

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO. 505  
TO BE ANSWERED ON 20<sup>TH</sup> NOVEMBER, 2019**

**QUALITY OF TELECOM SERVICES**

**505. SHRIMATI MAHUA MOITRA:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the statistics on the quality of service provided by the Telecom Service Providers (TSPs) in the country during each of the last three years, State/UT-wise and TSP-wise; and
- (b) the statistics on call drop rate and calls with good voice quality rate in terms of percentage, State/UT-wise and TSP-wise?

**ANSWER**

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND  
ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)**

(a) & (b) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of telecom service providers against the benchmarks for various Quality of Service parameters laid down by TRAI by way of Quality of Service regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs). The performance is assessed for a Licence Service Area (LSA) as a whole.

Prior to 01<sup>st</sup> October, 2017 PMRs were assessed quarterly for 2G and 3G services separately. After issue of “The Standards of Quality of Service for Basic (Wireline) Service and Cellular Telephone Mobile services (Fifth) Amendment, Regulations (2017)” effective from 01<sup>st</sup> October 2017, quarterly PMRs for Cellular Mobile Services are being assessed together.

The statistics of Quality of Service in the country, including statistics of call drops and good voice quality, during last three years, LSA and TSPs-wise are detailed in **Annexure-I** (for quarter ending September 2019), **Annexure-II** (for quarter ending September 2018), **Annexure-III(a)** (for quarter ending September 2017 for 2G Service) and **Annexure- III(b)** (for quarter ending September 2017 for 3G Service).

The above statistics is also being published by TRAI on its website [www.trai.gov.in](http://www.trai.gov.in) under the Reports as Performance Indicator Report.

Annexure referred to in reply of para (a) & (b) of Lok Sabha Unstarred Question No. 505 to be answered on 20th November, 2019 raised by Hon'ble Members of Parliament Shrimati Mahua Moitra regarding "Quality of Telecom Services"

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending, September, 2019																					
Name of Service Area	Name of Service Provider	Network Related Parameters											Customer Service Quality Parameters								
		Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Metering and billing				Response time to the customer for assistance		Termination / closure of service				
		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	Congestion (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	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging 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	
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 2%	≤ 2%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter for 2G, 3G and 4G VoLTE Services (combined) as per the measurement methodology explained in Explanatory Memorandum to regulations																					
Andhra Pradesh	Airtel	0.10	0.20	98.73	0.20	0.36	1.56	1.83	96.39	0.00	0.22	0.28	0.01	0.00	100.00	100.00	100.00	100.00	86.00	100.00	100.00
	RJio	0.07	0.08	99.65	0.00	0.00	0.30	0.39	99.92	0.00	0.01	0.16	0.00	0.00	100.00	100.00	100.00	97.21	99.94	100.00	100.00
	BSNL	1.20	1.60	98.51	0.72	0.53	1.74	1.89	98.48	0.00	0.71	0.95	0.00	0.00	100.00	100.00	100.00	97.00	96.00	100.00	100.00
	VIL-Brand Idea	0.27	1.19	99.21	0.46	0.79	1.43	2.13	99.35	0.00	0.02	0.13	0.01	0.01	99.60	100.00	100.00	98.95	98.14	100.00	100.00
	VIL-Brand Vodafone	0.27	1.19	99.21	0.46	0.79	1.43	2.13	99.35	0.00	0.02	0.13	0.01	0.00	99.59	100.00	100.00	100.00	96.14	100.00	100.00
Assam	Airtel	0.45	1.11	97.79	0.41	0.33	1.91	2.27	97.95	0.00	0.19	0.36	0.01	0.00	100.00	100.00	100.00	99.99	93.00	100.00	100.00
	BSNL	1.99	1.97	98.12	0.86	1.82	1.98	2.34	96.90	0.00	NA	NA	0.01	0.00	100.00	100.00	100.00	96.00	97.70	100.00	100.00
	RJio	0.48	1.75	99.58	0.00	0.00	0.50	0.60	99.88	0.00	0.01	0.25	0.00	0.00	100.00	100.00	100.00	97.55	99.91	100.00	100.00
	VIL-Brand Idea	0.13	1.12	98.32	0.62	1.63	1.97	2.78	98.41	0.00	0.26	0.26	0.01	0.00	100.00	100.00	100.00	95.89	100.0	100.00	100.00
	VIL-Brand Vodafone	0.13	1.12	98.32	0.62	1.63	1.97	2.78	98.41	0.00	0.26	0.26	0.01	0.09	100.00	100.00	100.00	100.00	100.0	100.00	100.00
Bihar	Airtel	0.26	1.00	97.60	0.43	0.91	1.76	1.83	97.84	0.00	0.10	0.38	0.01	0.00	99.00	100.00	100.00	99.35	91.00	100.00	100.00
	BSNL	1.92	1.93	95.45	0.34	0.50	1.66	2.22	98.30	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	99.00	97.84	100.00	100.00
	RJio	0.32	1.27	99.51	0.00	0.00	0.45	0.56	99.89	0.00	0.01	0.22	0.00	0.00	100.00	100.00	100.00	97.91	95.50	100.00	100.00
	VIL-Brand Idea	1.63	0.02	98.79	0.35	1.04	1.61	2.38	99.64	0.00	0.01	0.02	0.00	0.00	100.00	100.00	100.00	96.66	99.94	100.00	100.00

	VIL-Brand Vodafone	1.63	0.02	98.79	0.35	1.04	1.61	2.38	99.64	0.00	0.01	0.02	0.00	0.01	100.00	100.00	100.00	100.00	99.49	100.00	100.00
Delhi	Airtel	0.10	0.00	99.08	0.20	0.37	1.69	2.38	95.57	0.00	1.07	0.35	0.01	0.00	100.00	100.00	100.00	100.00	93.00	100.00	100.00
	MTNL	0.05	0.07	97.48	0.10	1.02	1.42	1.61	97.71	0.00	NA	NA	0.00	0.01	98.10	100.00	100.00	99.71	99.60	100.00	100.00
	RJio	0.11	0.37	99.62	0.00	0.00	0.19	0.28	99.91	0.00	0.01	0.18	0.00	0.00	100.00	100.00	100.00	97.51	99.99	100.00	100.00
	VIL-Brand Idea	0.32	1.50	99.23	0.07	0.36	1.95	2.35	98.68	0.00	NA	NA	0.07	0.01	99.62	100.00	100.00	98.64	98.73	100.00	100.00
	VIL-Brand Vodafone	0.13	0.25	99.49	0.20	0.35	1.74	2.31	99.39	0.00	0.63	0.32	0.09	0.02	100.00	100.00	100.00	100.00	92.56	100.00	100.00
Gujarat	Airtel	0.12	0.22	99.18	0.25	0.23	1.69	2.06	95.67	0.00	0.08	0.17	0.02	0.00	100.00	100.00	100.00	100.00	89.00	100.00	100.00
	BSNL	1.44	1.24	98.44	0.04	0.27	1.70	2.53	100.00	0.00	0.05	0.12	0.01	0.00	100.00	100.00	100.00	97.00	96.99	100.00	100.00
	RJio	0.26	1.09	99.61	0.01	0.00	0.32	0.45	99.92	0.00	0.01	0.15	0.00	0.00	100.00	100.00	100.00	98.41	99.99	100.00	100.00
	VIL-Brand Idea	0.25	0.97	99.08	0.23	0.44	1.87	2.47	98.50	0.00	0.39	0.37	0.01	0.01	99.92	100.00	99.66	97.36	99.02	100.00	95.27
	VIL-Brand Vodafone	0.25	0.64	99.52	0.15	0.40	1.32	1.67	99.10	0.00	0.13	0.14	0.06	0.03	99.95	100.00	99.76	97.24	92.90	100.00	100.00
Haryana	Airtel	0.08	0.23	99.89	0.11	0.14	1.33	1.71	98.54	0.00	0.23	0.43	0.02	0.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	0.56	0.21	98.89	0.11	0.23	1.80	2.42	97.60	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	99.94	100.00	100.00
	RJio	0.11	0.37	99.57	0.00	0.00	0.41	0.54	99.95	0.00	0.00	0.11	0.00	0.00	100.00	100.00	100.00	98.02	99.99	100.00	100.00
	VIL-Brand Idea	0.54	0.12	99.40	0.52	0.50	1.83	2.78	99.12	0.00	0.11	0.20	0.07	0.00	100.00	100.00	100.00	98.67	98.71	100.00	100.00
	VIL-Brand Vodafone	0.54	0.12	99.40	0.52	0.50	1.83	2.78	99.12	0.00	0.11	0.20	0.04	0.01	100.00	100.00	100.00	100.00	90.51	100.00	100.00
Himachal Pradesh	Airtel	0.14	0.59	99.26	0.14	0.12	1.67	2.04	95.18	0.00	0.29	0.34	0.02	0.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	1.54	1.86	98.84	0.49	0.98	1.93	2.20	96.15	0.00	0.00	0.00	0.01	0.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00
	RJio	0.14	0.40	99.58	0.00	0.00	0.26	0.36	99.95	0.00	0.00	0.11	0.00	0.00	100.00	100.00	100.00	97.38	99.99	100.00	100.00
	VIL-Brand Idea	0.18	0.47	98.85	0.22	0.79	1.75	2.70	98.02	0.00	0.35	0.35	0.02	0.01	100.00	100.00	100.00	100.00	98.76	100.00	100.00
	VIL-Brand Vodafone	0.18	0.47	98.85	0.22	0.79	1.75	2.70	98.02	0.00	0.35	0.35	0.02	0.01	100.00	100.00	100.00	100.00	97.76	100.00	100.00
Jammu & Kashmir	BSNL	1.38	1.69	97.62	0.62	1.44	1.98	2.86	96.50	0.00	0.00	0.01	0.00	0.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00
	VIL-Brand Idea	8.66	11.22	98.85	7.73	0.80	1.96	4.23	99.36	0.00	0.28	0.40	0.01	0.00	100.00	100.00	100.00	97.58	98.57	100.00	100.00
	VIL-Brand Vodafone	8.66	11.22	98.85	7.73	0.80	1.96	4.23	99.36	0.00	0.28	0.40	0.03	0.00	100.00	100.00	100.00	100.00	95.15	100.00	100.00
	Airtel	0.16	0.21	97.63	0.84	0.14	1.37	2.56	97.98	0.00	0.19	0.34	0.01	0.00	100.00	100.00	100.00	100.00	92.00	100.00	100.00
	RJio	0.12	0.54	99.61	0.00	0.00	0.46	0.58	99.94	0.00	0.00	0.12	0.00	0.00	100.00	100.00	100.00	95.86	99.87	100.00	100.00
Karnataka	Airtel	0.03	0.64	99.36	0.21	0.14	1.59	2.08	95.19	0.00	0.20	0.23	0.02	0.00	100.00	100.00	100.00	100.00	99.00	100.00	100.00
	BSNL	1.72	1.83	97.59	0.44	0.56	1.84	2.22	97.09	0.00	0.98	1.16	0.00	0.00	99.75	100.00	100.00	96.00	96.10	100.00	100.00
	RJio	0.16	0.33	99.62	0.00	0.00	0.31	0.45	99.92	0.00	0.01	0.15	0.00	0.00	100.00	100.00	100.00	97.56	99.81	100.00	100.00
	VIL-Brand Idea	0.27	1.67	99.89	0.54	0.09	0.95	1.28	97.46	0.00	0.16	0.43	0.04	0.00	100.00	100.00	100.00	97.40	98.62	100.00	100.00
	VIL-Brand Vodafone	0.42	0.56	99.65	0.66	0.15	0.97	1.39	99.74	0.00	0.29	0.43	0.07	0.01	99.73	100.00	100.00	100.00	89.60	100.00	100.00
Kerala	Airtel	0.11	0.42	99.61	0.16	0.22	1.96	2.63	97.31	0.00	0.09	0.20	0.02	0.00	100.00	100.00	100.00	100.00	89.00	100.00	100.00
	BSNL	0.75	3.44	98.87	0.28	1.05	1.99	2.44	98.36	0.00	0.00	0.00	0.01	0.00	98.00	100.00	100.00	97.00	99.00	100.00	100.00
	RJio	0.10	0.32	99.70	0.00	0.00	0.34	0.52	99.91	0.00	0.00	0.18	0.00	0.00	100.00	100.00	100.00	97.08	99.82	100.00	100.00
	VIL-Brand Idea	0.69	0.14	99.41	0.43	0.42	0.97	1.40	97.33	0.00	0.08	0.37	0.06	0.01	99.92	100.00	100.00	98.81	94.78	100.00	100.00
	VIL-Brand Vodafone	0.16	0.21	99.45	0.39	0.39	1.16	1.67	99.56	0.00	0.10	0.20	0.06	0.02	100.00	100.00	100.00	100.00	79.84	100.00	100.00
Kolkata	Airtel	0.10	0.00	99.60	0.20	0.24	1.55	2.25	95.61	0.00	0.23	1.17	0.01	0.00	100.00	100.00	100.00	99.91	90.00	100.00	100.00
	BSNL	1.62	1.80	99.50	0.49	0.30	1.91	2.17	97.98	0.00	NA	NA	0.01	0.01	99.57	100.00	100.00	95.00	95.38	100.00	100.00
	RJio	0.02	0.02	99.68	0.00	0.00	0.20	0.29	99.94	0.00	0.01	0.12	0.00	0.00	100.00	100.00	100.00	97.65	99.57	100.00	100.00
	VIL-Brand Idea	0.10	0.45	99.94	0.02	0.05	0.51	1.20	99.48	0.00	NA	NA	0.02	0.00	100.00	100.00	100.00	97.01	98.70	100.00	100.00
	VIL-Brand Vodafone	0.33	1.90	99.25	0.36	0.67	1.21	1.86	98.52	0.00	0.11	0.15	0.03	0.02	100.00	100.00	100.00	100.00	83.73	100.00	100.00
Madhya Pradesh	Airtel	0.14	0.46	99.15	0.11	0.18	1.99	2.33	95.03	0.00	0.09	0.16	0.01	0.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	1.19	1.49	98.70	0.35	1.09	1.88	2.14	98.02	0.00	NA	NA	0.00	0.00	100.00	100.00	100.00	99.00	99.59	100.00	100.00
	RJio	0.30	1.11	99.62	0.00	0.00	0.47	0.58	99.88	0.00	0.01	0.24	0.00	0.00	100.00	100.00	100.00	98.50	95.34	100.00	100.00
	VIL-Brand Idea	0.34	1.63	97.21	0.73	1.88	1.92	2.65	97.96	0.00	0.31	0.52	0.04	0.01	100.00	100.00	100.00	96.13	99.94	100.00	96.19
	VIL-Brand Vodafone	0.34	1.63	97.21	0.73	1.88	1.92	2.65	97.96	0.00	0.31	0.52	0.00	0.01	100.00	100.00	100.00	100.00	99.08	100.00	100.00
Maharashtra	BSNL	1.46	1.89	98.01	0.76	1.09	1.92	2.60	96.40	0.00	0.04	0.08	0.01	0.01	100.00	100.00	100.00	100.00	95.45	100.00	100.00
	Airtel	0.04	0.00	99.29	0.17	0.22	1.37	1.68	95.31	0.00	0.19	0.12	0.02	0.00	100.00	100.00	100.00	100.00	93.00	100.00	100.00
	RJio	0.38	1.53	99.61	0.01	0.00	0.37	0.48	99.89	0.00	0.01	0.23	0.00	0.00	100.00	100.00	100.00	98.33	99.77	100.00	100.00

