

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 POI's 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 (Bench mark : 100% within 60 days)			
1	AP	2.77%	94.78%	6.56	99.90%	97.97%	0.06%		100%	100%	100%	97.24%	115
2	ASS	NA	NA	NA	100%	99.07%	0.00%		NA	NA	NA	85.35%	0
3	BR	0.94%	98.44%	2.77	99.96%	98.09%	0.00%		NA	NA	NA	83.02%	0
4	CH	0.12%	98.65%	7.87	99.82%	97.69%	0.02%		100%	100%	100%	99.47%	0
5	DL	0.16%	96.40%	5.99	99.89%	98.11%	0.02%		100%	100%	100%	98.46%	35
6	GJ	1.47%	98.13%	4.88	99.79%	97.72%	0.03%		100%	100%	100%	58.83%	167
7	HR	0.02%	100%	6.68	99.97%	98.88%	0.00%		100%	100%	100%	99.99%	0
8	HP	NA	NA	NA	100%	97.26%	0.00%		NA	NA	NA	Not launched	Not launched
9	J&K	NA	NA	NA	99.58%	98.90%	0.00%		NA	NA	NA	99.49%	7
10	KOL	0.39%	96.12%	5.65	99.86%	98.02%	0.01%		100%	100%	100%	94.83%	0
11	KTK	0.32%	98.31%	3.88	99.63%	98.22%	0.02%		100%	100%	100%	84.92%	4
12	KR	0.08%	100%	7.40	99.88%	98.55%	0.00%		NA	NA	100%	95.91%	0
13	MP	0.18%	100%	7.32	99.69%	97.54%	0.02%		100%	NA	100%	100.00%	42
14	NE	NA	NA	NA	99.93%	97.92%	0.00%		NA	NA	NA	NA	0
15	PB	0.39%	98.25%	7.26	100%	100.00%	0.03%		100%	NA	100%	77.02%	0 (Basic 120 POI's are working from wireless switch)
16	OR	0.76%	100%	1.93	99.59%	98.44%	0.02%		100%	100%	NA	99.98%	0
17	RJ	NA	NA	NA	99.84%	97.92%	0.00%		NA	NA	NA	59.21%	22
18	TN	0.04%	100%	5.99	99.82%	97.69%	0.00%		NA	NA	NA	Not launched	Not launched
19	UPE	1.13%	94.05%	6.08	100%	97.89%	0.00%		NA	NA	NA	98.88%	0
20	UPW	NA	NA	NA	99.88%	98.00%	0.08%		100%	NA	NA	100%	53
21	WB	NA	NA	NA	99.85%	98.80%	0.00%		NA	NA	NA	Not launched	Not launched
22	MH	0.44%	98.83%	4.70	99.88%	97.80%	0.04%		100%	100%	100%	98.16%	180
23	ROM	0.48%	96.30%	6.19	100%	98.08%	0.05%		100%	NA	100%	97.79%	50