

| 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 | 3.65% | 93.72% | 6.04 | 98.23% | 94.16% |
| 2 | ASS | 0.00% | - | - | 95.65% | 93.51% |
| 3 | BR | 1.86% | 92.74% | 4.79 | 98.25% | 94.67% |
| 4 | CH | 0.12% | 93.24% | 8.82 | 98.45% | 93.00% |
| 5 | DL | 0.21% | 97.14% | 5.11 | 98.52% | 92.20% |
| 6 | GJ | 2.14% | 98.25% | 3.15 | 98.47% | 92.99% |
| 7 | HR | 0.04% | 100.00% | 4.79 | 97.75% | 94.07% |
| 8 | HP | 0.00% | - | - | 97.80% | 95.68% |
| 9 | J&K | 0.00% | - | - | 95.26% | 95.24% |
| 10 | KOL | 1.11% | 91.07% | 6.15 | 97.63% | 92.10% |
| 11 | KTK | 0.37% | 93.00% | 5.59 | 98.45% | 92.48% |
| 12 | KR | 0.14% | 100.00% | 4.16 | 98.33% | 91.65% |
| 13 | MP | 0.28% | 93.10% | 5.09 | 98.09% | 93.30% |
| 14 | NE | 0.00% | - | - | 100.00% | 92.86% |
| 15 | PB | 0.44% | 90.48% | 7.48 | 98.23% | 93.89% |
| 16 | OR | 1.10% | 91.53% | 3.74 | 98.60% | 94.48% |
| 17 | RJ | 0.00% | - | - | 98.54% | 93.24% |
| 18 | TN | 0.11% | 100.00% | 2.86 | 98.45% | 93.00% |
| 19 | UPE | 1.21% | 91.01% | 6.40 | 98.28% | 92.96% |
| 20 | UPW | 0.03% | 100.00% | 1.09 | 97.52% | 92.94% |
| 21 | WB | 0.00% | - | - | 98.26% | 92.82% |
| 22 | MH | 1.29% | 95.08% | 5.49 | 99.12% | 93.19% |
| 23 | ROM | 1.19% | 91.73% | 7.20 | 98.38% | 92.89% |

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| 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% |
|---|---|--|---|---|---|--|
| 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: k: =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) | | | |
| 0.09% | - | 100% | 100% | 100% | 93.97% | 115 |
| 0.00% | - | - | - | - | 86.00% | 0 |
| 0.02% | - | 100% | - | 100% | 83.87% | 0 |
| 0.03% | - | 100% | - | 100% | 100% | 0 |
| 0.03% | - | 100% | - | 100% | 98.67% | 35 |
| 0.04% | - | 100% | 100% | 100% | 57.80% | 165 |
| 0.02% | - | 100% | - | 100% | 99.90% | 0 |
| 0.00% | - | - | - | - | Not launched | Not launched |
| 0.00% | - | - | - | - | 99.65% | 7 |
| 0.02% | - | 100% | - | 100% | 94.05% | 0 |
| 0.02% | - | 100% | - | 100% | 84.61% | 4 |
| 0.01% | - | 100% | - | - | 97.07% | 0 |
| 0.02% | - | 100% | - | - | 100% | 42 |
| 0.00% | - | - | - | - | 86.32% | 0 |
| 0.04% | - | 100% | - | 100% | 76.79% | 120 |
| 0.04% | - | 100% | - | 100% | 99.98% | 0 |
| 0.00% | - | - | - | - | 100% | 18 |
| 0.02% | - | 100% | - | - | Not launched | Not launched |
| 0.03% | - | 100% | - | - | 99.63% | 0 |
| 0.00% | - | - | - | - | 100% | 53 |
| 0.00% | - | - | - | - | Not launched | Not launched |
| 0.08% | - | 100% | 100% | 100% | 98.37% | 180 |
| 0.04% | - | 100% | 100% | 100% | 98.11% | 50 |