	VIL-Brand Idea	0.38	1.62	98.91	0.49	0.61	1.96	2.92	98.37	0.00	0.46	0.48	0.04	0.01	99.91	100.00	100.00	99.30	99.78	100.00	100.00
	VIL-Brand Vodafone	0.28	0.45	99.10	0.65	0.79	1.93	2.86	98.91	0.00	0.15	0.28	0.08	0.02	100.00	100.00	100.00	100.00	96.21	100.00	100.00
Mumbai	Airtel	0.29	0.88	99.42	0.22	0.26	1.85	1.96	95.86	0.00	0.19	0.29	0.01	0.00	100.00	100.00	100.00	100.00	92.00	100.00	100.00
	MTNL	0.73	1.16	97.51	0.45	0.53	1.80	2.84	98.16	0.00	NA	NA	0.02	0.01	100.00	100.00	100.00	100.00	99.69	100.00	100.00
	RJio	0.20	0.63	99.58	0.02	0.00	0.19	0.28	99.90	0.00	0.01	0.20	0.00	0.00	100.00	100.00	100.00	97.56	99.81	100.00	100.00
	VIL-Brand Idea	0.09	0.17	99.33	0.35	0.23	1.59	2.36	95.83	0.00	0.13	0.47	0.00	0.00	100.00	100.00	100.00	97.03	98.30	100.00	100.00
	VIL-Brand Vodafone	0.23	1.04	98.81	0.52	0.92	1.90	2.86	98.64	0.00	0.47	0.25	0.10	0.03	100.00	100.00	100.00	100.00	92.75	100.00	100.00
North East	Airtel	0.60	1.68	96.65	0.49	0.47	1.80	2.10	97.87	0.00	0.26	0.41	0.01	0.00	100.00	100.00	100.00	100.00	89.00	100.00	100.00
	BSNL	1.84	1.95	98.14	0.96	1.88	1.90	2.58	98.00	0.00	0.00	0.00	0.05	0.05	100.00	100.00	100.00	95.00	96.30	100.00	100.00
	RJio	0.90	1.30	99.55	0.01	0.00	0.68	0.95	99.88	0.00	0.01	0.24	0.00	0.00	100.00	100.00	100.00	97.17	99.68	100.00	100.00
	VIL-Brand Idea	0.17	0.60	98.09	0.55	1.72	1.89	2.33	97.95	0.00	0.31	0.31	0.00	0.00	100.00	100.00	100.00	97.38	100.0	100.00	100.00
Odisha	VIL-Brand Vodafone	0.17	0.60	98.09	0.55	1.72	1.89	2.33	97.95	0.00	0.31	0.31	0.00	0.02	100.00	100.00	100.00	100.00	100.0	100.00	100.00
	Airtel	0.25	0.22	98.93	0.15	0.56	1.65	1.89	97.88	0.00	0.09	0.16	0.01	0.00	100.00	100.00	100.00	100.00	90.00	100.00	100.00
	RJio	0.16	0.25	99.59	0.01	0.00	0.34	0.43	99.91	0.00	0.01	0.18	0.00	0.00	100.00	100.00	100.00	97.73	99.61	100.00	100.00
	VIL-Brand Idea	0.29	0.84	99.16	0.34	0.82	1.89	2.78	98.45	0.00	0.21	0.41	0.03	0.01	100.00	100.00	100.00	97.00	99.86	100.00	100.00
Punjab	BSNL	0.74	1.98	98.32	0.54	0.89	1.91	2.85	96.45	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	98.00	97.96	100.00	100.00
	VIL-Brand Vodafone	0.29	0.84	99.16	0.34	0.82	1.89	2.78	98.45	0.00	0.21	0.41	0.03	0.04	100.00	100.00	100.00	98.71	97.60	100.00	100.00
	Airtel	0.05	0.12	99.72	0.11	0.12	1.23	1.52	98.88	0.00	0.15	0.45	0.02	0.00	100.00	100.00	100.00	100.00	89.00	100.00	100.00
	BSNL	0.34	1.53	98.81	0.19	0.06	1.80	2.17	98.02	0.00	0.00	0.01	0.00	0.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00
	RJio	0.08	0.24	99.54	0.00	0.00	0.22	0.32	99.94	0.00	0.00	0.12	0.00	0.00	100.00	100.00	100.00	98.30	99.85	100.00	100.00
Rajasthan	VIL-Brand Idea	0.11	0.67	99.66	0.20	0.04	1.25	1.92	99.40	0.00	0.11	0.41	0.06	0.01	100.00	100.00	100.00	99.84	96.63	100.00	100.00
	VIL-Brand Vodafone	0.11	0.67	99.66	0.20	0.04	1.25	1.92	99.40	0.00	0.11	0.41	0.02	0.01	100.00	100.00	100.00	100.00	92.81	100.00	100.00
	Airtel	0.16	0.52	98.73	0.29	0.51	1.85	2.30	98.02	0.00	0.35	0.37	0.02	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	1.25	1.54	98.72	0.67	1.28	1.70	2.33	98.52	0.00	0.00	0.00	0.03	0.01	99.15	100.00	100.00	96.00	98.00	100.00	100.00
	RJio	0.20	0.88	99.54	0.00	0.00	0.50	0.54	99.95	0.00	0.00	0.11	0.00	0.00	100.00	100.00	100.00	98.04	98.03	100.00	100.00
Tamil Nadu	VIL-Brand Idea	0.73	1.66	99.09	0.29	0.67	1.32	1.82	99.58	0.00	0.18	0.51	0.07	0.01	100.00	100.00	100.00	98.32	99.52	100.00	100.00
	VIL-Brand Vodafone	0.20	1.06	98.41	0.35	1.56	1.88	2.84	97.33	0.00	0.24	0.25	0.03	0.06	100.00	100.00	100.00	100.00	93.73	100.00	100.00
	Airtel	0.04	0.19	99.46	0.15	0.19	1.22	1.61	95.69	0.00	0.19	0.21	0.01	0.00	100.00	100.00	100.00	100.00	82.00	100.00	100.00
	BSNL	0.69	1.54	99.04	0.19	0.59	1.97	2.86	97.38	0.00	0.00	0.00	0.00	0.00	100.00	100.00	100.00	100.00	95.01	100.00	100.00
	RJio	0.04	0.05	99.64	0.00	0.00	0.23	0.33	99.93	0.00	0.01	0.13	0.00	0.00	100.00	100.00	100.00	97.42	99.68	100.00	100.00
Uttar Pradesh-East	VIL-Brand Idea	0.10	0.29	99.95	0.06	0.05	0.81	1.43	99.26	0.00	0.10	0.15	0.01	0.00	100.00	100.00	100.00	98.23	99.35	100.00	100.00
	VIL-Brand Vodafone	0.16	0.57	98.98	0.71	0.94	1.20	1.74	98.89	0.00	0.09	0.13	0.08	0.02	100.00	100.00	100.00	100.00	98.40	100.00	100.00
	Airtel	0.55	1.18	96.85	0.45	1.07	1.67	2.15	96.81	0.00	0.20	0.55	0.01	0.00	100.00	100.00	100.00	100.00	92.00	100.00	100.00
	BSNL	1.95	1.98	97.06	0.93	1.40	1.82	2.22	95.89	0.00	NA	NA	0.09	0.08	98.90	100.00	100.00	97.00	95.81	100.00	100.00
	RJio	0.38	1.49	99.46	0.00	0.00	0.51	0.62	99.87	0.00	0.01	0.26	0.00	0.00	100.00	100.00	100.00	97.83	95.50	100.00	100.00
Uttar Pradesh (West)	VIL-Brand Idea	0.48	1.60	99.25	0.88	0.70	1.86	2.94	98.72	0.00	0.06	0.21	0.02	0.01	100.00	100.00	100.00	99.62	99.19	100.00	100.00
	VIL-Brand Vodafone	1.09	0.47	95.94	0.98	1.95	1.96	2.94	98.21	0.00	0.13	0.19	0.06	0.01	100.00	100.00	100.00	100.00	89.84	96.94	100.00
	Airtel	0.55	0.81	99.64	0.22	0.10	1.67	2.13	99.44	0.00	0.15	0.15	0.02	0.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00
	RJio	0.30	1.40	99.52	0.00	0.00	0.49	0.58	99.93	0.00	0.01	0.14	0.00	0.00	100.00	100.00	100.00	98.37	97.67	100.00	100.00
	BSNL	1.73	1.80	97.06	0.75	1.03	1.79	2.01	96.64	0.00	NA	NA	0.00	0.00	100.00	100.00	100.00	100.00	97.35	100.00	100.00
West Bengal	VIL-Brand Idea	0.35	1.50	97.06	0.95	2.76	1.72	2.92	96.99	0.00	0.13	0.33	0.05	0.00	100.00	100.00	100.00	99.45	97.95	100.00	100.00
	VIL-Brand Vodafone	0.41	1.91	97.65	0.96	1.95	1.97	2.74	96.58	0.00	0.47	0.36	0.05	0.02	100.00	100.00	100.00	100.00	93.30	100.00	100.00
	Airtel	0.32	0.06	98.91	0.32	0.54	1.86	2.94	97.41	0.00	0.18	0.40	0.01	0.00	100.00	100.00	100.00	100.00	89.00	100.00	100.00
	BSNL	0.41	0.62	98.10	0.94	1.17	8.86	10.34	96.98	0.00	NA	NA	0.18	0.04	100.00	100.00	100.00	96.00	95.10	100.00	100.00
	RJio	0.16	0.22	99.64	0.00	0.00	0.58	0.70	99.87	0.00	0.01	0.25	0.00	0.00	100.00	100.00	100.00	97.93	96.38	100.00	100.00
West Bengal	VIL-Brand Idea	0.06	0.30	99.58	0.13	0.36	1.47	2.01	97.87	0.00	0.07	0.13	0.04	0.00	100.00	100.00	100.00	96.99	98.92	100.00	100.00
	VIL-Brand Vodafone	0.06	0.30	99.58	0.13	0.36	1.47	2.01	97.87	0.00	0.07	0.13	0.04	0.02	100.00	100.00	100.00	100.00	94.11	100.00	100.00

