

QoS Basic (Wireline) Report QE Dec'14

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	4	91.81%	6.57	100.00%	95.15%	0.1%	NA	100%	NA	100%	0.00%	NIL
2	ASS	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
3	BR	1	98.15%	2.14	100.00%	84.52%	0.0%	NA	100%	NA	NA	0.00%	NIL
4	CH	0	91%	4.90	100.00%	90.96%	0.0%	NA	100%	NA	100%	0.00%	NIL
5	DL	1	95%	4.14	100.00%	94.98%	0.1%	NA	100%	NA	100%	0.00%	NIL
6	GJ	1	97.36%	3.67	100.00%	92.05%	0.1%	NA	100%	NA	100%	0.00%	NIL
7	HR	0	93%	9.27	100.00%	92.93%	0.0%	NA	100%	NA	100%	0.00%	NIL
8	HP	0	NA	NA	NA	NA	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	NA	3.52	100.00%	85.99%	0.0%	NA	100%	NA	NA	0.00%	NIL
11	KTK	0	83.75%	11.30	100.00%	90.63%	0.0%	NA	100%	NA	100%	0.00%	NIL
12	KR	0	57%	6.22	100.00%	95.83%	0.0%	NA	100%	NA	NA	0.00%	NIL
13	MP	2	99%	2.04	100.00%	92.17%	0.1%	NA	100%	NA	NA	0.00%	NIL
14	NE	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
15	PB	0	95%	3.08	100.00%	66.67%	0.1%	NA	100%	NA	NA	0.00%	NIL
16	OR	0	100%	2.74	100.00%	NA	0.0%	NA	100%	NA	NA	0.00%	NIL
17	RJ	0	100.00%	12.22	100.00%	100.00%	0.0%	NA	100%	NA	NA	0.00%	NIL
18	TN	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
19	UP-E	2	99%	1.62	100.00%	100.00%	0.0%	NA	100%	NA	NA	0.00%	NIL
20	UP-W	0	100.00%	0.26	100.00%	100.00%	0.0%	NA	100%	NA	NA	0.00%	NIL
21	WB	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NIL
22	MH	1	94.16%	5.63	100.00%	88.10%	0.1%	NA	100%	NA	100%	0.00%	NIL
23	ROM	1	93.13%	4.46	100.00%	82.20%	0.1%	NA	100%	NA	100%	0.00%	NIL