

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	4.18%	99.01%	5.46	98.86%	91.47%	0.05%	NA	100%	100%	100%	92.95%	NA
2	ASS	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	BR	0.87%	96.67%	2.72	99.20%	91.85%	NIL	NA	NA	NA	100%	90.82%	NA
4	CH	0.41%	100%	5.94	98.78%	91.28%	0.03%	NA	100%	NA	100%	99.48%	NA
5	DL	1.55%	100%	3.73	99.56%	91.94%	0.08%	NA	100%	NA	100%	98.22%	NA
6	GJ	2.22%	98.22%	6.01	99.06%	90.95%	0.05%	NA	100%	100%	100%	58.93%	NA
7	HR	0.26%	100%	5.28	98.88%	90.49%	0.05%	NA	100%	NA	NA	99.98%	NA
8	HP	NA	NA	NA	99.66%	91.50%	NA	NA	NA	NA	NA	NA	NA
9	J&K	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
10	KOL	1.62%	100%	2.59	99.11%	90.94%	0.02%	NA	100%	NA	100%	92.73%	NA
11	KTK	0.50%	99.16%	3.77	99.32%	91.89%	0.04%	NA	100%	100%	100%	84.94%	NA
12	KR	0.16%	100%	5.48	99.40%	92.25%	0.03%	NA	100%	NA	100%	96.82%	NA
13	MP	2.83%	100%	6.29	99.17%	91.56%	0.08%	NA	100%	NA	100%	100%	NA
14	NE	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
15	PB	0.79%	100%	3.44	99.14%	91%	0.03%	NA	100%	NA	100%	73.50%	NA
16	OR	1.28%	100%	2.21	98.91%	92.06%	NIL	NA	NA	NA	100%	99.98%	NA
17	RJ	NA	NA	NA	99.35%	93.33%	NIL	NA	NA	NA	NA	60.13%	NA
18	TN	0.10%	100%	4.04	98.00%	93.00%	NIL	NA	NA	NA	NA	99.48%	NA
19	UP-E	3.63%	100%	2.97	98.77%	92.30%	NIL	NA	NA	NA	100%	86.40%	NA
20	UP-W	NA	NA	NA	99.04%	91.76%	NIL	NA	NA	NA	NA	100%	NA
21	WB	NA	NA	NA	99.66%	93.77%	NA	NA	NA	NA	NA	NA	NA
22	MUM	0.28%	98.53%	6.50	99.09%	90.10%	0.07%	NA	100%	100%	100%	98.88%	NA
23	MH	0.31%	99.47%	4.98	99.17%	90.67%	0.06%	NA	100%	100%	100%	98.10%	NA