

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Basic Telephone Service (Wireline)

Report for Quarter ending : Q4 (Oct-Dec) Year 2023

Name of the Service Provider : VIL

Name of Regulations: The standards of Quality of Service of Basic Telephone service (Wireline) and cellular Mobile Telephone Service Regulations, 2009 (7 of 2009)

Sl No.	Name of Service Area	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		Termination /	
			% of faults repaired by next working day - Urban	% of faults repaired within 5 days - Urban	% of faults repaired by next working day - Rural and hilly areas	% of faults repaired within 7 days- Rural and hilly areas			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 within 4 weeks	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints- within 1 week of resolution of complaint	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination / Closure of service	Time taken for Refund of deposits after closures- within 60 days
	Benchmark	≤ 7	≥ 85%	≥ 100%	≥ 75%	≥ 100%		≤ 10 hrs	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 1 week of resolution of complaint	≥ 95%	≥ 95%	≤ 7 days	100% within 60 days
1	Andhra Pradesh	0.11	100.00%	100.00%	NA	NA	NA	2.18	0	NA	NA	NA	NA	100%	100%	100.00%	NA
2	Assam	0.52	100.00%	100.00%	NA	NA	NA	6.34	0	NA	NA	NA	NA	100%	100%	100.00%	NA
3	Bihar	0.45	100.00%	100.00%	NA	NA	NA	2.14	0	NA	NA	NA	NA	100%	100%	100.00%	NA
4	Delhi	0.18	100.00%	100.00%	NA	NA	NA	2.43	0	NA	NA	NA	NA	100%	100%	100.00%	NA
5	Gujarat	0.08	100.00%	100.00%	NA	NA	NA	3.8	0	NA	NA	NA	NA	100%	100%	100.00%	NA
6	Haryana	1.27	100.00%	100.00%	NA	NA	NA	1.2	0	NA	NA	NA	NA	100%	100%	NA	NA
7	Himachal Pradesh	0.00	100.00%	100.00%	NA	NA	NA	0.00	0	NA	NA	NA	NA	100%	100%	NA	NA
8	Jammu & Kashmir	0.0	100.00%	100.00%	NA	NA	NA	0.00	0	NA	NA	NA	NA	100%	100%	NA	NA
9	Kolkata	0.19	100.00%	100.00%	NA	NA	NA	5.37	0	NA	NA	NA	NA	100%	100%	100.00%	NA
10	Karnataka	0.09	100.00%	100.00%	NA	NA	NA	3.4	0	NA	NA	NA	NA	100%	100%	100.00%	NA
11	Kerala	0.40	100.00%	100.00%	NA	NA	NA	3.2	0	NA	NA	NA	NA	100%	100%	100.00%	NA
12	Madhya Pradesh	0.05	100.00%	100.00%	NA	NA	NA	1.32	0	NA	NA	NA	NA	100%	100%	100.00%	NA
13	Maharashtra	0.41	100.00%	100.00%	NA	NA	NA	4.56	0	NA	NA	NA	NA	100%	100%	100.00%	NA
14	Mumbai	0.08	100.00%	100.00%	NA	NA	NA	2.6	0	NA	NA	NA	NA	100%	100%	100.00%	NA
15	North East	0.00	100.00%	100.00%	NA	NA	NA	0.00	0	NA	NA	NA	NA	100%	100%	NA	NA
16	Punjab	0.31	100.00%	100.00%	NA	NA	NA	1.3	0	NA	NA	NA	NA	100%	100%	100.00%	NA
17	Odisha	0.23	100.00%	100.00%	NA	NA	NA	1.46	0	NA	NA	NA	NA	100%	100%	NA	NA
18	Rajasthan	0.14	100.00%	100.00%	NA	NA	NA	2.47	0	NA	NA	NA	NA	100%	100%	100.00%	NA
19	Tamilnadu including Chennai	0.53	100.00%	100.00%	NA	NA	NA	5.44	0	NA	NA	NA	NA	100%	100%	100.00%	NA
20	Uttar Pradesh (East)	0.15	100.00%	100.00%	NA	NA	NA	2.37	0	NA	NA	NA	NA	100%	100%	NA	NA
21	Uttar Pradesh (West)	1.05	100.00%	100.00%	NA	NA	NA	2.48	0	NA	NA	NA	NA	100%	100%	100.00%	NA
22	West Bengal	1.11	100.00%	100.00%	NA	NA	NA	0	0	NA	NA	NA	NA	100%	100%	NA	NA

