

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	
					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)
1	AP	3.3%	92.8%	4.61	99.5%	95.9%
2	ASS	0.5%	100.0%	1.71	98.9%	94.7%
3	BR	1.6%	96.8%	3.86	99.4%	95.8%
4	CH	0.2%	97.3%	6.55	99.3%	96.2%
5	DL	0.2%	91.9%	4.91	99.7%	96.4%
6	GJ	1.5%	94.8%	5.45	99.4%	96.3%
7	HR	0.1%	86.7%	3.85	99.3%	95.4%
8	HP	0.1%	0.0%	46.75	99.3%	94.8%
9	J&K	0.0%	NA	0.00	99.8%	95.7%
10	KOL	0.8%	95.4%	4.72	99.5%	95.5%
11	KTK	0.4%	96.7%	3.66	99.5%	95.5%
12	KR	0.1%	75.0%	22.88	99.5%	96.2%
13	MP	0.3%	100%	4.89	99.1%	95.6%
14	NE	0.0%	NA	0.00	100%	95.1%
15	PB	0.3%	91.8%	9.25	99.4%	96.0%
16	OR	1.8%	98.9%	1.41	99.6%	96.6%
17	RJ	0.0%	NA	0.00	99.4%	95.8%
18	TN	0.4%	48.1%	30.28	99.3%	96.2%
19	UPE	0.7%	94.5%	6.82	99.6%	95.6%
20	UPW	0.0%	NA	0.00	99.7%	95.5%
21	WB	0.0%	NA	0.00	99.7%	97.3%
22	MH	0.5%	98.2%	4.18	99.4%	96.1%
23	ROM	0.4%	95.4%	5.67	99.4%	95.7%

Metering and Billing / charging

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)
0.06%	NA	100%	100%
0.04%	NA	100%	0%
0.02%	NA	100%	0%
0.04%	NA	100%	100%
0.04%	NA	100%	0%
0.06%	NA	100%	100%
0.02%	NA	100%	0%
0.06%	NA	100%	0%
0.00%	NA	NA	0%
0.07%	NA	100%	100%
0.03%	NA	100%	0%
0.01%	NA	100%	0%
0.00%	NA	NA	0%
0.00%	NA	NA	0%
0.03%	NA	100%	0%
0.02%	NA	100%	0%
0.02%	NA	100%	0%
0.01%	NA	100%	0%
0.00%	NA	NA	0%
0.00%	NA	NA	0%
0.00%	NA	NA	0%
0.04%	NA	100%	100%
0.03%	NA	100%	100%

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%
100%	93.88%	0
NA	86.86%	0
100%	83.78%	0
100%	99.04%	0
100%	99.00%	0
100%	59.52%	0
100%	99.94%	0
NA	Not launched	Not launched
NA	99.20%	0
100%	94.36%	0
100%	84.05%	0
100%	98.47%	0
100%	100%	0
NA	78.43%	0
100%	81.61%	0
NA	99.98%	0
100%	100%	0
NA	Not launched	Not launched
NA	99.36%	0
100%	100%	0
NA	Not Lunched	Not Lunched
100%	98.27%	0
100%	97.59%	0