

S No	Name of Service Area/Circle	Fault incidences (no. of faults/100 subscribers/month) (Benchmark : ≤ 5)	Fault repair by next working day (Benchmark: ≥90%)	Mean Time to Repair (MTTR) (Benchmark: ≤8 hours)	Customer Care/ Helpline		Metering and Billing / charging				Closure of telephone/ termination of service on request from customer (Benchmark: within 7 days 100%)	Call Completion Rate (Benchmark: ≥55%) OR Answer to Seizure Ratio (ASR)(Benchmark : ≥75%)	Total No. of POIs where congestion is >0.5%
					Accessibility of Call Centre Number (Benchmark: ≥95% calls should get connected and answered)	Response time to the customer for operator assistance (Benchmark: within 60 seconds:≥ 90% calls to be answered by operator)	Post-paid – Metering and Billing credibility (Benchmark:≤0.1% of bills should be disputed over a billing cycle)	Pre-paid - Metering and credit & debit credibility (Benchmark:≤0.1% of complaints over a month)	Percentage of Billing / charging complaints resolved(Benchmark:≥100% within 4 weeks)	Time taken for refund of deposits or any payments/ refund due to customer after termination of service or any other reason (Benchmark : 100% within 60 days)			
1	AP	4.07%	98.33%	5.04	98.67%	92.30%	0.07%	NA	100%	100%	100%	96.73%	115
2	ASS	NA	NA	NA	NA	NA	NA	NA	NA	0.00%	0.00%	NA	0
3	BR	1.30%	100%	3.32	98.43%	91.31%	0.00%	NA	NA	0.00%	0.00%	83.75%	0
4	CH	0.42%	100%	6.45	98.57%	91.34%	0.04%	NA	100%	0.00%	100%	99.94%	0
5	DL	1.76%	99.42%	3.88	99.32%	92.24%	0.05%	NA	100%	0.00%	100%	98.08%	35
6	GJ	2.33%	99.51%	4.21	99.06%	92.62%	0.04%	NA	100%	100%	100%	60.71%	164
7	HR	0.21%	100%	4.51	98.45%	91.32%	0.00%	NA	NA	0.00%	0.00%	99.99%	0
8	HP	NA	NA	NA	NA	NA	NA	NA	NA	0.00%	0.00%	Not launched	Not launched
9	J&K	NA	NA	NA	NA	NA	NA	NA	NA	0.00%	0.00%	NA	7
10	KOL	0.74%	99.00%	4.95	99.20%	92.47%	0.02%	NA	100%	0.00%	0.00%	96.58%	0
11	KTK	0.78%	97.31%	4.70	99.05%	92.57%	0.03%	NA	100%	100%	100%	85.53%	4
12	KR	0.19%	100%	6.59	99.05%	91.29%	0.03%	NA	100%	0.00%	0.00%	96.81%	0
13	MP	4.08%	100%	2.68	98.68%	91.81%	0.08%	NA	100%	0.00%	100%	100%	42
14	NE	NA	NA	NA	NA	NA	NA	NA	NA	0.00%	0.00%	NA	0
15	PB	1.32%	100%	3.47	98.59%	91.56%	0.00%	NA	NA	0.00%	100%	76.54%	0 (Basic 120 POI's are working from wireless switch)
16	OR	0.48%	100%	1.49	98.07%	90.43%	0.05%	NA	100%	0.00%	0.00%	99.98%	0
17	RJ	0.00%	NA	NA	99.14%	91.31%	0.00%	NA	NA	0.00%	0.00%	60.68%	22
18	TN	0.00%	NA	NA	98.57%	91.34%	0.00%	NA	NA	0.00%	0.00%	99.94%	0
19	UPE	2.01%	100%	3.53	98.34%	90.89%	0.00%	NA	NA	0.00%	0.00%	99.95%	0
20	UPW	0.40%	100%	6.09	98.50%	90.78%	0.00%	NA	NA	0.00%	0.00%	100%	53
21	WB	NA	NA	NA	NA	NA	NA	NA	NA	0.00%	0.00%	Not launched	Not launched
22	MUM	0.98%	98.70%	5.06	99.30%	92.28%	0.05%	NA	100%	100%	100%	98.72%	178
23	MH	0.92%	98.87%	6.20	99.09%	91.66%	0.07%	NA	100%	100%	100%	98.36%	51