

**Quarterly Performance Monitoring Report (PMR) on Quality of Service
of Basic Telephone service(Wireline) for Q.E. September-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				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	
				≤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%
	Jul-16	MTNL DELHI	7.95	79.26	98.93			7206	6.50	0	0.015	0	99.71	100	100	99.59	99.87	100	100
	Aug-16		7.38	76.26	97.82			9828	7.30	0	0.014	0	99.71	100	100	99.75	99.92	100	100
	Sep-16		6.23	77.39	96.90			9239	7.52	0	0.018	0	99.71	100	100	99.79	99.93	100	100
	Total / Avrage		7.19	77.64	97.88			26273	7.11	0	0.016	0	99.71	100	100	99.71	99.91	100	100