Note: NA= Not applicable

Annexure referred to in reply of para (a) & (b) of Lok Sabha Unstarred Question No. 505 to be answered on 20th November, 2019 raised by Hon'ble Members of Parliament Shrimati Mahua Moitra regarding "Quality of Telecom Services"

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending, September, 2018																			
Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters								
		Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Metering and billing				Response time to the customer for assistance		Termination / closure of service		
		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 (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging 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
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
The achievement of benchmark against each parameter is to be averaged over a period of one quarter for 2G, 3G and 4G VoLTE Services (combined) as per the measurement methodology explained in Explanatory Memorandum to regulations																			
Andhra Pradesh	Airtel	0.16	0.46	97.87	0.33	0.71	1.69	2.33	96.37	0	0.01	0.02	100.00	100.00	100.00	100.00	95.00	100.00	100.00
	BSNL	0.92	1.17	98.15	0.63	1.36	1.85	1.96	99.42	0	0.00	0.00	100.00	100.00	100.00	97.00	98.00	100.00	100.00
	Idea	0.04	0.00	98.86	0.37	0.75	1.84	2.17	99.35	0	0.01	0.00	99.94	100.00	100.00	98.69	98.43	100.00	100.00
	RJio	0.06	0.12	99.60	0.00	0.00	0.35	0.43	99.91	0	0.00	0.00	100.00	100.00	100.00	96.92	99.10	100.00	100.00
	TATA	0.34	0.33	99.49	0.15	0.04	0.00	1.11	98.75	0	0.00	0.00	100.00	100.00	100.00	97.44	83.98	100.00	100.00
	Vodafone	0.07	0.24	99.92	0.07	0.08	1.51	1.81	99.16	0	0.13	0.02	100.00	100.00	100.00	100.00	97.32	100.00	100.00
Assam	Airtel	0.73	1.19	97.81	0.42	0.57	1.72	2.11	98.96	0	0.01	0.00	100.00	100.00	100.00	100.00	99.00	100.00	100.00
	BSNL	1.97	1.94	98.18	0.82	1.82	1.69	2.71	96.80	0	0.01	0.00	100.00	100.00	100.00	97.00	98.57	100.00	100.00
	Idea	0.73	0.24	98.76	0.32	0.54	2.16	3.51	95.71	0	0.06	0.01	100.00	100.00	100.00	97.84	97.77	99.02	59.11
	RJio	0.50	1.59	99.55	0.00	0.00	0.55	0.64	99.86	0	0.00	0.00	100.00	100.00	100.00	96.97	97.52	100.00	100.00
	Vodafone	0.80	0.78	98.84	0.21	1.10	1.99	2.54	97.89	0	0.03	0.03	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Bihar	Airtel	0.16	0.89	97.64	0.72	1.04	1.80	1.99	96.93	0	0.01	0.01	100.00	100.00	100.00	94.00	97.00	100.00	100.00

	BSNL	1.73	1.83	95.66	0.39	0.50	1.97	2.87	97.15	0	0.04	0.00	99.35	100.00	100.00	98.00	98.69	100.00	100.00
	Idea	0.82	1.37	98.12	0.98	1.41	1.85	2.42	99.45	0	0.01	0.00	100.00	100.00	100.00	96.36	99.04	100.00	100.00
	RJio	0.37	1.58	99.46	0.00	0.01	0.61	0.75	99.87	0	0.00	0.00	100.00	100.00	100.00	97.15	96.73	100.00	100.00
	TATA	0.24	0.00	97.87	0.20	0.15	0.00	0.00	98.26	0	0.00	0.00	100.00	100.00	100.00	97.99	<b>68.68</b>	100.00	100.00
	Vodafone	0.47	1.50	99.16	0.20	0.84	1.92	2.46	98.14	0	0.04	0.07	100.00	100.00	100.00	100.00	96.43	100.00	100.00
Chennai	BSNL	0.29	1.19	98.40	0.39	1.62	1.87	2.38	97.18	0	0.00	0.00	99.00	100.00	100.00	100.00	95.28	100.00	100.00
Delhi	Airtel	0.11	0.00	98.55	0.23	0.37	1.79	2.94	97.57	0	0.03	0.01	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	Idea	0.26	1.29	98.91	0.19	0.50	1.96	2.45	97.90	0	0.08	0.01	100.00	100.00	100.00	99.17	97.48	<b>99.98</b>	100.00
	MTNL	0.04	0.38	97.36	0.07	0.78	1.60	1.80	97.70	0	0.03	0.01	100.00	100.00	100.00	99.80	97.60	100.00	100.00
	RJio	0.18	0.76	99.53	0.00	0.01	0.28	0.38	99.88	0	0.00	0.00	100.00	100.00	100.00	97.16	97.69	100.00	100.00
	TATA	0.17	0.31	99.22	0.00	0.13	0.00	2.89	99.02	0	0.00	0.00	100.00	100.00	100.00	98.23	95.06	100.00	100.00
Gujarat	Vodafone	0.15	0.80	99.21	0.16	0.49	1.71	2.24	99.32	0	0.04	0.07	99.98	100.00	100.00	100.00	96.07	100.00	100.00
	Airtel	0.10	0.33	99.21	0.20	0.33	1.87	2.14	95.49	0	0.02	0.02	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	1.46	1.26	97.59	0.20	0.61	1.88	2.41	100.00	0	0.01	0.00	100.00	100.00	100.00	97.00	98.36	100.00	100.00
	Idea	0.10	0.31	98.38	0.35	1.12	1.75	2.22	97.99	0	0.02	0.00	99.98	100.00	100.00	98.11	99.39	100.00	100.00
	RJio	0.13	0.40	99.58	0.00	0.00	0.44	0.57	99.89	0	0.00	0.00	100.00	100.00	100.00	97.19	98.97	100.00	100.00
Haryana	TATA	0.01	0.00	96.02	0.00	0.00	0.00	0.00	98.64	0	0.01	0.00	100.00	100.00	100.00	99.04	<b>78.19</b>	100.00	100.00
	Vodafone	0.18	0.27	99.46	0.10	0.41	1.45	1.90	99.11	0	0.07	0.02	100.00	100.00	100.00	100.00	95.33	100.00	100.00
	Airtel	0.15	0.11	99.63	0.12	0.16	1.64	2.50	97.84	0	0.02	0.02	100.00	100.00	100.00	100.00	95.00	100.00	100.00
	BSNL	0.59	0.16	98.73	0.16	0.35	1.87	1.89	97.79	0	0.01	0.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00
	Idea	0.18	0.58	99.14	0.27	0.50	1.82	2.44	98.16	0	0.03	0.01	99.90	100.00	100.00	98.25	98.00	100.00	<b>91.81</b>
Himachal Pradesh	RJio	0.13	0.37	99.56	0.00	0.00	0.49	0.60	99.92	0	0.00	0.00	100.00	100.00	100.00	96.82	98.37	100.00	100.00
	TATA	0.66	0.00	99.63	0.08	0.01	0.00	0.18	98.59	0	0.00	0.00	100.00	100.00	100.00	97.95	<b>65.81</b>	100.00	100.00
	Vodafone	0.21	0.81	99.60	0.22	0.33	1.52	2.22	99.10	0	0.05	0.03	100.00	100.00	100.00	100.00	99.41	100.00	100.00
	Airtel	0.10	0.22	99.01	0.20	0.47	1.27	2.00	96.96	0	0.01	0.01	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	1.92	1.93	98.58	0.78	0.92	1.94	2.10	95.54	0	0.01	0.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Jammu & Kashmir	Idea	0.17	0.27	99.18	0.10	0.40	<b>2.24</b>	2.56	96.41	0	0.01	0.01	100.00	100.00	100.00	99.11	99.35	100.00	100.00
	RJio	0.12	0.42	99.52	0.00	0.00	0.43	0.54	99.91	0	0.00	0.00	100.00	100.00	100.00	97.17	98.38	100.00	100.00
	TATA	0.04	0.00	96.82	0.00	0.07	0.00	0.00	96.27	0	0.00	0.00	100.00	100.00	100.00	100.00	<b>74.17</b>	100.00	100.00
	Vodafone	0.09	0.23	99.97	0.03	0.03	1.96	2.53	98.05	0	0.03	0.01	100.00	100.00	100.00	100.00	97.92	100.00	100.00
	Airtel	0.17	0.00	97.64	0.19	0.50	1.22	1.55	98.68	0	0.01	0.01	99.00	100.00	100.00	100.00	96.00	100.00	100.00
Karnataka	BSNL	1.11	1.95	98.80	0.60	0.90	1.93	2.94	96.70	0	0.01	0.00	100.00	100.00	100.00	100.00	99.00	100.00	100.00
	Idea	0.47	0.84	98.79	0.19	0.72	<b>2.16</b>	2.60	96.94	0	0.04	0.02	100.00	100.00	100.00	96.99	98.89	100.00	100.00
	RJio	0.13	0.40	99.55	0.00	0.01	0.66	0.71	99.91	0	0.00	0.00	100.00	100.00	100.00	97.44	99.51	100.00	100.00
	Vodafone	0.09	0.35	99.97	0.02	0.03	1.98	2.47	98.58	0	0.01	0.02	100.00	100.00	100.00	100.00	97.95	100.00	100.00
	Airtel	0.25	0.70	99.31	0.67	0.23	1.56	2.80	97.47	0	0.02	0.01	100.00	100.00	100.00	100.00	<b>94.00</b>	100.00	100.00
Kerala	BSNL	1.32	1.83	98.12	0.34	0.76	1.98	2.97	97.12	0	0.00	0.00	99.76	100.00	100.00	98.00	98.20	100.00	100.00
	Idea	0.09	0.19	99.70	0.11	0.14	1.68	2.03	99.16	0	0.04	0.02	100.00	100.00	100.00	99.60	99.38	100.00	100.00
	RJio	0.20	0.95	99.66	0.00	0.00	0.41	0.52	99.91	0	0.00	0.00	100.00	100.00	100.00	96.85	99.47	100.00	100.00
	TATA	0.48	0.75	98.80	0.07	0.08	0.58	1.70	99.22	0	0.00	0.00	100.00	100.00	100.00	98.44	<b>62.41</b>	100.00	100.00
	Vodafone	0.32	1.97	99.86	0.15	0.06	1.09	1.42	99.63	0	0.05	0.04	99.91	100.00	100.00	100.00	96.87	100.00	100.00
Kolkata	Airtel	0.18	0.24	99.48	0.11	0.18	1.85	2.81	97.27	0	0.01	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	0.76	1.44	98.64	0.39	1.03	1.79	2.04	99.61	0	0.01	0.00	99.00	100.00	100.00	97.00	96.78	100.00	100.00
	Idea	0.23	0.87	99.36	0.15	0.43	1.52	2.00	97.71	0	0.06	0.01	99.92	100.00	100.00	98.46	98.29	100.00	100.00
	RJio	0.06	0.12	99.67	0.00	0.00	0.41	0.65	99.90	0	0.00	0.00	100.00	100.00	100.00	97.26	95.57	100.00	100.00
	TATA	0.60	0.00	99.82	0.00	0.01	0.00	0.00	99.87	0	0.00	0.00	100.00	100.00	100.00	98.16	<b>81.75</b>	100.00	100.00
Kolkata	Vodafone	0.07	0.19	99.71	0.18	0.21	1.08	1.36	99.52	0	0.07	0.08	100.00	100.00	100.00	100.00	96.89	100.00	100.00
	Airtel	0.02	0.00	99.15	0.16	0.07	1.90	2.14	98.59	0	0.01	0.01	100.00	100.00	100.00	98.00	<b>94.00</b>	100.00	100.00
	BSNL	1.07	1.48	99.02	0.55	0.50	1.77	1.92	97.76	0	0.01	0.02	98.78	100.00	100.00	95.00	95.03	100.00	100.00
	Idea	0.04	0.38	99.70	0.11	0.14	1.23	1.72	99.35	0	0.04	0.00	100.00	100.00	100.00	97.37	99.37	100.00	100.00

