Format No. TRAI/QoS/Basic/1-PMR-State and UT wise

Annexure-I

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline) for QE-JUNE- 2024

Report for Quarter ending :	
Name of the Service Provider :	MTNL,Mumbai
Name of Regulations	The Standards of Quality of Service of Basic Telephone (Wireline And Cellular Mobile Telephone Service, Regulations, 2009, (7 of 2009)

Sl No.	Name of State/UT	Faults 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 / Closure of Service	
			% of faults repaired by next working day	% of faults repaired within 5 days	% of faults repaired by next working day	% of faults repaired within 7 days			Point of Interconnection (POI) Congestion (No. of Pois not meeting benchmark)	Metering and Billing Credibility - Postpaid	Metering and Billing Credibility - Prepaid	Resolution of billing/ charging/ validity complaints		Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for Refund of deposits after closures
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
									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	100% within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
14	Maharashtra(Mumbai)	1.00%	39.10%	56.10%	100%	100%	147752	197.44	0.0000%	0%	NA	98.80%	100.00%	100.00%	99.97%	97.53%	98.92%	67.87%
15	Manipur																	
16	Meghalya																	
17	Mizoram																	
18	Nagaland																	
19	Odisha																	
20	Punjab																	
21	Rajasthan																	
22	Sikkim																	
23	TN																	
24	Teleghana																	
25	UP																	
26	Uttrakhand																	
27	WB																	
	Union Territories																	
1	A&N																	
2	Chandigarh																	
3	Dadra & Nagar Haveli																	
4	Delhi																	
5	Jammu & Kashmir																	
6	Lakshadeep																	
7	Ladakh																	
8	Puducherry																	