

QoS Basic (Wireline) Report QE Dec'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	3.98%	92.66%	5.74	95.28%	93.23%	0.08%	NA	100%	100%	100%	90.98%	NIL
2	ASS	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
3	BR	1.11%	100.00%	2.28	97.96%	93.02%	0.03%	NA	100%	NA	NA	92.72%	NIL
4	CH	0.73%	98%	4.56	96.96%	93.42%	NA	NA	NA	NA	NA	99.96%	NIL
5	DL	1.24%	94%	4.15	98.61%	93.00%	0.08%	NA	100%	NA	100%	98.81%	NIL
6	GJ	2.32%	95.22%	4.51	95.87%	93.30%	0.05%	NA	100%	NA	100%	57.34%	NIL
7	HR	0.11%	100%	7.44	97.87%	94.11%	0.05%	NA	100%	NA	NA	99.99%	NIL
8	HP	NA	NA	NA	99.81%	93.71%	NA	NA	NA	NA	NA	NA	NIL
9	J&K	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
10	KOL	1.87%	100%	2.12	99.51%	92.76%	NA	NA	NA	100%	100%	91.91%	NIL
11	KTK	0.44%	95.02%	4.49	96.87%	93.51%	0.05%	NA	100%	100%	100%	80.27%	NIL
12	KR	0.07%	100%	5.08	98.69%	93.72%	NA	NA	NA	NA	NA	97.61%	NIL
13	MP	2.29%	96%	4.38	97.20%	93.50%	NA	NA	NA	NA	NA	100%	NIL
14	NE	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
15	PB	0.57%	100%	5.84	98.25%	92%	0.09%	NA	100%	NA	NA	76.94%	NIL
16	OR	0.22%	100%	3.74	99.61%	94.86%	NA	NA	NA	NA	NA	99.98%	NIL
17	RJ	NA	NA	0.00%	99.29%	92.72%	NA	NA	NA	NA	NA	99.96%	NIL
18	TN	0.81%	100%	4.66	96.96%	93.42%	NA	NA	NA	NA	NA	100%	NIL
19	UP-E	2.61%	100%	3.38	99.33%	93.60%	NA	NA	NA	NA	NA	99.90%	NIL
20	UP-W	NA	NA	NA	99.27%	93.19%	NA	NA	NA	NA	NA	100%	NIL
21	WB	NA	NA	NA	95.93%	94.63%	NA	NA	NA	NA	NA	NA	NIL
22	MH	3.83%	96.90%	4.52	95.14%	93.18%	0.10%	NA	100%	100%	100%	98.84%	NIL
23	ROM	2.03%	94.44%	4.37	95.08%	93.41%	0.08%	NA	100%	100%	100%	98.40%	NIL