

QoS Basic (Wireline) Report QE Sep'13

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	4.00%	98.67%	5.98	98.86%	90.10%	0.07%	NA	100%	100%	100%	92.38%	NA
2	ASS	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	BR	0.74%	100.00%	2.12	99.20%	93.90%	0.03%	NA	100%	0%	100%	90.71%	NA
4	CH	0.48%	100%	4.78	98.78%	93.41%	0.03%	NA	100%	0%	100%	99.85%	NA
5	DL	0.54%	100%	3.32	99.56%	92.70%	0.04%	NA	100%	0%	100%	98.21%	NA
6	GJ	1.89%	99.71%	5.80	99.06%	90.03%	0.05%	NA	100%	0%	100%	56.85%	NA
7	HR	0.16%	100%	1.81	98.88%	92.60%	0.00%	NA	NA	0%	NA	99.99%	NA
8	HP	NA	NA	NA	99.66%	93.71%	NA	NA	NA	0%	NA	NA	NA
9	J&K	NA	NA	NA	NA	NA	NA	NA	NA	0%	NA	NA	NA
10	KOL	1.15%	100%	3.10	99.11%	93.37%	0.02%	NA	100%	0%	NA	91.03%	NA
11	KTK	0.70%	99.12%	3.71	99.32%	90.50%	0.02%	NA	100%	100%	100%	84.56%	NA
12	KR	0.09%	100%	3.90	99.40%	93.71%	0.03%	NA	100%	0%	100%	95.86%	NA
13	MP	1.04%	100%	6.50	99.17%	92.20%	0.08%	NA	100%	0%	NA	100%	NA
14	NE	0.00%	NA	NA	NA	NA	NA	NA	NA	0%	NA	NA	NA
15	PB	1.01%	100%	4.33	99.14%	91%	0.03%	NA	100%	0%	NA	76.70%	NA
16	OR	0.89%	100%	2.34	98.91%	93.89%	0	NA	NA	0%	100%	99.98%	NA
17	RJ	0.00%	NA	NA	99.35%	94.20%	0	NA	NA	0%	NA	54.92%	NA
18	TN	0.20%	100%	4.34	98.00%	90.10%	0	NA	NA	0%	NA	NA	NA
19	UP-E	3.35%	98%	3.22	98.77%	94.00%	0	NA	NA	0%	100%	98.33%	NA
20	UP-W	0.00%	NA	NA	99.04%	93.64%	0	NA	NA	0%	NA	100%	NA
21	WB	NA	NA	NA	99.66%	90.10%	NA	NA	NA	0%	NA	NA	NA
22	MH	0.32%	98.42%	6.62	99.09%	90.70%	0.03%	NA	100%	100%	100%	98.09%	NA
23	ROM	0.70%	99.12%	7.06	99.17%	90.00%	0.04%	NA	100%	0%	100%	98.86%	NA