

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for QE- June'21

Report for Quarter ending : June'21

Name of the Service Provider : Tata Teleservices Limited

SI 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 (MTR)	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 benchmark)	Metering and Billing Credibility - Postpaid	Metering and Billing Credibility - Prepaid	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
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 complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
1	Andhra Pradesh	Tata Teleservices Limited	3.71	82	100	100	100	663	11.12	0.11	0	NA	100	100	100	96.83	96.56	100.00	99.2
2	Bihar	Tata Teleservices Limited	0.46	91	100	100	100	1	6.10	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00
3	Delhi	Tata Teleservices Limited	1.70	95	100	100	100	18	4.49	0.26	0	NA	100	100	100	95.73	96.67	100.00	100.00
4	Gujarat	Tata Teleservices Limited	1.21	86	100	100	100	64	8.99	0.21	0	NA	100	100	100	97.36	99.30	100.00	100.00
5	Haryana	Tata Teleservices Limited	0.00	100	100	100	100	2	0.00	0.00	0	NA	100	100	100	98.04	100.00	100.00	100.00
6	Karnataka	Tata Teleservices Limited	0.35	93	100	100	100	39	6.15	0.38	0	NA	100	100	100	95.93	98.88	100.00	100.00
7	Kerala	Tata Teleservices Limited	0.04	33	100	100	100	8	45.94	0.00	0	NA	100	100	100	95.29	100.00	100.00	100.00
8	Madhya Pradesh	Tata Teleservices Limited	5.17	100	100	100	100	0	1.62	0.10	0	NA	100	100	100	97.68	98.60	100.00	100.00
9	Mumbai	Tata Teleservices (M) Limited	3.05	75	100	100	100	1418	15.61	0.22	0	NA	100	100	100	95.74	97.09	100.00	99.2
10	Maharashtra	Tata Teleservices (M) Limited	0.98	82	100	100	100	261	11.50	0.10	0	NA	100	100	100	95.31	97.42	100.00	100.00
11	Orissa	Tata Teleservices Limited	2.74	97	100	100	100	5	3.52	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00
12	Punjab	Tata Teleservices Limited	0.48	94	100	100	100	1	4.39	0.00	0	NA	100	100	100	99.43	100.00	100.00	100.00
13	Rajasthan	Tata Teleservices Limited	4.51	100	100	100	100	1	2.68	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00
14	Tamil Nadu	Tata Teleservices Limited	0.28	77	100	100	100	15	11.84	0.11	0	NA	100	100	100	100.00	98.60	100.00	100.00
15	UP East	Tata Teleservices Limited	1.36	100	100	100	100	0	1.36	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00
16	UP West	Tata Teleservices Limited	2.62	100	100	100	100	0	4.08	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00
17	Kolkata	Tata Teleservices Limited	1.44	99	100	100	100	0	2.62	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00
18	West Bengal	Tata Teleservices Limited	0.00	100	100	100	100	5	0.00	0.00	0	NA	100	100	100	95.36	99.57	100.00	100.00
19	Himachal Pradesh	Tata Teleservices Limited	0.00	100	100	100	100	0	0.00	0.00	0	NA	100	100	100	100.00	100.00	100.00	100.00

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