NOTE: Highlighted values in Red are non compliance

Quarterly Performance Monitoring Report (PMR) on Quality of Service of Cellular Mobile Telephone service - Customer Services

Report for quarter ending :

Q4 (Oct-Dec)	Year	2023
--------------	------	------

Name of the Service Provider :

VIL
-----

Name of Regulations: The standards of Quality of Service of Basic Telephone service (Wireline) and cellular Mobile Telephone Service Regulations,

Customer Service Quality Parameters										
S, No	Name of Service Area	Metering and Billing				Response time to the termination / closure of service				
		Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging complaints- within 4 weeks	Resolution of billing/charging complaints- within 6 weeks	Period of applying credit/waiver/adjustment to customer's account from the date of resolution of complaints-within 1 week of resolution of complaint	Accessibility of call centre/customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	Termination / Closure of service	Time taken for refund of deposits after closures
	Benchmark	≤ 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
1	Andhra Pradesh	0.00%	0.00%	100.00%	100.00%	100%	99.21%	99.99%	100%	100%
2	Assam	0.00%	0.00%	100.00%	100.00%	100%	99.16%	99.97%	100%	100%
3	Bihar	0.00%	0.00%	100.00%	100.00%	100%	97.85%	99.85%	100%	100%
4	Delhi	0.01%	0.00%	100.00%	100.00%	100%	99.94%	99.96%	100%	100%
5	Gujarat	0.01%	0.00%	100.00%	100.00%	100%	98.57%	99.96%	100%	100%
6	Haryana	0.00%	0.00%	100.00%	100.00%	100%	99.23%	99.96%	100%	100%
7	Himachal Pradesh	0.01%	0.00%	100.00%	100.00%	100%	99.90%	99.97%	100%	100%
8	Jammu & Kashmir	0.01%	0.00%	100.00%	100.00%	100%	99.89%	99.98%	100%	100%
9	Karnataka	0.00%	0.00%	100.00%	100.00%	100%	98.67%	100.00%	100%	100%
10	Kerala	0.01%	0.00%	100.00%	100.00%	100%	99.25%	99.78%	100%	100%
11	Kolkata	0.02%	0.00%	100.00%	100.00%	100%	99.81%	99.99%	100%	100%
12	Madhya Pradesh	0.02%	0.01%	100.00%	100.00%	100%	97.75%	99.98%	100%	100%
13	Maharashtra	0.01%	0.00%	100.00%	100.00%	100%	99.84%	99.97%	100%	100%
14	Mumbai	0.02%	0.00%	100.00%	100.00%	100%	99.10%	99.95%	100%	100%
15	North East	0.00%	0.00%	100.00%	100.00%	100%	99.11%	99.93%	100%	100%
16	Odisha	0.03%	0.00%	100.00%	100.00%	100%	98.62%	99.99%	100%	100%
17	Punjab	0.00%	0.00%	100.00%	100.00%	100%	99.96%	99.99%	100%	100%
18	Rajasthan	0.01%	0.00%	100.00%	100.00%	100%	99.35%	99.99%	100%	100%
19	Tamilnadu including	0.02%	0.00%	100.00%	100.00%	100%	98.66%	99.98%	100%	100%
20	Uttar Pradesh (East)	0.01%	0.00%	100.00%	100.00%	100%	99.35%	99.93%	100%	100%
21	Uttar Pradesh (West)	0.01%	0.00%	100.00%	100.00%	100%	99.41%	99.88%	100%	100%
22	West Bengal	0.01%	0.00%	100.00%	100.00%	100%	99.29%	99.95%	100%	100%

Quarterly Network Service Performance Report of Cellular Mobile Telephone Service