	RJio	0.02	0.05	99.61	0.00	0.01	0.24	0.35	99.91	0	0.00	0.00	100.00	100.00	100.00	97.15	98.52	100.00	100.00
	TATA	0.74	1.77	99.47	0.02	0.15	0.00	0.95	98.82	0	0.00	0.00	100.00	100.00	100.00	98.74	76.76	100.00	100.00
	Vodafone	0.18	0.88	99.15	0.06	0.80	1.19	1.62	98.73	0	0.03	0.04	100.00	100.00	100.00	100.00	96.79	100.00	100.00
Madhya Pradesh	Airtel	0.10	0.09	98.64	0.33	0.79	1.96	2.38	95.71	0	0.02	0.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00
	BSNL	1.67	1.89	97.46	0.52	1.05	1.20	2.93	97.01	0	0.02	0.02	99.91	100.00	100.00	98.50	98.53	100.00	100.00
	Idea	0.14	0.38	96.93	0.63	2.22	1.75	2.13	97.26	0	0.02	0.00	100.00	100.00	100.00	99.28	99.34	100.00	100.00
	RJio	0.28	1.25	99.56	0.00	0.00	0.53	0.73	99.89	0	0.00	0.00	100.00	100.00	100.00	97.31	95.28	100.00	100.00
	TATA	0.30	0.00	95.72	0.24	0.05	0.00	0.00	99.42	0	0.00	0.00	100.00	100.00	100.00	99.06	63.53	100.00	100.00
	Vodafone	0.17	0.71	99.89	0.06	0.11	1.89	2.39	98.62	0	0.02	0.02	100.00	100.00	100.00	100.00	98.73	100.00	100.00
	Airtel	0.03	0.00	98.93	0.58	0.47	1.89	2.44	95.52	0	0.02	0.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00
Maharashtra	BSNL	1.31	1.91	97.65	0.75	1.32	1.90	2.49	95.61	0	0.01	0.01	100.00	100.00	100.00	100.00	99.00	100.00	100.00
	Idea	0.23	1.03	98.09	0.59	0.91	1.72	2.21	97.75	0	0.03	0.00	99.99	100.00	100.00	99.90	99.72	100.00	100.00
	RJio	0.27	1.38	99.58	0.00	0.00	0.47	0.60	99.87	0	0.00	0.00	100.00	100.00	100.00	97.44	96.89	100.00	100.00
	TATA	0.47	0.68	96.30	0.22	1.08	0.00	1.69	99.41	0	0.00	0.00	100.00	100.00	100.00	98.76	74.46	100.00	100.00
	Vodafone	0.18	0.87	98.98	0.36	0.95	1.58	2.08	98.99	0	0.05	0.02	100.00	100.00	100.00	99.99	98.04	100.00	100.00
	Airtel	0.21	0.61	99.24	0.54	0.53	1.85	1.95	95.09	0	0.01	0.00	100.00	100.00	100.00	100.00	95.00	100.00	100.00
Mumbai	Idea	0.10	0.09	99.35	0.36	0.24	1.90	2.77	96.97	0	0.01	0.00	100.00	100.00	100.00	98.73	97.16	99.87	100.00
	MTNL	0.70	1.10	97.50	0.50	0.30	1.87	2.86	98.10	0	0.02	0.00	100.00	100.00	100.00	100.00	95.14	100.00	100.00
	RJio	0.16	0.94	99.52	0.01	0.01	0.24	0.34	99.89	0	0.00	0.00	100.00	100.00	100.00	97.11	98.70	100.00	100.00
	TATA	0.45	0.00	99.12	0.05	0.31	0.00	0.00	97.62	0	0.00	0.00	100.00	100.00	100.00	99.04	71.23	100.00	100.00
	Vodafone	0.29	1.87	98.43	0.35	1.42	1.60	2.38	98.85	0	0.04	0.03	100.00	100.00	100.00	99.94	96.08	99.77	100.00
	Airtel	1.07	1.55	96.96	0.95	1.18	1.75	2.44	98.98	0	0.02	0.00	99.00	100.00	100.00	100.00	98.00	100.00	100.00
North East	BSNL	1.78	1.94	97.39	0.77	1.79	1.72	2.42	97.71	0	0.03	0.03	99.50	100.00	100.00	98.50	96.67	100.00	100.00
	Idea	1.35	0.51	99.02	0.19	0.29	2.22	3.39	96.45	0	0.01	0.01	100.00	100.00	100.00	96.05	96.67	100.00	61.64
	RJio	0.74	1.82	99.56	0.00	0.00	0.93	1.68	99.89	0	0.00	0.00	100.00	100.00	100.00	96.99	98.16	100.00	100.00
	Vodafone	1.19	1.36	98.51	0.65	1.25	1.96	2.85	98.07	0	0.03	0.08	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	Airtel	0.79	0.60	99.15	0.39	0.79	1.59	1.87	97.60	0	0.02	0.00	100.00	100.00	100.00	100.00	99.00	100.00	100.00
Orissa	BSNL	1.52	1.98	98.55	0.92	1.45	1.94	2.15	97.84	0	0.02	0.00	100.00	100.00	100.00	99.00	99.87	100.00	100.00
	Idea	0.22	0.87	99.38	0.14	0.27	1.52	1.87	95.27	0	0.01	0.01	100.00	100.00	100.00	97.17	97.48	100.00	100.00
	RJio	0.21	0.71	99.62	0.00	0.00	0.43	0.54	99.90	0	0.00	0.00	100.00	100.00	100.00	96.90	98.67	100.00	100.00
	TATA	0.57	0.00	99.60	0.14	0.00	0.00	0.00	98.48	0	0.00	0.00	100.00	100.00	100.00	98.29	71.87	100.00	100.00
	Vodafone	0.18	0.23	99.27	0.45	0.72	1.90	2.73	98.37	0	0.06	0.04	100.00	100.00	100.00	100.00	98.46	100.00	100.00
	Airtel	0.08	0.10	99.38	0.17	0.13	1.96	2.62	97.76	0	0.02	0.01	100.00	100.00	100.00	100.00	96.00	100.00	100.00
Punjab	BSNL	0.40	1.80	98.61	0.29	0.28	1.78	2.02	98.20	0	0.04	0.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00
	Idea	0.09	0.17	99.42	0.10	0.11	1.49	2.00	99.10	0	0.01	0.00	100.00	100.00	100.00	99.89	99.29	100.00	100.00
	RJio	0.06	0.11	99.57	0.00	0.00	0.22	0.31	99.94	0	0.00	0.00	100.00	100.00	100.00	96.38	98.90	100.00	100.00
	TATA	0.35	0.61	99.47	0.35	0.06	0.00	0.00	99.07	0	0.00	0.00	100.00	100.00	100.00	97.78	69.14	100.00	100.00
	Vodafone	0.06	0.17	99.67	0.10	0.29	1.43	1.92	98.96	0	0.03	0.03	100.00	100.00	100.00	100.00	95.73	100.00	100.00
	Airtel	0.20	0.37	97.14	0.27	0.92	1.64	2.08	98.07	0	0.03	0.01	100.00	100.00	100.00	99.00	96.00	100.00	100.00
Rajasthan	BSNL	1.22	1.85	98.46	0.73	1.54	1.70	2.16	98.30	1	0.03	0.03	100.00	100.00	100.00	98.00	100.00	100.00	100.00
	Idea	0.07	0.07	99.49	0.17	0.29	1.96	2.13	99.43	0	0.03	0.01	100.00	100.00	100.00	98.27	99.50	100.00	99.97
	RJio	0.06	0.09	99.52	0.00	0.00	0.76	0.92	99.91	1	0.00	0.00	100.00	100.00	100.00	97.44	95.83	100.00	100.00
	TATA	0.35	0.35	98.26	0.03	0.04	0.00	0.00	99.81	0	0.00	0.00	100.00	100.00	100.00	98.16	62.24	100.00	100.00
	Vodafone	0.18	0.69	99.18	0.21	0.79	1.83	2.53	97.57	0	0.03	0.04	100.00	100.00	100.00	100.00	98.35	100.00	100.00
	Airtel	0.08	0.15	99.41	0.24	0.29	1.54	2.24	97.42	0	0.02	0.02	100.00	100.00	100.00	100.00	96.00	100.00	100.00
Tamil Nadu	BSNL	0.56	1.79	98.09	0.14	0.34	1.92	2.43	97.69	0	0.00	0.00	100.00	100.00	100.00	100.00	95.00	100.00	100.00
	Idea	0.02	0.02	99.87	0.07	0.05	1.11	1.56	99.05	0	0.00	0.01	100.00	100.00	100.00	98.05	99.77	100.00	100.00
	RJio	0.03	0.04	99.62	0.00	0.00	0.22	0.32	99.93	0	0.00	0.00	100.00	100.00	100.00	98.07	99.47	100.00	100.00
	TATA	0.13	0.63	99.56	0.04	0.02	0.00	1.54	98.91	0	0.00	0.00	100.00	100.00	100.00	97.97	89.82	100.00	100.00
	Vodafone	0.08	0.17	98.58	0.54	1.34	1.44	1.85	98.87	0	0.08	0.04	100.00	100.00	100.00	100.00	97.32	100.00	100.00

UP-East	Airtel	0.58	1.74	96.11	0.53	1.01	1.57	2.31	97.64	0	0.02	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	BSNL	1.67	1.71	97.82	0.88	1.46	1.66	2.04	96.15	0	0.09	0.08	98.70	100.00	100.00	99.00	98.46	100.00	100.00
	Idea	0.29	1.06	98.27	0.70	1.42	1.75	2.24	98.49	0	0.03	0.00	100.00	100.00	100.00	99.84	98.76	100.00	100.00
	RJio	0.49	1.46	99.32	0.01	0.00	0.53	0.64	99.88	0	0.00	0.00	100.00	100.00	100.00	96.84	96.97	100.00	100.00
	TATA	0.21	0.38	96.00	0.16	0.71	0.00	1.84	97.37	0	0.00	0.00	100.00	100.00	100.00	97.95	60.99	100.00	100.00
	Vodafone	0.33	1.68	96.84	0.94	3.04	1.98	2.96	98.12	0	0.04	0.02	100.00	100.00	100.00	100.00	99.55	100.00	100.00
UP-West	Airtel	1.08	1.10	99.33	0.65	0.13	1.98	2.63	98.72	0	0.04	0.01	100.00	100.00	100.00	100.00	96.00	100.00	100.00
	BSNL	1.69	1.87	98.22	0.52	1.29	1.79	2.36	96.43	0	0.01	0.00	100.00	100.00	100.00	100.00	96.70	100.00	100.00
	Idea	0.25	0.79	95.43	0.55	2.51	1.71	2.44	97.66	0	0.03	0.00	99.91	100.00	100.00	99.44	98.76	100.00	100.00
	RJio	0.23	1.10	99.41	0.00	0.00	0.60	0.73	99.91	0	0.00	0.00	100.00	100.00	100.00	97.15	97.16	100.00	100.00
	TATA	0.57	0.00	99.41	0.29	0.05	0.00	0.11	99.13	0	0.01	0.00	100.00	100.00	100.00	97.57	62.96	100.00	100.00
	Vodafone	0.31	1.82	94.97	0.76	5.00	1.98	2.83	98.43	0	0.05	0.02	100.00	100.00	100.00	100.00	98.52	100.00	100.00
West Bengal	Airtel	0.09	0.02	98.68	0.82	0.94	1.88	2.17	98.27	0	0.01	0.00	99.89	100.00	100.00	100.00	95.00	100.00	100.00
	BSNL	0.50	1.00	97.62	0.81	1.58	3.09	3.67	96.01	0	0.01	0.04	99.50	100.00	100.00	98.50	99.53	100.00	100.00
	Idea	0.18	1.13	99.59	0.05	0.08	1.91	2.97	99.27	0	0.02	0.00	100.00	100.00	100.00	96.24	99.36	100.00	100.00
	RJio	0.21	0.75	99.54	0.00	0.00	0.68	0.90	99.83	0	0.00	0.00	100.00	100.00	100.00	96.96	97.03	100.00	100.00
	TATA	0.38	1.11	99.88	0.03	0.00	0.00	0.00	98.32	0	0.00	0.00	100.00	100.00	100.00	97.93	82.55	100.00	100.00
	Vodafone	0.09	0.14	99.14	0.39	0.83	1.71	2.15	97.56	0	0.03	0.06	100.00	100.00	100.00	100.00	97.11	100.00	100.00



