

**Quarterly Performance Monitoring Report (PMR) on Quality of Service
of Basic Telephone service(Wireline) for Q.E. December-2016**

S.No.	Name of Service Area	Name of Service provider	Fault incidences(No. of faults/100 Subs./month)	Fault Repair				Rent Rebate	Mean Time to Repair(MTTR)	POI	Metering and Billing				Response time to the customer for		Termination/Closer of service		
				% age of faults repaired by next working day	% of faults repaired within 5 days	% age of faults repaired by next working day	% of faults repaired within 7 days				Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark	Metering & Billing Credibility(Post Paid)	Metering & Billing Credibility(Pre paid)	Resolution of Billing/charging/validity compliants	Period of applying credit/waiver/adjustment to the customers account from the date of resolution of complaint	Accessibility of call centre/customer care	%age of calls answered by the operator(Voice to Voice) within 90 sec.	%age of request for termination/closer of service complied within 7 days	Time taken for refund of deposits after closer
				Benchmarks															
			≤7	For urban areas by next working day: ≥ 85%	For urban areas: ≥ 100%	For rural and hilly areas : ≥ 75%	For rural and hilly areas : ≥ 100%		≤ 10 Hrs	≤ 0.5	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	Within one week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
	Oct-16	MTNL DELHI	4.98	83.14	98.42			5582	5.87	0	0.016	0.00	99.71	100	100	99.81	99.94	100	100
	Nov-16		4.41	87.04	98.54			4454	4.90	0	0.014	0.00	99.71	100	100	99.71	99.84	100	100
	Dec-16		4.61	74.81	95.64			7399	8.60	0	0.016	0.00	99.71	100	100	97.26	98.00	100	100
	Total / Avrage		4.67	81.66	97.53			17435	6.46	0	0.015	0.00	99.71	100	100	98.93	99.26	100	100