

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for QE- Mar21

Report for Quarter ending : Mar'21

Name of the Service Provider : Tata Teleservices Limited

NA

Sl No.	Name of Service Area	Name of Service Provider	Faults Incidences (No. of faults/100 Subs/month)	Fault Repair				Rent Rebate	Mean Time to Repair (MTTR)	POI	Metering and Billing					Response time to the customer		Termination /	
				% 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				Point of Interconnection (POI) Congestion (No. of Pois not meeting	Metering and Billing Creditibility - Postpaid	Metering and Billing Creditibility - Prepaid	Resolution of billing/ charging/ validity complaints	Period of applying credit/ waiver/ adjustment to customer's	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
Benchmark																			
			≤ 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	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
1	Andhra Pradesh	Tata Teleservices Limited	4.20	84%	100	NA	NA	379	9.72	0.10	0.00	NA	100	100	100	97.86%	95.78%	100.00%	100.00%
2	Bihar	Tata Teleservices Limited	1.56	97%	100	NA	NA	2	2.42	0.00	NA	NA	NA	NA	NA	95.24%	100.00%	100.00%	100.00%
3	Delhi	Tata Teleservices Limited	1.79	99%	100	NA	NA	1	3.41	0.32	0.00	NA	100	100	100	99.27%	95.57%	100.00%	100.00%
4	Gujarat	Tata Teleservices Limited	1.73	93%	100	NA	NA	52	5.09	0.22	NA	NA	NA	NA	NA	98.44%	99.10%	100.00%	100.00%
5	Haryana	Tata Teleservices Limited	1.15	50%	100	NA	NA	2	30.49	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
6	Karnataka	Tata Teleservices Limited	0.33	83%	100	NA	NA	68	10.75	0.36	0.00	NA	100	100	100	99.39%	98.16%	100.00%	100.00%
7	Kerala	Tata Teleservices Limited	0.10	60%	100	NA	NA	0	11.75	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
8	Madhya Pradesh	Tata Teleservices Limited	11.06	99%	100	NA	NA	0	1.89	0.10	NA	NA	NA	NA	NA	98.18%	98.11%	100.00%	100.00%
9	Mumbai	Tata Teleservices (Maharashtra)Limited	3.79	89%	100	NA	NA	615	5.71	0.23	0.00	NA	100	100	100	96.35%	95.80%	100.00%	100.00%
10	Maharashtra	Tata Teleservices (Maharashtra)Limited	1.31	88%	100	NA	NA	209	8.31	0.11	0.00	NA	100	100	100	95.67%	96.27%	100.00%	100.00%
11	Orissa	Tata Teleservices Limited	1.40	97%	100	NA	NA	2	2.57	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
12	Punjab	Tata Teleservices Limited	0.60	81%	100	NA	NA	1	6.83	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
13	Rajasthan	Tata Teleservices Limited	4.58	100%	100	NA	NA	0	2.47	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
14	Tamil Nadu	Tata Teleservices Limited	0.54	85%	100	NA	NA	28	4.86	0.11	NA	NA	NA	NA	NA	98.61%	97.65%	100.00%	100.00%
15	UP East	Tata Teleservices Limited	3.12	96%	100	NA	NA	4	3.12	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
16	UP West	Tata Teleservices Limited	2.33	100%	100	NA	NA	2	1.15	0.00	NA	NA	NA	NA	NA	100.00%	100.00%	100.00%	100.00%
17	West Bengal	Tata Teleservices Limited	2.29	99%	100	NA	NA	7	2.37	0.00	NA	NA	NA	NA	NA	99.26%	99.50%	100.00%	100.00%
18	Himachal Pradesh	Tata Teleservices Limited	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
19	Kolkata	Tata Teleservices Limited	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Note :-

*There is no separate data is being captured for KOL circle as KOL & WB is considered as same

Please note that in the above report wherever Numerator and Denominator are 'zero', accordingly, 100% compliance is mentioned.