Annexure referred to in reply of para (a) & (b) of Lok Sabha Unstarred Question No. 505 to be answered on 20th November, 2019 raised by Hon'ble Members of Parliament Shrimati Mahua Moitra regarding "Quality of Telecom Services"

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending, September, 2017 (for Cellular Mobile 2G Service)																			
Name of Service Area	Name of Service Provider	Network Related Parameters									Customer Service Quality Parameters								
		Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Metering and billing				Response time to the customer for assistance		Termination / closure of service		
		BTSS Accumulated downtime (not available for service) (%age)	Worst affected BTSS due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter)	Metering and billing credibility - post paid	Metering and billing credibility - pre paid	Resolution of billing/charging 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
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
Andhra Pradesh	AIRCEL	0.07	0.05	99.38	0.04	0.14	0.31	1.41	97.65	0	0.01	0.00	100.00	100.00	100.00	96.82	97.10	98.18	100.00
	AIRTEL	0.15	0.16	98.23	0.74	0.71	1.07	0.03	96.91	0	0.08	0.08	100.00	100.00	100.00	99.95	97.10	100.00	100.00
	BSNL	1.00	1.66	98.11	0.49	0.72	0.63	2.69	98.00	0	0.00	0.00	100.00	100.00	100.00	97.00	99.23	100.00	100.00
	IDEA	0.06	0.04	99.07	0.65	0.52	0.91	2.75	96.89	0	0.04	0.02	99.80	100.00	100.00	98.20	97.15	100.00	100.00
	Rcom GSM	0.62	1.83	99.40	0.01	0.24	0.15	1.01	99.43	0	0.09	0.06	100.00	100.00	100.00	98.43	95.95	100.00	0.00
	TELENOR	0.07	0.07	99.77	0.06	0.01	0.59	1.57	98.81	0	NA	0.00	100.00	100.00	NA	99.26	98.99	NA	NA
	TTL CDMA	0.04	0.12	99.43	0.00	0.01	0.11	1.13	98.25	0	0.00	0.00	100.00	100.00	100.00	100.00	94.37	100.00	100.00
	TTL GSM	0.03	0.00	99.32	0.09	0.02	0.41	2.62	98.17	0	0.00	0.00	100.00	100.00	100.00	98.07	93.14	100.00	99.43
VODAFONE	0.04	0.12	99.92	0.05	0.08	0.45	2.91	99.15	0	0.08	0.07	100.00	100.00	100.00	100.00	99.00	100.00	100.00	100.00
Assam	AIRCEL	1.72	13.14	86.98	1.05	9.89	1.90	15.97	93.16	0	0.00	0.00	100.00	100.00	100.00	92.31	97.14	94.87	100.00
	AIRTEL	0.78	1.44	95.22	0.83	1.04	1.28	1.30	99.46	0	0.03	0.15	100.00	100.00	100.00	94.82	93.83	100.00	100.00
	BSNL	1.99	1.94	98.30	0.84	1.65	1.75	2.99	96.72	0	0.01	0.00	100.00	100.00	100.00	97.00	98.57	100.00	100.00
	IDEA	1.43	0.93	97.28	0.16	0.70	0.53	2.28	95.94	0	0.20	0.05	100.00	100.00	100.00	93.94	94.51	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09	0.03	100.00	100.00	100.00	96.61	96.09	100.00	0.00
	VODAFONE	0.90	1.26	98.99	0.32	1.01	0.84	2.01	97.61	0	0.03	0.06	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Bihar	AIRCEL	0.32	1.33	95.42	0.46	4.19	1.21	6.22	96.79	0	0.00	0.00	100.00	100.00	100.00	95.98	98.87	100.00	100.00
	AIRTEL	0.11	0.45	95.66	0.73	1.44	1.72	2.54	95.61	0	0.03	0.03	100.00	100.00	100.00	99.46	98.82	100.00	100.00
	BSNL	1.95	1.91	95.68	0.44	0.23	1.28	2.56	97.48	0	0.00	0.00	100.00	100.00	100.00	98.50	98.09	100.00	100.00
	IDEA	0.89	1.72	96.94	0.91	1.86	1.05	2.67	95.80	0	0.02	0.01	100.00	100.00	100.00	97.34	99.89	100.00	100.00

	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09	0.09	100.00	100.00	100.00	98.72	<b>88.68</b>	100.00	<b>0.00</b>
	TELENOR	0.07	0.07	98.94	0.32	0.77	0.98	<b>3.27</b>	97.66	0	NA	0.00	100.00	100.00	NA	99.72	99.53	NA	NA
	TTL CDMA	0.18	0.00	98.44	0.00	0.01	0.22	1.12	98.24	0	0.01	0.00	100.00	100.00	100.00	100.00	98.78	100.00	100.00
	TTL GSM	0.49	<b>2.47</b>	98.87	<b>1.09</b>	0.14	0.48	<b>3.07</b>	98.14	0	0.01	0.00	100.00	100.00	100.00	98.07	98.88	100.00	100.00
	VODAFONE	0.53	1.81	99.45	0.18	0.55	0.91	2.89	97.93	0	0.01	0.10	100.00	100.00	100.00	100.00	96.91	100.00	100.00
Chennai	BSNL	0.36	1.23	98.20	0.33	1.80	0.67	1.07	97.65	0	0.00	0.00	99.00	100.00	100.00	100.00	95.60	100.00	100.00
	AIRCEL	0.18	0.67	98.12	0.12	0.39	0.81	<b>5.01</b>	97.29	0	0.00	0.00	100.00	100.00	100.00	98.20	96.67	100.00	100.00
	AIRTEL	0.02	0.00	99.01	0.06	0.10	0.96	1.91	99.22	0	<b>0.14</b>	0.07	99.98	100.00	100.00	99.46	<b>94.15</b>	100.00	100.00
	IDEA	0.11	0.00	98.67	0.21	0.48	0.77	2.36	98.60	0	0.08	0.06	99.98	<b>99.99</b>	100.00	99.00	95.77	<b>99.92</b>	100.00
	MTNL	0.09	0.09	97.06	0.10	1.72	1.82	2.53	97.92	0	0.02	0.01	100.00	100.00	100.00	99.88	97.15	100.00	100.00
	MTS	0.03	0.00	98.82	0.00	0.02	0.24	2.47	99.09	0	0.01	0.01	100.00	100.00	100.00	95.20	96.37	100.00	100.00
	Rcom GSM	0.30	1.90	99.74	0.02	0.25	0.20	0.49	98.86	0	0.09	0.08	100.00	100.00	100.00	99.11	96.84	100.00	<b>0.00</b>
	TTL CDMA	0.05	0.00	99.45	0.00	0.04	0.34	2.08	99.21	0	0.00	0.00	100.00	100.00	100.00	98.88	95.67	100.00	100.00
	VODAFONE	0.11	0.45	98.82	0.41	1.18	1.34	2.66	97.56	0	<b>0.13</b>	0.05	99.99	100.00	100.00	100.00	<b>90.24</b>	100.00	100.00
	AIRCEL	0.05	0.00	99.41	0.03	0.00	0.36	2.86	97.66	0	0.00	0.00	100.00	100.00	100.00	<b>93.94</b>	98.42	100.00	100.00
	AIRTEL	0.23	1.02	98.20	0.24	1.51	1.13	2.79	96.93	0	<b>0.20</b>	0.06	99.98	100.00	100.00	100.00	<b>94.65</b>	100.00	100.00
	BSNL	1.87	1.37	96.55	0.09	0.40	0.38	1.66	100.00	0	0.01	0.00	100.00	100.00	100.00	98.00	97.54	100.00	100.00
	IDEA	0.10	0.44	98.14	0.45	1.27	0.78	2.57	96.86	0	0.02	0.02	99.98	100.00	100.00	<b>93.48</b>	95.10	100.00	100.00
	MTS	0.03	0.00	99.75	0.00	0.00	0.18	1.55	99.14	0	0.01	0.02	100.00	100.00	100.00	98.15	98.20	100.00	100.00
	Rcom GSM	0.42	1.87	99.98	0.01	0.08	0.10	0.85	99.08	0	0.09	<b>0.20</b>	100.00	100.00	100.00	99.04	<b>82.68</b>	100.00	<b>0.00</b>
	TELENOR	0.16	0.60	99.29	0.04	0.05	0.75	2.29	98.56	0	NA	0.00	100.00	100.00	NA	99.69	97.33	NA	NA
	TTL CDMA	0.02	0.00	98.74	0.00	0.03	0.34	2.66	99.37	0	0.00	0.00	100.00	100.00	100.00	100.00	95.62	100.00	100.00
	TTL GSM	0.07	0.00	99.28	0.02	0.02	0.26	1.50	99.14	0	0.00	0.00	100.00	100.00	100.00	98.01	<b>92.90</b>	100.00	100.00
	VODAFONE	0.13	0.78	99.39	0.32	0.61	0.80	2.61	96.96	0	0.10	0.03	100.00	100.00	100.00	100.00	95.08	100.00	100.00
	AIRCEL	0.32	0.00	100.00	0.02	0.00	0.00	0.00	99.87	0	0.00	0.00	100.00	100.00	100.00	98.19	98.33	100.00	100.00
	AIRTEL	0.11	0.09	99.44	0.24	0.25	0.86	0.33	98.91	0	<b>0.14</b>	0.05	100.00	100.00	100.00	100.00	97.23	100.00	100.00
	BSNL	0.83	0.66	99.01	0.19	0.42	1.47	1.78	97.82	0	0.01	0.00	100.00	100.00	100.00	100.00	99.58	100.00	100.00
	IDEA	0.06	0.07	97.96	0.30	0.63	0.83	2.43	97.75	0	0.07	0.04	100.00	100.00	100.00	98.87	97.73	100.00	100.00
	Rcom GSM	0.25	1.77	99.59	0.04	0.04	0.12	1.13	99.47	0	0.08	0.04	100.00	100.00	100.00	99.09	<b>86.99</b>	100.00	<b>0.00</b>
	TTL CDMA	0.61	0.00	96.59	0.00	1.02	0.33	2.78	96.49	0	0.00	0.00	100.00	100.00	100.00	100.00	96.31	100.00	100.00
	TTL GSM	0.21	0.38	98.99	0.05	0.11	0.53	2.90	97.73	0	0.00	0.00	100.00	100.00	100.00	98.37	<b>94.40</b>	100.00	100.00
	VODAFONE	0.16	0.50	99.81	0.14	0.19	0.73	2.94	97.29	0	0.07	0.02	100.00	100.00	100.00	99.96	<b>93.37</b>	100.00	100.00
	AIRCEL	0.10	0.05	99.51	0.07	0.26	1.22	<b>10.18</b>	95.85	0	0.00	0.00	100.00	100.00	100.00	98.45	95.74	100.00	100.00
	AIRTEL	0.05	0.12	99.40	0.14	0.11	0.49	0.42	98.78	0	0.08	0.04	100.00	100.00	100.00	98.07	97.32	100.00	100.00
	BSNL	1.84	1.87	98.32	0.97	1.68	1.71	2.70	95.07	0	0.01	0.00	100.00	100.00	100.00	100.00	99.78	100.00	100.00
	IDEA	0.10	0.14	99.28	0.07	0.12	1.25	1.89	96.66	0	0.02	0.02	100.00	100.00	100.00	98.82	98.46	100.00	100.00
	RTL	0.35	1.98	96.85	0.15	0.42	0.52	2.63	97.10	0	0.07	0.04	100.00	100.00	100.00	96.16	<b>90.71</b>	100.00	<b>0.00</b>
	TTL CDMA	0.02	0.00	98.77	0.00	0.01	0.04	0.69	97.62	0	0.00	0.00	100.00	100.00	100.00	100.00	99.28	100.00	100.00
	TTL GSM	0.00	0.00	100.00	0.00	0.00	0.38	0.43	96.72	0	0.00	0.00	100.00	100.00	100.00	98.79	99.19	100.00	100.00
	VODAFONE	0.06	0.00	99.97	0.03	0.03	0.76	2.29	97.66	0	0.07	0.02	100.00	100.00	100.00	100.00	97.89	100.00	100.00
	AIRCEL	0.54	<b>3.33</b>	97.57	0.60	1.82	1.09	<b>7.83</b>	95.30	0	0.00	0.00	100.00	100.00	100.00	97.58	96.89	<b>88.88</b>	100.00
	AIRTEL	0.18	0.24	98.31	0.26	0.82	0.87	0.61	98.06	0	<b>0.22</b>	<b>0.17</b>	100.00	100.00	100.00	99.99	97.48	100.00	100.00
	BSNL	1.64	0.73	98.93	0.49	1.07	0.68	2.40	96.79	0	0.01	0.00	100.00	100.00	100.00	100.00	99.81	100.00	100.00
	IDEA	0.28	1.02	98.53	0.15	0.92	1.08	2.14	95.98	0	0.03	<b>0.12</b>	100.00	100.00	100.00	97.19	97.60	100.00	100.00
	Rcom GSM	0.31	<b>2.05</b>	99.32	0.33	0.05	0.11	0.72	99.20	0	0.09	0.08	100.00	100.00	100.00	99.00	<b>89.13</b>	100.00	<b>0.00</b>
	VODAFONE	0.19	1.27	99.92	0.04	0.08	0.62	2.83	98.58	0	0.01	0.03	100.00	100.00	100.00	100.00	97.99	100.00	100.00
Karnataka	AIRCEL	0.19	0.27	99.53	0.03	0.12	0.41	2.04	98.05	0	0.01	0.00	100.00	100.00	100.00	96.11	98.44	<b>89.92</b>	100.00
	AIRTEL	0.20	0.59	98.84	0.29	0.23	0.53	1.66	96.78	0	0.07	0.06	99.99	100.00	100.00	100.00	96.80	100.00	100.00