Report for the Quarter	Q4 (Oct-Dec)	Year	2023
Name of the Service Provider	VIL		

Name of Regulations: The standards of Quality of Service of Basic Telephone service (Wireline) and cellular Mobile Telephone Service Regulations, 2009 (7 of 2009)

S, No	Name of Service Area	Network Availability		Connection Establishment			Connection Maintenance			POI		
		BS Accumulated down-time (not available for service) (%age)	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable(within licensee's own network)	SDCCH/Paging Channel Congestion/ RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Network QoS DCR Spatial Distribution Measure [Network_QSD(90, 90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97, 90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	Point of Interconnection (POI) Congestion (on individual POI) - No. of POIs not meeting the benchmark	Down Link (DL) Packet Drop Rate or DL-PDR	Up Link (UL) Packet Drop Rate or UL-PDR
	Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%
1	Andhra Pradesh	0.10%	1.08%	99.23%	0.37%	0.07%	1.60%	2.08%	97.93%	0	0.08%	0.21%
2	Assam	0.56%	1.60%	99.44%	0.30%	0.56%	1.83%	2.94%	97.81%	0	0.08%	0.10%
3	Bihar	0.11%	1.38%	99.92%	0.18%	0.04%	1.64%	2.30%	99.43%	0	0.06%	0.17%
4	Delhi	0.04%	0.09%	99.81%	0.12%	0.19%	1.47%	1.97%	99.52%	0	0.13%	0.22%
5	Gujarat	0.05%	0.18%	99.62%	0.11%	0.31%	1.75%	2.22%	97.03%	0	0.13%	0.17%
6	Haryana	0.04%	0.22%	99.66%	0.33%	0.34%	1.89%	2.94%	98.53%	0	0.08%	0.11%
7	Himachal Pradesh	0.16%	0.91%	99.47%	0.04%	0.22%	1.85%	2.50%	96.37%	0	0.17%	0.20%
8	Jammu & Kashmir	0.47%	1.89%	99.34%	0.17%	0.32%	1.79%	2.44%	98.18%	0	0.20%	0.17%
9	Karnataka	0.14%	0.87%	99.39%	0.46%	0.57%	1.89%	2.35%	98.94%	0	0.08%	0.18%
10	Kerala	0.04%	0.02%	99.83%	0.21%	0.17%	0.45%	0.68%	98.93%	0	0.05%	0.13%
11	Kolkata	0.06%	0.21%	99.78%	0.09%	0.22%	1.20%	1.74%	97.89%	0	0.09%	0.14%
12	Madhya Pradesh	0.23%	0.35%	98.99%	0.27%	0.57%	1.61%	2.04%	97.39%	0	0.25%	0.12%
13	Maharashtra	0.13%	0.25%	99.00%	0.63%	0.96%	1.72%	2.50%	97.09%	0	0.26%	0.12%
14	Mumbai	0.05%	0.07%	99.49%	0.06%	0.51%	1.88%	2.60%	98.92%	0	0.15%	0.22%
15	North East	0.95%	1.61%	99.47%	0.18%	0.52%	1.89%	2.40%	98.24%	0	0.13%	0.14%
16	Odisha	0.17%	0.50%	99.89%	0.04%	0.10%	1.89%	2.08%	98.97%	0	0.04%	0.12%
17	Punjab	0.04%	0.17%	99.78%	0.33%	0.22%	0.45%	0.90%	99.31%	0	0.09%	0.19%
18	Rajasthan	0.15%	1.93%	99.44%	0.28%	0.36%	1.97%	2.46%	97.32%	0	0.15%	0.23%
19	Tamilnadu including Chennai	0.32%	1.84%	99.28%	0.78%	0.70%	1.49%	2.04%	98.30%	0	0.08%	0.15%
20	Uttar Pradesh (East)	0.13%	0.50%	99.37%	0.20%	0.62%	1.59%	2.54%	97.24%	0	0.14%	0.27%
21	Uttar Pradesh (West)	0.11%	0.34%	99.57%	0.34%	0.42%	1.59%	2.27%	97.89%	0	0.08%	0.16%
22	West Bengal	0.09%	0.39%	99.79%	0.08%	0.21%	1.72%	2.88%	97.77%	0	0.11%	0.18%