

**1. Network Service Quality Performance Report for the Quarter ending March 2022**

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			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
1	5	7	8	9	10	13	14	15	16
<b>Benchmark</b>	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
Andhra Pradesh	0.03	0.03	99.57	0.063	0.000	0.14	0.26	99.97	0
Assam	0.18	0.60	99.72	0.028	0.000	0.70	0.84	99.96	0
Bihar	0.10	0.31	99.36	0.003	0.000	0.33	0.42	99.96	0
Delhi	0.09	0.20	99.46	0.000	0.000	0.13	0.24	99.97	0
Gujarat	0.08	0.15	99.65	0.026	0.000	0.12	0.23	99.97	0
Haryana	0.09	0.31	99.58	0.001	0.000	0.21	0.38	99.97	0
Himachal Pradesh	0.13	0.62	99.68	0.004	0.000	0.15	0.30	99.98	0
Jammu And Kashmir	0.16	0.62	99.66	0.000	0.000	0.16	0.29	99.97	0
Karnataka	0.04	0.03	99.58	0.014	0.000	0.09	0.20	99.97	0
Kerala	0.03	0.03	99.76	0.024	0.000	0.00	0.16	99.98	0
Kolkata	0.01	0.02	99.62	0.002	0.000	0.06	0.26	99.98	0
Madhya Pradesh	0.10	0.26	99.62	0.010	0.000	0.29	0.38	99.96	0
Maharashtra	0.28	1.15	99.61	0.012	0.000	0.21	0.30	99.96	0
Mumbai	0.23	0.72	99.62	0.071	0.000	0.09	0.20	99.97	0
North East	1.04	1.62	99.61	0.021	0.000	1.03	1.30	99.95	0
Odisha	0.04	0.09	99.60	0.012	0.000	0.25	0.36	99.96	0
Punjab	0.09	0.23	99.60	0.001	0.000	0.04	0.19	99.98	0
Rajasthan	0.05	0.09	99.66	0.013	0.000	0.26	0.35	99.97	0
Tamil Nadu	0.02	0.02	99.68	0.010	0.000	0.09	0.25	99.98	0
Uttar Pradesh (East)	0.22	1.05	99.44	0.004	0.000	0.22	0.33	99.97	0
Uttar Pradesh (West)	0.13	0.71	99.48	0.049	0.001	0.35	0.47	99.97	0
West Bengal	0.05	0.18	99.66	0.011	0.000	0.35	0.47	99.96	0

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

RRC —Radio Resource Controller

RAB—Radio Access Bearer

eNodeB - Evolved Node B

BTS - Base Transceiver Station

Node B - A Base Station that acts as a logical node in a Universal Terrestrial Access Network based on Wideband CDMA(WCDMA) technology.

**2. Details of appeals handled by Appellate Authority during Quarter Ending March 2022**

<b>S. No.</b>	<b>Service Area</b>	<b>Pending appeals of previous quarter</b>	<b>Total No. of appeals received during the Quarter</b>	<b>Total no. of appeals to be decided during the Quarter</b>	<b>Total no. of appeals disposed during the quarter</b>	<b>Total No. of appeals pending for decision on the last day of Quarter</b>
1	Andhra Pradesh	5	26	31	27	4
2	Assam	1	11	12	12	0
3	Bihar	3	37	40	32	8
4	Delhi	12	55	67	60	7
5	Gujarat	3	45	48	42	6
6	Haryana	3	10	13	8	5
7	Himachal Pradesh	1	8	9	8	1
8	Jammu & Kashmir	1	11	12	11	1
9	Karnataka	12	29	41	36	5
10	Kerala	4	12	16	13	3
11	Kolkata	5	18	23	19	4
13	Madhya Pradesh	2	20	22	21	1
12	Maharashtra	9	49	58	54	4
14	Mumbai	7	46	53	45	8
15	North East	1	3	4	4	0
16	Odisha	0	10	10	9	1
17	Punjab	1	16	17	14	3
18	Rajasthan	2	32	34	29	5
19	Tamilnadu	4	31	35	27	8
20	UP(East)	7	38	45	43	2
21	UP(West)	1	18	19	18	1
22	West Bengal	3	35	38	31	7
<b>Total</b>		<b>87</b>	<b>560</b>	<b>647</b>	<b>563</b>	<b>84</b>