

FORMAT - 1

BASIC TELEPHONE SERVICE(WIRELINE)

Quarterly Quality of Service performance

Name of Service Area/Circle	Quarter Ending	Fault incidences (No. of faults/100 subscribers/month) (Benchmark : ≤ 5)	Faults repaired by next working day (Benchmark : ≥ 90%)	Meantime 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%)	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 opeator 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 billing credibility(Benchmark : ≤ 0.1% of bills should be disputed 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	2	3	4	5	6	7	8	9	10	11	12	13	14
MTNL,Delhi	30.06.2011	6.06%	84.63%	7.92 Hrs.	99.55%	98.57%	0.14%	NA	89.26%	100%	90.07%	54.24%	0
MTNL,Delhi	30.09.2011	9.06%	81.05%	7.92 Hrs.	98.37%	98.68%	0.06%	NA	92.08%	100%	92.42%	54.08%	0
MTNL,Delhi	31.12.2011	6.48%	81.09%	9.06 Hrs.	99.92%	98.86%	0.04%	NA	91.92%	100%	90.93%	55.53%	0