

Quarterly Performance Monitoring Report (PMR) on Quality of Service
of Basic Telephone service(Wireline) for Q.E.March-2017

S.No.	Name of Service Area	Name of Service provider	Fault Repair					Rent Rebate	Mean Time to Repair(MTTR)	POI	Metering and Billing					Response time to the customer for		Termination/CI user of service	
			Fault incidences(No. of faults/100 Subs./month)				%				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
			% 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													
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				
Jan-17	VL DELHI	5.41	85.95	98.21			3133	5.19	0	0.017	0	99.71	100	100	99.88	99.93	100	100	
Feb-17	VL DELHI	4.62	87.90	98.76			4667	5.17	0	0.013	0	99.71	100	100	99.85	99.95	100	100	

	Mar-17	MTI	5.00	90.32	98.85			4616	3.85	0	0.015	0	99.71	100	100	99.91	99.95	100	100
	Total / Avrage		5.01	88.06	98.61			12416	4.74	0	0.015	0	99.71	100	100	99.88	99.94	100	100