	BSNL	1.28	1.76	98.56	0.19	0.86	0.57	2.19	97.08	0	0.08	0.00	99.78	100.00	100.00	99.00	97.18	100.00	100.00
	IDEA	0.07	0.14	99.42	0.20	0.17	0.52	2.19	96.98	0	0.08	0.02	100.00	100.00	100.00	99.68	98.81	100.00	100.00
	MTS	0.42	0.00	99.38	0.00	0.01	0.32	2.36	99.20	0	0.02	0.00	100.00	100.00	100.00	99.99	96.01	100.00	100.00
	Rcom GSM	0.58	1.84	99.63	0.04	0.14	0.08	0.58	99.54	0	0.09	0.02	100.00	100.00	100.00	98.91	95.10	100.00	0.00
	TTL CDMA	0.15	0.68	99.03	0.00	0.09	0.21	1.31	99.20	0	0.00	0.00	100.00	100.00	100.00	100.00	94.01	100.00	100.00
	TTL GSM	0.10	0.14	99.01	0.02	0.02	0.37	2.14	98.07	0	0.00	0.00	100.00	100.00	100.00	98.28	94.68	100.00	100.00
	VODAFONE	0.22	1.03	99.96	0.15	0.04	0.48	2.95	98.89	0	0.04	0.08	100.00	100.00	100.00	100.00	97.77	100.00	100.00
Kerala	AIRCEL	0.09	0.36	99.86	0.01	0.05	0.40	3.78	98.00	0	0.00	0.00	100.00	100.00	100.00	97.06	98.94	100.00	100.00
	AIRTEL	0.06	0.07	99.22	0.04	0.27	0.77	2.94	97.98	0	0.07	0.05	99.97	100.00	100.00	100.00	95.20	100.00	100.00
	BSNL	0.20	0.80	99.03	0.17	0.97	0.63	1.24	99.82	0	0.03	0.00	100.00	100.00	100.00	98.00	97.35	100.00	100.00
	IDEA	0.12	0.46	99.61	0.12	0.37	0.61	1.86	96.72	0	0.09	0.07	99.53	100.00	100.00	97.83	97.29	100.00	100.00
	MTS	0.08	0.00	99.29	0.00	0.00	0.20	2.35	99.15	0	0.07	0.00	100.00	100.00	100.00	99.00	95.71	100.00	100.00
	Rcom GSM	0.67	1.91	99.06	0.02	0.34	0.06	0.88	99.49	0	0.09	0.05	100.00	100.00	100.00	98.87	96.10	100.00	0.00
	TTL CDMA	0.03	0.00	98.82	0.00	0.01	0.23	1.24	99.13	0	0.01	0.01	100.00	100.00	100.00	100.00	90.21	100.00	100.00
	TTL GSM	0.02	0.00	99.77	0.00	0.02	0.28	2.56	99.26	0	0.00	0.00	100.00	100.00	100.00	97.84	93.07	100.00	100.00
VODAFONE	0.03	0.00	99.93	0.05	0.06	0.41	1.58	97.86	0	0.09	0.09	100.00	100.00	100.00	100.00	98.00	100.00	100.00	
Kolkata	AIRCEL	0.24	0.45	98.11	0.11	0.15	0.71	2.82	98.13	0	0.00	0.00	100.00	100.00	100.00	98.85	96.34	96.81	100.00
	AIRTEL	0.00	0.00	99.64	0.13	0.08	0.75	2.41	97.69	0	0.04	0.07	100.00	100.00	100.00	96.41	97.50	100.00	100.00
	BSNL	1.68	1.80	99.34	0.95	1.37	1.63	2.06	97.40	0	0.02	0.01	100.00	100.00	100.00	96.00	95.61	100.00	100.00
	IDEA	0.31	0.71	99.80	0.04	0.06	0.26	0.12	97.67	0	0.07	0.03	100.00	100.00	100.00	98.82	96.21	99.96	100.00
	MTS	0.09	0.00	99.88	0.00	0.01	0.58	2.85	99.46	0	0.09	0.03	100.00	100.00	100.00	99.65	97.64	100.00	100.00
	RTL	1.25	4.09	98.68	0.05	0.46	0.13	0.76	99.03	0	0.09	0.08	100.00	100.00	100.00	97.73	86.10	100.00	0.00
	TTL CDMA	0.11	0.11	99.33	0.00	0.15	0.21	2.05	99.76	0	0.00	0.00	100.00	100.00	100.00	100.00	98.51	100.00	100.00
	TTL GSM	0.15	0.32	99.51	0.02	0.02	0.34	1.16	98.91	0	0.00	0.00	100.00	100.00	100.00	98.23	97.82	100.00	100.00
VODAFONE	0.10	0.47	99.49	0.06	0.51	0.93	2.81	97.52	0	0.06	0.05	100.00	100.00	100.00	100.00	98.28	100.00	100.00	
Madhya Pradesh	AIRCEL	0.31	0.00	97.66	0.13	0.00	0.69	0.67	99.11	0	0.00	0.00	100.00	100.00	100.00	97.33	98.82	100.00	100.00
	AIRTEL	0.09	0.16	98.20	0.12	0.92	1.22	2.19	96.51	0	0.19	0.05	100.00	100.00	100.00	100.00	98.85	100.00	100.00
	BSNL	1.83	1.76	97.29	0.56	1.36	0.96	1.91	97.84	0	0.01	0.02	100.00	100.00	100.00	98.00	99.10	100.00	100.00
	IDEA	0.11	0.28	96.96	0.39	0.82	0.82	2.16	97.64	0	0.08	0.02	100.00	100.00	100.00	98.72	98.37	99.78	100.00
	RTL	0.64	2.10	97.77	0.06	0.46	0.18	0.74	98.99	0	0.09	0.06	100.00	100.00	100.00	98.24	95.00	100.00	0.00
	TTL CDMA	0.07	0.00	97.51	0.00	0.00	0.42	2.57	99.15	0	0.00	0.00	100.00	100.00	100.00	100.00	97.73	100.00	100.00
	TTL GSM	0.03	0.00	99.45	0.02	0.01	0.40	1.87	99.35	0	0.00	0.00	100.00	100.00	100.00	97.63	93.42	100.00	100.00
VODAFONE	0.10	0.48	99.88	0.05	0.12	0.68	3.72	98.79	0	0.05	0.05	100.00	100.00	100.00	100.00	99.22	97.91	100.00	
Maharashtra	AIRCEL	0.12	0.46	99.37	0.01	0.04	0.37	2.31	97.16	0	0.00	0.01	100.00	100.00	100.00	98.18	97.99	100.00	100.00
	AIRTEL	0.03	0.00	97.91	0.13	1.03	0.99	1.62	96.29	0	0.16	0.03	100.00	100.00	100.00	99.97	98.55	100.00	100.00
	BSNL	1.84	1.90	95.62	0.31	1.71	1.03	2.83	95.91	0	0.00	0.01	100.00	100.00	100.00	100.00	99.77	100.00	100.00
	IDEA	0.13	0.35	97.79	0.59	0.98	0.69	2.22	98.34	0	0.08	0.02	100.00	100.00	100.00	99.59	95.28	100.00	100.00
	Rcom GSM	0.42	1.76	99.84	0.09	0.13	0.13	0.73	99.08	0	0.09	0.04	100.00	100.00	100.00	99.25	71.23	100.00	0.00
	TELENOR	0.17	0.85	99.21	0.05	0.06	0.78	3.22	98.31	0	NA	0.00	100.00	100.00	NA	99.50	98.69	NA	NA
	TTML CDMA	0.04	0.00	98.35	0.00	0.50	0.47	2.48	99.87	0	0.00	0.00	100.00	100.00	100.00	100.00	98.32	100.00	100.00
	TTML GSM	0.06	0.00	99.69	0.03	0.07	0.31	1.57	98.36	0	0.00	0.00	100.00	100.00	100.00	97.05	94.90	100.00	100.00
VODAFONE	0.21	0.86	99.58	0.19	0.42	0.66	2.60	97.39	0	0.06	0.09	100.00	100.00	100.00	99.85	98.58	98.86	100.00	
Mumbai	AIRCEL	0.08	0.15	98.20	0.08	0.23	0.78	4.15	97.83	0	0.00	0.00	100.00	100.00	100.00	98.71	96.18	98.19	100.00
	AIRTEL	0.17	0.00	98.83	0.20	0.10	1.06	1.82	97.39	0	0.18	0.07	100.00	100.00	100.00	99.69	97.58	100.00	100.00
	IDEA	0.10	0.03	98.68	0.61	0.87	1.05	1.76	96.77	0	0.04	0.01	100.00	100.00	100.00	94.18	98.76	100.00	100.00
	MTNL	0.73	1.20	97.71	0.44	0.26	1.76	2.44	96.64	0	0.04	0.00	99.97	100.00	100.00	100.00	97.04	100.00	34.89
	Rcom GSM	0.28	1.78	99.18	0.09	0.30	0.19	0.69	99.18	0	0.09	0.08	100.00	100.00	100.00	95.44	69.95	100.00	0.00
	TTML CDMA	0.07	0.00	99.34	0.00	0.03	0.34	2.68	99.16	0	0.00	0.00	100.00	100.00	100.00	100.00	96.48	100.00	100.00

