

QoS Basic (Wireline) Report QE Sep'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 – Meteringand 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 termina-tion of service or any other reason (Benchmark : 100% within 60 days)			
1	AP	4	96.00%	5.00	99.59%	90.67%	0.02%	NIL	100%	100%	100%	NIL	0
2	ASS	0	0.00%	0.00	0.00%	0.00%	0	NIL	0%	0%	0%	NIL	0
3	BR	0	100.00%	3.00	96.34%	61.61%	0.00%	NIL	NA	NA	100%	NIL	0
4	CH	0	97.00%	8.00	99.32%	92.65%	0.02%	NIL	100%	NA	100%	NIL	0
5	DL	1	99.00%	9.00	100.00%	92.90%	0.05%	NIL	100%	100%	100%	NIL	0
6	GJ	2	92.00%	9.00	98.51%	93.76%	0.02%	NIL	100%	100%	100%	NIL	0
7	HR	0	78.00%	16.00	99.29%	90.16%	0.00%	NIL	NA	NA	100%	NIL	0
8	HP	0	NA	NA	NA	NA	NA	NIL	NA	NA	NA	NIL	NA
9	J&K	0	NA	NA	NA	NA	NA	NIL	NA	NA	NA	NIL	NA
10	KOL	0	97.00%	6.00	96.88%	74.90%	0.00%	NIL	NA	NA	NA	NIL	0
11	KTK	0	93.00%	16.00	99.50%	89.17%	0.10%	NIL	100%	NA	100%	NIL	0
12	KR	0	60.00%	26.00	99.24%	95.22%	0.00%	NIL	NA	NA	NA	NIL	0
13	MP	2	99.00%	3.00	98.93%	88.46%	0.12%	NIL	100%	NA	100%	NIL	0
14	NE	0	NA	NA	NA	NA	NA	NIL	NA	NA	NA	NIL	NA
15	PB	1	96.00%	90.00	99.11%	85%	0.00%	NIL	NA	NA	100%	NIL	0
16	OR	1	97.00%	3.00	95.67%	100.00%	0	NIL	NA	NA	NA	NIL	0
17	RJ	0	100.00%	6.00	99.18%	100.00%	0	NIL	NA	NA	100%	NIL	0
18	TN	0	NA	NA	NA	NA	NA	NIL	NA	NA	NA	NIL	NA
19	UP-E	1	100.00%	2.00	99.35%	50.00%	0	NIL	NA	NA	NA	NIL	0
20	UP-W	0	NA	2.00	99.35%	100.00%	0	NIL	NA	NA	NA	NIL	0
21	WB	0	NA	NA	NA	NA	NA	NIL	NA	NA	NA	NIL	NA
22	MH	2	89.00%	22.00	99.38%	74.05%	0.00%	NIL	100%	100%	100%	NIL	0
23	ROM	1	95.00%	7.00	98.68%	66.43%	0.05%	NIL	97%	NA	100%	NIL	0