

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

Report for Quarter ending : Sep'21

Name of the Service Provider : Tata Teleservices Limited

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 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 - 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	5.88	72.69	100	100	100	1124	16.61	0.08	0	NA	100	100	100	99.5%	99.2%	100.0%	100.0%
2	Bihar	Tata Teleservices Limited	0.63	93.02	100	100	100	5	4.94	0.03	0	NA	100	100	100	99.4%	100.0%	100.0%	100.0%
3	Delhi	Tata Teleservices Limited	1.65	96.23	100	100	100	14	4.71	0.32	0	NA	100	100	100	99.9%	99.2%	100.0%	100.0%
4	Gujarat	Tata Teleservices Limited	1.76	83.56	100	100	100	95	9.96	0.16	0	NA	100	100	100	99.7%	99.8%	100.0%	100.0%
5	Haryana	Tata Teleservices Limited	1.19	100.00	100	100	100	0	15.05	0.38	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
6	Karnataka	Tata Teleservices Limited	0.37	93.28	100	100	100	18	5.20	0.13	0	NA	100	100	100	99.1%	99.7%	100.0%	100.0%
7	Kerala	Tata Teleservices Limited	0.09	92.31	100	100	100	0	9.23	0.42	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
8	Madhya Pradesh	Tata Teleservices Limited	8.10	100.00	100	100	100	0	1.51	0.07	0	NA	100	100	100	97.9%	100.0%	100.0%	100.0%
9	Mumbai	Tata Teleservices (M) Limited	5.45	74.77	100	100	100	1880	15.83	0.09	0	NA	100	100	100	99.4%	99.3%	100.0%	100.0%
10	Maharashtra	Tata Teleservices (M) Limited	2.03	87.17	100	100	100	266	9.10	0.25	0	NA	100	100	100	99.7%	99.4%	100.0%	100.0%
11	Orissa	Tata Teleservices Limited	3.21	100.00	100	100	100	3	1.58	0.01	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
12	Punjab	Tata Teleservices Limited	1.11	100.00	100	100	100	0	1.99	0.05	0	NA	100	100	100	97.8%	100.0%	100.0%	100.0%
13	Rajasthan	Tata Teleservices Limited	4.24	100.00	100	100	100	1	2.50	0.00	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
14	Tamil Nadu	Tata Teleservices Limited	0.63	85.16	100	100	100	18	7.93	0.08	0	NA	100	100	100	100.0%	98.5%	100.0%	100.0%
15	UP East	Tata Teleservices Limited	3.54	100.00	100	100	100	0	1.19	0.00	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
16	UP West	Tata Teleservices Limited	2.25	100.00	100	100	100	0	0.66	0.05	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
17	Kolkata	Tata Teleservices Limited	0.00	100.00	100	100	100	0	0.00	0.13	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%
18	West Bengal	Tata Teleservices Limited	2.32	100.00	100	100	100	5	2.20	0.00	0	NA	100	100	100	99.6%	100.0%	100.0%	100.0%
19	Himachal Pradesh	Tata Teleservices Limited	0.00	100.00	100	100	100	0	0.00	0.02	0	NA	100	100	100	100.0%	100.0%	100.0%	100.0%

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