

Quarterly Performance Monitoring Report (PMR) on QoS of Basic Telephone Service (Wireline) for QEMar 2024

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 Billing credibility - 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	
																		Benchmarks
≤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%	≥ 95%	100% within 7 days	100% within 60 days		
1	Andhara Pradesh	4	88%	100%	86	100%	0	5	0	0.000	Nil	100.00%	100%	With in one week	95.93%	94.01%	100%	100% within 60 days
2	ASSAM	4	90%	100%	84	100%	207	4	0	0.001	Nil	100.00%	100%	With in one week	95.43%	95.43%	100%	100% within 60 days
3	BIHAR	4	92%	100%	91	100%	190	3	0	0.001	Nil	98.00%	100%	With in one week	92.74%	91.16%	100%	100% within 60 days
4	GUJARAT	4	96%	100%	88	100%	0	4	0	0.002	Nil	98.00%	100%	With in one week	96.94%	95.63%	100%	100% within 60 days
5	HARYANA	4	89%	100%	85	100%	58	5	0	0.013	Nil	100.00%	100%	With in one week	97.81%	96.87%	100%	100% within 60 days
6	HIMACHAL	4	92%	100%	92	100%	350	7	0	0.050	Nil	98.92%	100%	With in one week	98.28%	97.10%	100%	100% within 60 days
7	J & K	3	97%	100%	93	100%	279	7	0	0.010	Nil	98.00%	100%	With in one week	97.85%	96.33%	100%	100% within 60 days
8	KARNATAKA	6	98%	100.00%	97	100.00%	1386	8	0	0.090	Nil	98.00%	100%	With in one week	89.92%	83.80%		100% within 60 days
9	KERALA	5	93%	100%	92	100%	2249	7	0	0.019	Nil	100.00%	100%	With in one week	91.28%	86.88%	100%	100% within 60 days

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10	M.P.	6	91%	100%	96	100%	230	6	0	0.060	Nil	100.00%	100%	With in one week	96.16%	95.04%	100%	100% within 60 days
11	MAHARASHTRA	4	98%	100%	90	100%	40401	8	0	0.010	Nil	98.00%	100%	With in one week	97.22%	95.82%	100%	100% within 60 days
12	N.E.	3	94%	100%	98	100%	0	5	0	0.000	Nil	100.00%	100%	With in one week	95.24%	89.52%	100%	100% within 60 days
13	ORISSA	3	91%	100%	93	100%	373	6	0	0.090	Nil	99.00%	100%	With in one week	91.29%	88.82%	100%	100% within 60 days
14	PUNJAB	6	91%	100%	91	100%	13	8	0	0.000	Nil	98.00%	100%	With in one week	97.71%	97.09%	100%	100% within 60 days
15	RAJASTHAN	5	95%	100%	97	100%	279	6	0	0.030	Nil	98.50%	100%	With in one week	97.99%	97.11%	100%	100% within 60 days
16	TAMIL NADU including chennai	4	94%	100%	93	100%	2652	7	0	0.030	Nil	100.00%	100%	With in one week	88.18%	82.67%	100%	100% within 60 days
17	U.P.(EAST)	5	88%	100%	83	100%	95	6	0	0.090	Nil	100.00%	100%	With in one week	98.72%	97.77%	100%	100% within 60 days
18	U.P.(WEST)	6	93%	100%	94	100%	277	7	0	0.062	Nil	99.00%	100%	With in one week	98.76%	97.70%	100%	100% within 60 days
19	WEST BENGAL	2	94%	100.00%	94	100.00%	344	4	0	0.007	Nil	98.00%	100%	With in one week	97.56%	96.41%	100%	100% within 60 days
20	KOLKATA	6	89%	100%	N/A	N/A	3393	7	0	0.000	Nil	99.00%	100%	With in one week	94.92%	93.41%	100%	100% within 60 days

