

Quarterly Network Service Performance Report of Cellular Mobile Telephone Service

Report for the Quarter ending :	Q1 (Jan-Mar)	Year	2024
Name of the Service Provider :	BSNL		

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

Name of Service Area	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Down Link (DL) Packet Drop Rate or DL-PDR	Up Link (UL) Packet Drop Rate or UL-PDR
	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		
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%
Andhra Pradesh	0.82%	1.72%	98.94%	0.77%	0.56%	1.39%	1.80%	97.87%	0	0.08%	0.27%
Assam	1.87%	0.53%	98.63%	0.78%	1.82%	1.93%	2.12%	98.43%	0	1.72%	1.78%
Bihar	1.93%	0.63%	96.60%	0.29%	0.30%	1.75%	2.17%	98.00%	0	0.00%	0.00%
Kolkata	0.16%	0.49%	98.93%	0.08%	0.15%	1.48%	1.64%	97.03%	0	0.07%	0.26%
Gujarat	0.32%	0.42%	98.19%	0.12%	0.48%	1.39%	1.99%	98.50%	0	0.11%	0.17%
Himachal Pradesh	1.61%	0.37%	97.67%	0.70%	1.25%	1.92%	1.98%	98.73%	0	0.00%	0.00%
Haryana	0.81%	0.31%	99.23%	0.21%	0.44%	1.46%	1.63%	96.67%	0	0.13%	0.43%
Jammu & Kashmir	1.92%	0.60%	98.41%	0.74%	1.22%	1.66%	1.96%	96.51%	0	0.01%	0.02%
Kerala	0.38%	0.28%	99.00%	0.22%	0.39%	1.79%	2.13%	98.69%	0	0.05%	0.19%
Karnataka	1.43%	0.60%	98.66%	0.65%	0.29%	1.47%	1.56%	98.07%	0	1.24%	1.03%
Maharashtra	1.56%	0.58%	97.73%	0.50%	0.60%	1.66%	2.00%	98.07%	0	0.10%	0.18%
Madhya Pradesh	1.20%	0.29%	98.11%	0.52%	0.98%	1.68%	1.98%	98.02%	0	0.00%	0.00%
North East	1.92%	0.60%	96.30%	0.88%	1.69%	1.83%	1.93%	97.00%	0	0.00%	0.00%
Odisha	1.26%	0.66%	96.17%	0.71%	1.64%	1.94%	1.95%	96.40%	0	0.00%	0.00%
Punjab	0.56%	0.49%	98.68%	0.30%	0.26%	1.80%	2.13%	96.83%	0	0.00%	0.01%
Rajasthan	0.88%	0.63%	99.32%	0.79%	0.91%	1.53%	1.80%	98.59%	0	0.00%	0.00%
Tamilnadu including Chennai	0.74%	0.53%	99.54%	0.26%	0.25%	1.79%	2.78%	98.29%	0	0.00%	0.00%
Uttar Pradesh (East)	1.27%	0.61%	99.26%	0.75%	0.18%	1.30%	2.00%	97.43%	0	0.00%	0.01%
Uttar Pradesh (West)	1.87%	0.63%	97.33%	0.77%	1.29%	1.73%	1.98%	96.86%	0	0.01%	0.03%
West Bengal	0.52%	0.63%	95.56%	0.96%	1.64%	1.56%	1.80%	97.80%	0	0.37%	1.82%

NOTE: Highlighted values in Red are under non compliance

NOTE: The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations

NOTE: The traffic parameters under column M and N to be recorded during Cell Bouncing Busy Hour (Cell BBH), and the traffic parameters under column H, I, J, O and P to be recorded during Time Consistent Busy Hour (TCBH) of the network comprising of all the N

NOTE: "Kpi no 6 No. of BS having accumul-ated down-time of >24 hours in the Quarter" is to be calculated on quarterly basis only

BS - Base Station and includes BTS, Node B and eNode B.

RRC — Radio Resource Controller

RAB—Radio Access Bearer

eNode B - Evolved Node B

**Quarterly Network Service Performance Report of Cellular Mobile Telephone Service**

<b>Report for</b>	Q1 (Jan-Mar)	<b>Year</b>	2024
<b>Name of the</b>	BSNL		

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



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

Report for quarter ending :

Q1 (Jan-Mar) Year 2024

Name of the Service Provider :

BSNL

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

Customer Service Quality Parameters									
Name of Service Area	Metering and Billing					Response time to the customer for assistance		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
Andhra Pradesh	0.00%	0.00%	100.00%	100.00%	100.00%	97.06%	95.67%	100.00%	100.00%
Assam	0.02%	0.00%	100.00%	100.00%	100.00%	97.04%	99.36%	100.00%	100.00%
Bihar	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Kolkata	0.00%	0.01%	99.00%	100.00%	100.00%	97.73%	97.74%	100.00%	100.00%
Gujarat	0.00%	0.00%	100.00%	100.00%	100.00%	99.34%	95.32%	100.00%	100.00%
Himachal Pradesh	0.01%	0.00%	100.00%	100.00%	100.00%	98.67%	96.41%	100.00%	100.00%
Haryana	0.01%	0.00%	100.00%	100.00%	100.00%	96.69%	99.93%	100.00%	100.00%
Jammu & Kashmir	0.00%	0.00%	100.00%	100.00%	100.00%	97.41%	99.93%	100.00%	100.00%
Kerala	0.00%	0.01%	100.00%	100.00%	100.00%	97.30%	93.80%	100.00%	100.00%
Karnataka	0.00%	0.00%	99.75%	100.00%	100.00%	96.51%	95.84%	100.00%	100.00%
Maharashtra	0.02%	0.00%	100.00%	100.00%	100.00%	98.24%	95.57%	100.00%	100.00%
Madhya Pradesh	0.00%	0.01%	100.00%	100.00%	100.00%	98.75%	98.60%	100.00%	100.00%
North East	0.05%	0.05%	100.00%	100.00%	100.00%	96.00%	96.70%	100.00%	100.00%
Odisha	0.00%	0.00%	100.00%	100.00%	100.00%	97.52%	97.19%	100.00%	100.00%
Punjab	0.00%	0.00%	100.00%	100.00%	100.00%	96.35%	99.93%	100.00%	100.00%
Rajasthan	0.02%	0.01%	100.00%	100.00%	100.00%	99.58%	96.41%	100.00%	100.00%
Tamilnadu including	0.00%	0.00%	100.00%	100.00%	100.00%	98.29%	90.47%	100.00%	100.00%
Uttar Pradesh (East)	0.00%	0.00%	100.00%	100.00%	100.00%	96.17%	99.95%	100.00%	100.00%
Uttar Pradesh (West)	0.00%	0.01%	100.00%	100.00%	100.00%	97.87%	97.05%	100.00%	100.00%
West Bengal	0.00%	0.01%	98.00%	100.00%	100.00%	98.00%	95.80%	100.00%	100.00%

NOTE: Highlighted values in Red are non compliance

NOTE : The achievement of benchmark against each parameter is to be averaged over a period of one quarter as per the measurement methodology explained in Explanatory Memo to regulations

NOTE : TCBH - Reference in Column P & Q is to be identified measuring the traffic load/calls in the Call Centre/Customer Care