	TTML GSM	0.21	0.00	99.67	0.02	0.01	0.32	1.23	98.61	0	0.00	0.00	100.00	100.00	100.00	98.43	97.36	100.00	100.00	
	VODAFONE	0.31	0.00	98.32	0.19	1.68	1.24	2.86	97.83	0	<b>0.11</b>	<b>0.18</b>	99.97	100.00	100.00	99.90	97.08	100.00	100.00	
North East	AIRCEL	<b>4.21</b>	<b>30.06</b>	96.85	0.48	1.83	1.93	<b>19.73</b>	<b>94.57</b>	0	0.00	0.00	100.00	100.00	100.00	96.07	98.86	<b>99.53</b>	100.00	
	AIRTEL	1.19	1.44	95.20	0.92	1.25	0.78	1.14	99.51	0	0.03	0.08	99.94	100.00	100.00	99.50	98.37	100.00	100.00	
	BSNL	1.83	1.85	97.42	0.78	1.84	1.69	2.29	97.06	0	0.03	0.03	100.00	100.00	100.00	98.00	97.65	100.00	100.00	
	IDEA	1.86	1.67	97.91	0.07	0.62	0.35	2.09	96.09	0	<b>0.13</b>	0.01	100.00	100.00	100.00	100.00	96.90	100.00	100.00	
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.02	0.02	100.00	100.00	100.00	99.40	<b>92.02</b>	100.00	<b>0.00</b>
	VODAFONE	0.97	1.35	98.10	0.96	1.90	1.75	2.57	97.79	0	0.03	0.08	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Orissa	AIRCEL	0.30	1.23	98.49	0.41	1.22	1.21	<b>5.75</b>	96.22	0	0.00	0.00	100.00	100.00	100.00	96.44	99.84	<b>98.73</b>	100.00	
	AIRTEL	0.15	0.24	95.05	0.60	1.86	1.57	1.57	96.05	0	0.02	0.02	100.00	100.00	100.00	99.76	99.10	100.00	100.00	
	BSNL	1.30	1.93	98.94	0.84	1.06	1.53	2.65	97.96	0	0.03	0.01	100.00	100.00	100.00	98.00	98.62	100.00	100.00	
	IDEA	0.17	0.61	99.56	0.07	0.14	0.23	0.97	96.25	0	0.01	0.02	100.00	100.00	100.00	97.44	<b>91.75</b>	100.00	100.00	
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09	0.08	100.00	100.00	100.00	97.85	<b>81.97</b>	100.00	<b>0.00</b>	
	TTL CDMA	0.12	0.00	98.53	0.00	0.02	0.32	1.13	98.24	0	0.00	0.00	100.00	100.00	100.00	100.00	98.62	100.00	100.00	
	TTL GSM	0.04	0.00	99.66	0.16	0.04	0.35	1.77	98.35	0	0.01	0.00	100.00	100.00	100.00	97.90	<b>94.75</b>	100.00	100.00	
VODAFONE	0.14	0.45	99.70	0.22	0.30	0.83	1.45	97.84	0	0.04	0.10	100.00	100.00	100.00	99.93	<b>94.05</b>	100.00	100.00		
Punjab	AIRCEL	0.13	0.20	98.38	0.01	0.14	0.64	2.90	98.05	0	0.01	0.00	100.00	100.00	100.00	97.72	96.64	<b>98.63</b>	100.00	
	AIRTEL	0.04	0.04	99.61	0.05	0.04	0.42	0.90	98.76	0	0.09	0.07	100.00	100.00	100.00	<b>88.55</b>	<b>94.96</b>	100.00	100.00	
	BSNL	0.52	1.74	98.03	0.51	0.37	1.29	1.60	96.89	0	0.01	0.00	100.00	100.00	100.00	100.00	99.37	100.00	100.00	
	IDEA	0.07	0.13	99.15	0.06	0.07	0.36	0.68	98.48	0	0.04	0.03	100.00	100.00	100.00	99.90	96.19	100.00	100.00	
	Rcom GSM	0.22	1.89	99.50	0.06	0.04	0.10	0.91	99.37	0	0.09	0.09	100.00	100.00	100.00	99.10	<b>86.27</b>	100.00	<b>0.00</b>	
	TTL CDMA	0.06	0.00	<b>90.08</b>	0.00	<b>8.52</b>	0.30	<b>3.12</b>	99.79	0	0.00	0.00	100.00	100.00	100.00	100.00	96.94	100.00	100.00	
	TTL GSM	0.07	0.06	99.15	0.01	0.04	0.40	2.34	97.79	0	0.00	0.00	100.00	100.00	100.00	98.27	95.09	100.00	100.00	
VODAFONE	0.07	0.15	99.82	0.08	0.18	0.71	2.90	98.06	0	0.04	0.07	100.00	100.00	100.00	100.00	96.76	100.00	100.00		
Rajasthan	AIRCEL	0.13	0.29	97.79	0.15	0.60	0.79	<b>3.34</b>	97.10	0	0.00	0.00	100.00	100.00	100.00	98.37	97.41	100.00	100.00	
	AIRTEL	0.21	0.77	95.18	0.90	1.64	0.98	2.28	98.64	0	0.05	0.02	99.98	100.00	100.00	99.99	95.70	100.00	100.00	
	BSNL	1.32	1.55	98.93	0.65	1.12	1.26	2.76	97.33	0	0.06	0.02	99.92	100.00	100.00	97.00	98.29	100.00	100.00	
	IDEA	0.13	0.38	99.30	0.24	0.44	0.56	2.13	97.47	0	0.05	0.09	100.00	100.00	100.00	97.43	97.88	100.00	100.00	
	MTS	0.67	0.00	98.32	0.00	0.02	0.51	2.97	99.17	0	0.03	0.02	100.00	100.00	100.00	99.86	96.48	100.00	100.00	
	Rcom GSM	0.44	1.97	99.48	0.08	0.32	0.20	1.74	99.06	0	0.09	0.06	100.00	100.00	100.00	99.06	<b>93.86</b>	100.00	<b>0.00</b>	
	TTL CDMA	0.00	0.00	98.87	0.00	0.03	0.38	<b>3.90</b>	99.21	0	0.00	0.00	100.00	100.00	100.00	100.00	99.47	100.00	100.00	
TTL GSM	0.00	0.00	99.51	0.07	0.09	0.25	1.69	99.34	0	0.00	0.00	100.00	100.00	100.00	96.92	99.86	100.00	100.00		
VODAFONE	0.17	0.90	99.13	0.49	0.87	0.84	2.59	96.10	0	0.08	0.07	100.00	100.00	100.00	100.00	97.15	100.00	100.00		
Tamil Nadu	AIRCEL	0.18	0.74	98.59	0.44	1.09	0.90	<b>4.38</b>	95.60	0	0.00	0.00	100.00	100.00	100.00	97.34	99.16	<b>97.54</b>	100.00	
	MTS	0.03	0.00	99.45	0.00	0.01	0.16	2.28	99.18	0	0.01	0.00	100.00	100.00	100.00	98.80	95.10	100.00	100.00	
	TTL CDMA	0.11	0.54	99.11	0.00	0.03	0.08	0.77	98.78	0	0.00	0.00	100.00	100.00	100.00	100.00	<b>83.03</b>	100.00	100.00	
	TTL GSM	0.06	0.07	99.56	0.04	0.02	0.22	0.84	99.02	0	0.00	0.00	100.00	100.00	100.00	98.49	<b>91.97</b>	100.00	100.00	
	BSNL	0.61	1.96	98.73	0.26	0.59	0.88	2.25	96.28	0	0.07	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00	
	IDEA	0.01	0.00	99.78	0.07	0.12	0.30	1.15	99.08	0	0.04	0.07	100.00	100.00	100.00	96.96	96.28	<b>97.84</b>	<b>78.50</b>	
VODAFONE	0.10	0.42	99.65	0.23	0.35	0.62	2.53	97.89	0	0.08	0.04	100.00	100.00	100.00	100.00	99.07	100.00	100.00		
Tamil Nadu +Chennai	AIRTEL	0.08	0.08	99.41	0.21	0.28	0.70	2.52	98.21	0	0.08	0.09	100.00	100.00	100.00	100.00	96.89	100.00	100.00	
	Rcom GSM	0.86	<b>4.34</b>	99.60	0.09	0.08	0.16	0.80	99.51	0	0.09	0.02	100.00	100.00	100.00	98.89	95.05	100.00	<b>0.00</b>	
UP-East	AIRCEL	0.17	0.67	99.20	0.26	0.20	0.60	2.63	98.07	0	0.00	0.00	100.00	100.00	100.00	97.87	97.70	<b>94.74</b>	100.00	
	AIRTEL	0.67	1.87	95.32	0.45	1.33	1.43	2.78	97.29	0	0.05	0.04	100.00	100.00	100.00	99.84	98.68	100.00	100.00	
	BSNL	1.89	1.90	97.82	0.71	1.81	0.98	2.71	96.50	0	0.10	0.08	98.20	100.00	100.00	99.00	96.38	100.00	100.00	
	IDEA	0.37	1.62	99.03	0.47	0.83	0.85	2.79	96.87	0	0.06	0.06	100.00	100.00	100.00	99.91	99.12	100.00	100.00	
	Rcom GSM	0.58	<b>2.24</b>	99.45	0.12	0.35	0.20	1.23	99.07	0	0.09	0.02	100.00	100.00	100.00	98.62	<b>89.86</b>	100.00	<b>0.00</b>	
	TELENOR	0.09	0.16	99.26	0.18	0.23	0.84	<b>4.10</b>	96.88	0	NA	0.00	100.00	100.00	NA	99.67	99.40	NA	NA	
	TTL CDMA	0.24	0.00	97.89	0.00	0.54	0.10	1.80	99.21	0	0.00	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00	
TTL GSM	0.17	0.40	97.59	0.33	0.77	0.50	2.80	97.35	0	0.00	0.00	100.00	100.00	100.00	98.41	<b>94.24</b>	100.00	100.00		

	VODAFONE	0.34	1.84	97.84	0.68	1.86	1.15	2.78	96.17	0	0.07	0.05	100.00	100.00	100.00	100.00	96.70	100.00	100.00
UP-West	AIRCEL	0.07	0.20	99.65	0.21	0.19	0.62	2.80	97.66	0	0.00	0.00	100.00	100.00	100.00	98.07	99.23	100.00	100.00
	AIRTEL	1.33	1.27	98.48	0.46	0.81	1.41	2.58	97.51	0	0.09	0.08	100.00	100.00	100.00	100.00	96.97	100.00	100.00
	BSNL	1.35	1.78	98.53	0.62	1.19	1.15	2.15	96.23	0	0.01	0.00	100.00	100.00	100.00	100.00	97.15	100.00	100.00
	IDEA	0.07	0.08	95.88	0.69	1.49	0.69	2.22	95.71	0	0.03	0.00	99.96	100.00	100.00	99.09	97.87	100.00	100.00
	MTS	0.09	0.00	99.82	0.00	0.00	0.29	2.57	99.73	0	0.02	0.03	100.00	100.00	100.00	99.84	97.10	100.00	100.00
	Rcom GSM	0.52	1.95	99.53	0.09	0.16	0.16	0.73	99.02	0	0.09	0.03	100.00	100.00	100.00	98.96	<b>93.93</b>	100.00	<b>0.00</b>
	TELENOR	0.16	0.08	99.66	0.09	0.08	0.57	1.99	98.43	0	NA	0.00	100.00	100.00	NA	99.67	99.20	NA	NA
	TTL CDMA	0.12	0.10	98.96	0.00	0.06	0.31	2.97	99.71	0	0.00	0.00	100.00	100.00	100.00	100.00	<b>93.08</b>	100.00	100.00
	TTL GSM	0.05	0.00	98.80	0.07	0.09	0.48	2.53	97.73	0	0.00	0.00	100.00	100.00	100.00	97.88	<b>94.81</b>	100.00	100.00
VODAFONE	0.17	0.30	97.93	0.43	1.72	0.93	2.89	96.34	0	0.06	0.04	100.00	100.00	100.00	100.00	97.15	100.00	100.00	
West Bengal	AIRCEL	0.35	1.49	97.89	0.27	0.76	1.03	<b>9.84</b>	97.42	0	0.00	0.00	100.00	100.00	100.00	98.78	95.99	100.00	100.00
	AIRTEL	0.15	0.62	95.50	0.56	0.78	1.42	1.31	95.47	0	0.04	0.06	100.00	100.00	100.00	99.01	97.46	100.00	100.00
	BSNL	0.46	1.12	97.94	0.83	1.44	1.17	<b>3.21</b>	96.05	0	0.01	0.02	99.06	100.00	100.00	98.00	99.05	100.00	100.00
	IDEA	0.26	1.10	98.49	0.07	0.10	0.41	0.63	97.93	0	0.07	0.02	100.00	100.00	100.00	95.95	<b>86.33</b>	100.00	100.00
	MTS	0.48	0.00	99.60	0.00	0.30	0.66	2.86	98.23	0	0.09	0.03	100.00	100.00	100.00	99.14	98.02	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.08	0.05	100.00	100.00	100.00	98.93	<b>84.06</b>	100.00	<b>0.00</b>
	TTL CDMA	0.02	0.00	97.79	0.00	0.02	0.10	0.55	97.66	0	0.00	0.00	100.00	100.00	100.00	100.00	98.40	100.00	100.00
	TTL GSM	0.68	1.90	99.65	0.28	0.00	0.30	1.45	98.51	0	0.00	0.00	100.00	100.00	100.00	96.58	98.80	100.00	100.00
VODAFONE	0.08	0.20	98.41	0.74	1.59	0.93	2.71	96.01	0	0.07	<b>0.12</b>	100.00	100.00	100.00	100.00	97.50	100.00	100.00	

Annexure referred to in reply of para (a) & (b) of Lok Sabha Unstarred Question No. 505 to be answered on 20th November, 2019 raised by Hon'ble Members of Parliament ShrimatiMahuaMoitra regarding "Quality of Telecom Services"

