

Quarterly Performance Monitoring Report (PMR) on QOS of Basic Telephone service (Wirline) for Sep'2020

Quarter Sep
Year 2020

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 Point of Interconnection (POI) Congestion (No. of Poles not meeting benchmark)	Metering and Billing					Response time to the customer for assistance		Termination / closure of service					
				% 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				Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/ charging/ validity complaints		Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of	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				
				Benchmarks																			
				≤ 7	For urban areas by next working day: ≥ 85%	For urban areas : ≥ 100%	For rural and hilly areas: ≥ 75%				For rural and hilly aeras: ≥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	0.10	90.13	100.00	NA	NA	191	8.31	0.38	0.00	NA	100	100	100	96.33	97.98	100.00	100.00				
2	BIHAR	Tata Teleservices Limited	0.04	96.47	100.00	NA	NA	9	3.83	0.00	NA	NA	NA	NA	NA	98.82	98.14	100.00	100.00				
3	NEW DELHI	Tata Teleservices Limited	0.02	92.81	100.00	NA	NA	6	7.07	0.20	NA	NA	NA	NA	NA	97.98	97.24	100.00	100.00				
4	GUJARAT	Tata Teleservices Limited	0.06	91.75	100.00	NA	NA	34	6.32	0.19	0.00	NA	100	100	100	98.12	97.28	100.00	100.00				
5	HARYANA	Tata Teleservices Limited	0.00	NA	NA	NA	NA	2	NA	0.00	NA	NA	NA	NA	NA	96.53	100.00	100.00	100.00				
6	KARNATAKA	Tata Teleservices Limited	0.01	71.62	100.00	NA	NA	49	16.53	0.34	0.00	NA	100	100	100	97.45	98.25	100.00	100.00				
7	KERALA	Tata Teleservices Limited	0.00	40.00	100.00	NA	NA	1	35.19	0.00	NA	NA	NA	NA	NA	99.07	97.30	100.00	100.00				
8	MADHYA PRADESH	Tata Teleservices Limited	0.21	100.00	100.00	NA	NA	1	1.50	0.00	NA	NA	NA	NA	NA	98.48	97.67	100.00	100.00				
9	Mumbai	Tata Teleservices(M) Limited	0.08	65.68	100.00	NA	NA	1614	20.21	0.36	0.00	NA	100	100	100	97.43	98.04	99.19	100.00				
10	Maharashtra	Tata Teleservices(M) Limited	0.02	85.43	100.00	NA	NA	210	10.11	0.08	0.00	NA	100	100	100	95.94	96.97	97.39	100.00				
11	ORISSA	Tata Teleservices Limited	0.08	98.67	100.00	NA	NA	4	2.08	0.00	NA	NA	NA	NA	NA	100.00	100.00	100.00	100.00				
12	PUNJAB	Tata Teleservices Limited	0.02	100.00	100.00	NA	NA	0	2.38	0.00	NA	NA	NA	NA	NA	99.45	97.06	100.00	100.00				
13	RAJASTHAN	Tata Teleservices Limited	0.11	97.62	100.00	NA	NA	4	3.46	0.00	NA	NA	NA	NA	NA	98.20	100.00	100.00	100.00				
14	TAMIL NADU	Tata Teleservices Limited	0.01	57.41	100.00	NA	NA	16	18.76	0.10	NA	NA	NA	NA	NA	98.65	97.52	100.00	100.00				
15	UTTAR PRADESH EAST	Tata Teleservices Limited	0.02	90.48	100.00	NA	NA	3	1.91	0.00	NA	NA	NA	NA	NA	100.00	100.00	100.00	100.00				
16	UTTAR PRADESH WEST	Tata Teleservices Limited	0.11	91.67	100.00	NA	NA	0	3.86	0.00	NA	NA	NA	NA	NA	100.00	100.00	100.00	100.00				
17	WEST BENGAL	Tata Teleservices Limited	0.03	91.57	100.00	NA	NA	12	6.65	0.00	NA	NA	NA	NA	NA	99.58	97.93	100.00	100.00				