	1.85	98.84	0.77	0.67	42274	0	1.65	1.79	98.65	0	0.1	0.19
2	AS	19 - 20	2971	111584	1.74	33	0.37	98.68	0.77	1.75	8774	34	1.95	2.11	98.44	0	1.55	1.85
3	BR	19 - 20	7984	333733	1.94	149	0.62	95.53	0.33	0.36	23952	0	1.87	2.29	98.4	0	0	0
4	CLTD	21 - 22	3307	23181	0.32	57	0.57	98.64	0.09	0.18	9961	30	1.45	1.59	96.47	0	0	0
5	GJ	20 - 21	8187	228507	1.29	95	0.39	97.89	0.18	0.69	24499	0	1.42	2.27	98.54	0	0.08	0.17
6	HP	19 - 20	2101	88868	1.96	21	0.33	98.06	0.57	0.81	6247	0	1.94	2.07	97.52	0.31	0	0
7	HR	19 - 20	4154	57223	0.64	16	0.13	98.62	0.71	0.8	12997	0	1.59	1.77	97.28	0	0.172	0.506
8	JK	19 - 20	2142	81324	1.76	36	0.56	97.26	0.85	1.02	6514	0	1.99	2.63	95.46	0	0.021	0.111
9	KL	20 - 21	11417	51103	0.21	51	0.15	98.85	0.32	0.7	35171	0	1.62	2	98.8	0	0.06	0.17
10	KT	19 - 20	9897	329441	1.54	176	0.59	97.39	0.6	0.67	28674	0	1.55	1.7	97.58	0	1.15	0.92
11	MH	19 - 20	14387	468230	1.51	270	0.63	97.12	0.64	0.99	43126	0	1.69	2.5	96.93	0	0.06	0.17
12	MP	19 - 20	7044	184101	1.21	78	0.37	98.97	0.47	1	21643	0	1.84	2.02	98.41	0	0	0
13	NE1	19 - 20	1459	61972	1.97	20	0.46	97.98	0.81	1.03	3423	0	1.93	1.94	97	0	0	0
14	OR	20 - 21	6519	159387	1.13	128	0.65	96.44	0.78	1.57	20068	0	1.92	1.96	96.05	0	0	0
15	PB	19 - 20	6425	67002	0.48	95	0.49	97.8	0.41	0.39	19713	0	1.84	2.34	97.33	0	0.005	0.014
16	RJ	19 - 20	8448	221568	1.21	132	0.52	98.73	0.79	1.27	25263	0	1.54	2.24	98.31	0	0	0
17	TN	19 - 20	13783	209491	0.70	216	0.52	99.1	0.37	0.42	39353	0	1.84	2.68	97.98	0	0	0
18	UPE	19 - 20	9681	254324	1.22	191	0.66	98.99	0.85	0.17	27908	0	1.71	2.5	98.34	0	0.0073	0.046
19	UPW	19 - 20	6669	268380	1.86	126	0.63	96.73	0.86	1.3	19803	0	1.85	1.98	96.74	0	0	0
20	WB	21 - 22	4860	25544	0.24	83	0.57	97.06	0.79	1.57	13178	0	1.94	2.1	97.42	0	0.19	1.9

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Customer Service Quality Parameter

Name of Service Area	Metering and Billing										Response time for the customer for					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	Total no. of pre paid customers at the end of the quarter	% Resolution of billing/charging complaints within 4 weeks	% Resolution of billing/charging complaints within 6 weeks	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 in favour of the customer during the quarter.	Total no of billing (Post Paid) and charging, credit/validity (Pre paid) complaints received during the quarter	No. of complaints disposed on account of not considered as valid complaints during the quarter	% of requests where credit/waiver/adjustment done to customer's account within 1 week 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	% requests for Termination/Closure of service complied within 7 days	Total no. of requests for Termination/Closure of service received during the quarter	Total no. of requests for Termination/Closure of service complied within 7 days during the quarter	% of cases where deposit refunded within 60 days of closure	
	Bench Mark																					
≤<0.1%		≤<0.1%		98%		100%		100%		100%		≥>95%		≥>95%		100%		100%		100%		
AP	0	46308	0	0	1	9074492	100	100	100	1	1	0	100	88.5	57632	53005	37.45	100	987	987	100	
AS	0.02	314180	61	0	0	3092449	100	100	100	45	61	45	100	96.5	28699	27717	97.52	100	4557	4557	100	
BR	0	74550	0	0	0	5080678	100	100	100	0	0	0	100	100	0	0	100	100	1121	1121	100	
CLTD	0.01	37351	2	0.01	126	2232489	98.4	100	100	128	105	0	100	97.19	16489	16021	98.2	100	515	515	100	
GI	0	50977	3	0	291	5992616	100	100	100	293	3	292	100	99.33	407463	404726	96.72	100	7486	7486	100	
HP	0.01	24439	0	0	20	2748535	100	100	100	20	20	20	100	97.75	28177	27544	95.98	100	349	349	100	
HR	0.02	50977	9	0	154	4682086	100	100	100	163	163	0	100	95.35	76118	72575	99.74	100	358	358	100	
JK	0	831720	21	0	134	3133712	100	100	100	155	155	0	100	96	25754	24658	99.61	100	330	330	100	
KL	0	222293	4	0	712	10237185	99	100	100	709	716	294	1	100	96.8	91961	89067	96.3	100	13192	13192	100
KT	0	157358	5	0	155	6685900	99.79	100	100	160	160	5	155	100	93.18	34680	33356	21.54	100	386	386	100
MH	0.01	218571	8	0	17	6444871	100	100	100	18	16	7	7	100	100	1512	1495	96.97	100	34789	34789	100
MP	0	83208	3	0.02	199	3776967	100	100	100	202	202	100	0	100	98.89	40128	39638	98.78	100	966	966	100
NEL	0.05	136626	51	0.05	109	1007089	100	100	100	101	118	116	2	100	96	44009	42314	95.97	100	16	16	100
OR	0	115501	0	0	42	6215096	100	100	100	42	42	42	0	100	98.35	89119	86837	98.87	100	683	683	100
PB	0	109729	4	0	53	5110754	100	100	100	57	57	57	0	100	97.6	92178	89963	95.36	100	3479	3479	100
RJ	0.01	401139	48	0	172	6346098	99	100	100	185	186	186	0	100	95.06	204847	194718	95.69	100	3410	3410	100
TN	0	144111	4	0	18	27987944	100	100	100	22	22	22	2	100	97.63	63875	62544	99.34	100	10871	10871	100
UPE	0.06	198842	126	0.02	1896	10972805	100	100	100	1896	1939	1896	43	100	96.48	341944	329609	95.92	100	1126	1126	100
UPW	0	65351	1	0	36	4407887	100	100	100	37	37	37	0	100	96.7	285461	276055	95.96	100	1959	1959	100
WB	0	44901	0	0.01	645	2175096	98	100	100	635	645	422	223	100	97	15256	14604	95.73	100	159	159	100