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending September , 2017(for Cellular Mobile 3G Service)										
Name of Service Provider	Name of the Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
		BTS and Node-B's Accumulated downtime (not available for service) (%age)	Worst affected BTSs and Node-B's due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/Paging Channel and RRC Congestion (%age)	TCH and Circuit Switched RAB Congestion (%age)	Call Drop and Circuit Switched Voice Drop Rate: (%age)	Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:-CBBH	Connections with good voice quality and Circuit Switch Voice Quality (CSV quality)	Point of Interconnection (POI) Congestion
		1	2	3	4	5	6	7	8	9
	Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
Andhra Pradesh	Aircel	0.07	0.00	98.70	0.62	0.21	0.33	2.86	99.80	0
	AIRTEL	0.19	0.45	97.03	0.03	0.00	0.32	0.03	98.79	0
	BSNL	0.97	1.43	98.67	0.80	0.67	0.43	1.77	99.70	0
	IDEA	0.05	0.03	99.85	0.04	0.05	0.20	0.99	99.73	0
Assam	BSNL	1.80	1.90	97.00	0.57	0.97	1.57	2.47	96.70	0
	AIRTEL	0.67	1.35	98.92	0.05	0.01	0.79	1.15	98.52	0
	Aircel	<b>2.61</b>	<b>19.00</b>	98.20	<b>4.45</b>	0.00	0.62	<b>6.43</b>	98.93	0
	RTL	1.74	<b>2.49</b>	99.41	0.04	0.01	0.12	0.20	99.88	0
	Vodafone	0.84	1.34	99.76	0.08	0.06	0.60	2.30	98.84	0
Bihar	AIRTEL	0.08	0.66	98.03	0.13	0.40	1.12	2.22	98.83	0
	IDEA	0.70	1.43	99.85	0.02	0.01	0.31	2.49	99.79	0
	Aircel	0.44	1.66	98.50	0.16	0.04	0.48	<b>4.90</b>	99.08	0
	RTL	0.11	0.35	99.67	0.02	0.02	0.07	0.47	99.81	0
	BSNL	1.85	1.80	95.67	0.42	0.88	1.17	2.90	96.48	0
Chennai	BSNL	0.30	1.43	98.00	0.67	0.93	1.17	1.43	97.67	0
Delhi	IDEA	0.17	0.00	99.69	0.06	0.04	0.48	2.38	98.12	0
	RCOM GSM	0.37	1.60	99.96	0.01	0.00	0.50	<b>3.52</b>	99.56	0
	Vodafone	0.11	0.44	99.39	0.23	0.19	0.50	2.61	98.44	0
	AIRTEL	0.01	0.00	99.31	0.03	0.04	0.49	2.51	99.12	0
	MTNL	0.06	0.38	98.58	0.64	1.64	1.65	1.93	96.30	0
Gujarat	BSNL	1.37	1.70	98.67	0.03	0.30	1.00	1.60	100.00	0
	AIRTEL	0.22	1.01	99.79	0.00	0.25	0.24	1.96	99.33	0
	IDEA	0.12	0.52	99.80	0.08	0.04	0.34	1.70	98.73	0
	TTSL	0.04	0.03	99.85	0.00	0.02	0.29	2.29	99.82	0
	Vodafone	0.17	0.35	99.68	0.11	0.07	0.22	1.64	99.38	0

Haryana	AIRTEL	0.09	0.10	99.46	0.00	0.00	0.11	0.26	97.92	0
	BSNL	0.93	0.47	99.00	0.83	0.80	0.87	1.63	97.37	0
	IDEA	0.07	0.04	99.68	0.17	0.09	0.36	2.31	98.56	0
	TTSL	0.24	1.08	99.84	0.41	0.17	0.17	1.97	99.82	0
	Vodafone	0.17	0.54	99.77	0.11	0.01	0.43	2.72	98.23	0
Himachal Pradesh	RTL	0.36	1.19	99.62	0.02	0.10	0.07	0.42	99.88	0
	AIRTEL	0.13	0.14	98.79	0.01	0.00	0.77	1.00	98.73	0
	BSNL	1.07	1.77	98.00	0.40	0.80	0.53	1.73	99.50	0
	IDEA	0.25	0.24	99.63	0.18	0.09	0.81	2.07	97.16	0
Jammu & Kashmir	Aircel	0.62	<b>3.98</b>	98.42	0.10	0.04	1.30	<b>12.42</b>	99.01	0
	AIRTEL	0.22	0.28	98.62	0.02	0.02	0.65	1.28	98.92	0
	BSNL	0.33	0.50	98.00	0.77	1.33	1.33	1.97	98.40	0
	IDEA	0.34	1.02	99.33	0.38	0.35	1.33	2.10	97.46	0
	RCOM GSM	0.73	1.82	99.98	0.02	0.02	0.04	0.26	99.70	0
Karnataka	Aircel	0.20	0.24	99.32	0.31	0.04	0.30	2.85	99.80	0
	TTSL	0.10	0.22	99.60	0.57	0.10	0.18	1.25	99.11	0
	Vodafone	0.22	1.07	99.49	0.01	0.04	0.13	0.57	99.74	0
	BSNL	0.93	1.20	97.67	0.77	1.03	0.70	2.80	99.60	0
	AIRTEL	0.15	0.48	99.54	0.07	0.11	0.24	1.53	99.68	0
Kerala	Aircel	0.15	0.17	99.04	0.50	0.01	0.69	2.85	99.78	0
	TTSL	0.03	0.00	99.81	0.00	0.00	0.15	1.39	99.81	0
	Vodafone	0.02	0.00	99.78	0.00	0.03	0.20	0.84	99.62	0
	BSNL	0.20	1.13	95.67	0.10	0.17	0.90	2.80	99.90	0
	IDEA	0.06	0.09	99.55	0.25	0.17	0.30	1.28	98.07	0
	AIRTEL	0.05	0.01	99.59	0.00	0.02	0.44	2.84	98.00	0
Kolkata	BSNL	1.37	1.67	96.33	0.60	0.67	1.23	1.30	99.80	0
	AIRTEL	0.00	0.00	99.53	0.00	0.00	0.30	1.66	99.04	0
	IDEA	0.25	0.45	99.83	0.00	0.02	0.22	0.08	99.78	0
	Aircel	0.19	0.46	99.13	0.22	0.09	0.35	2.98	98.19	0
	RTL	0.58	1.64	99.81	0.27	0.03	0.11	0.51	99.87	0
	Vodafone	0.11	0.48	99.86	0.01	0.03	0.31	1.70	98.97	0
Madhya Pradesh	RTL	0.88	1.89	99.84	0.20	0.01	0.08	0.30	99.84	0
	TTSL	0.02	0.00	99.80	0.01	0.01	0.28	2.16	99.85	0
	AIRTEL	0.10	0.20	99.69	0.01	0.03	0.31	1.38	99.22	0
	BSNL	1.78	1.67	97.33	0.58	0.47	0.70	2.50	97.52	0
	IDEA	0.10	0.28	99.76	0.07	0.05	0.67	2.40	98.53	0
Maharashtra	TTML	0.00	0.20	99.81	0.01	0.03	0.30	2.17	100.00	0
	Vodafone	0.22	0.88	99.69	0.26	0.14	0.27	1.97	99.21	0
	AIRTEL	0.03	0.00	99.75	0.02	0.29	0.50	0.66	98.77	0
	BSNL	1.80	1.50	96.00	0.67	1.40	1.03	2.47	95.87	0
	IDEA	0.15	0.45	99.57	0.36	0.17	0.40	1.50	97.83	0
Mumbai	AIRTEL	0.12	0.00	99.29	0.02	0.14	0.56	1.94	99.93	0
	MTNL	0.85	1.01	96.93	0.63	0.28	1.68	2.34	98.81	0
	RCOM GSM	0.59	1.92	99.90	0.01	0.01	0.11	0.44	99.69	0

	Vodafone	0.41	0.00	99.61	0.00	0.00	0.56	2.70	98.77	0
North East	AIRTEL	1.25	1.65	97.83	0.15	0.01	1.30	1.34	98.43	0
	BSNL	1.72	1.80	97.67	0.68	1.67	1.58	2.20	97.20	0
	Aircel	<b>5.64</b>	<b>33.38</b>	98.05	0.25	0.15	1.00	<b>11.68</b>	98.88	0
	RTL	1.26	<b>2.35</b>	99.87	0.03	0.13	0.11	0.54	99.81	0
	Vodafone	1.07	1.23	99.50	0.10	0.06	1.43	2.34	98.80	0
Orissa	AIRTEL	0.20	0.34	98.99	0.03	0.17	0.72	1.53	98.71	0
	BSNL	1.20	1.83	96.00	0.83	1.87	1.80	2.47	97.90	0
	Aircel	0.38	1.12	99.28	0.04	0.03	0.73	<b>7.98</b>	98.93	0
	RTL	0.20	1.00	99.67	0.04	0.01	0.15	1.10	99.86	0
	Vodafone	0.06	0.16	99.85	0.02	0.02	0.30	2.17	98.82	0
Punjab	AIRTEL	0.07	0.07	98.89	0.29	0.15	0.30	1.89	99.78	0
	BSNL	0.40	1.30	100.00	0.23	0.20	0.00	1.50	98.83	0
	IDEA	0.07	0.11	99.85	0.06	0.06	0.27	1.66	99.60	0
	Aircel	0.30	0.52	99.57	0.12	0.00	0.27	2.99	99.16	0
	RCOM GSM	0.44	1.90	99.94	0.01	0.01	0.04	0.46	99.76	0
	TTSL	0.07	0.07	99.71	0.25	0.06	0.15	1.32	99.12	0
	Vodafone	0.22	1.35	99.68	0.02	0.00	0.42	1.53	99.56	0
Rajasthan	AIRTEL	0.21	0.52	98.28	0.02	0.03	0.63	1.23	98.88	0
	RCOM GSM	0.75	1.88	99.88	0.02	0.02	0.10	0.69	99.55	0
	TTSL	0.00	0.00	100.00	0.00	0.00	0.00	0.00	100.00	0
	Vodafone	0.24	0.97	99.81	0.02	0.02	0.38	2.95	98.79	0
	BSNL	1.43	1.60	99.33	0.60	0.43	0.97	2.73	96.80	0
	IDEA	0.07	0.07	99.83	0.00	0.00	0.28	2.02	99.85	0
Tamil Nadu	Aircel	0.21	0.73	98.55	0.46	0.05	0.49	<b>4.84</b>	98.84	0
	Vodafone	0.09	0.29	99.77	0.12	0.03	0.31	2.15	99.11	0
	BSNL	0.37	1.90	99.00	0.00	0.30	0.37	1.53	99.60	0
	AIRTEL	0.07	0.05	99.74	0.09	0.11	0.25	2.10	99.34	0
UP-East	IDEA	0.39	1.35	99.68	0.67	0.11	0.93	2.52	98.43	0
	Aircel	0.16	0.42	99.40	0.00	0.00	0.53	2.88	99.70	0
	AIRTEL	0.69	1.92	99.52	0.34	0.48	0.42	2.56	99.58	0
	BSNL	1.77	1.67	97.67	0.83	0.67	1.43	2.87	96.50	0
	Vodafone	0.48	1.96	99.67	0.06	0.03	0.43	2.73	99.27	0
UP-West	IDEA	0.30	0.59	98.47	0.75	0.53	0.23	1.79	98.42	0
	AIRTEL	1.52	1.57	99.13	0.02	0.00	0.53	1.10	98.89	0
	BSNL	1.45	0.95	97.67	0.78	0.85	0.67	2.40	96.43	0
	TTSL	0.06	0.00	99.63	0.28	0.09	0.19	2.20	99.12	0
	Vodafone	0.25	0.90	99.71	0.12	0.16	0.40	2.79	98.86	0
West Bengal	AIRTEL	0.17	0.65	98.95	0.02	0.11	0.71	1.32	99.03	0
	BSNL	0.32	0.40	97.17	0.62	1.13	0.78	<b>3.92</b>	95.68	0
	Aircel	0.35	1.77	96.92	0.28	1.24	0.39	<b>4.94</b>	98.19	0
	RTL	0.50	1.70	98.31	0.02	0.07	0.17	0.74	99.75	0
	Vodafone	0.08	0.20	99.63	0.12	0.10	0.39	2.62	98.45	0

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