

ANNEXURE 3- TO CORRIGENDUM 1

Table 2 :Language wise break up of calls					
Sl No	Languages Supported	Oct-22	Dec-22	Tota;	% Breakup
1	Hindi	317026	346405	663431	85%
2	English	18411	21171	39582	5.22%
3	Marathi	11808	14931	26739	3.46%
4	Bangla	4815	1657	6472	0.80%
5	Gujarati	2140	4154	6294	0.96%
6	Tamil	7105	5524	12629	1.49%
7	Telugu	3657	3701	7358	1.08%
8	Assamese	15	17	32	0.00%
9	Punjabi	450	114	564	0.07%
10	Odia	2568	2544	5112	0.67%
11	Malayalam	1574	1475	3049	0.40%
12	Kannada	1584	1284	2868	0.39%
	Total Calls	371153	402977	774130	

Table 1 : Number of agents by Channels					
Sl No			Year 1	Year 5	
1	Inbound Queries	IVR Calls	215	250	
2		Email	10	20	
		Social Media	1	2	
		Chat	10	40	
		Video Servicing		10	
		Co-Browsing		11	
	Outbound Sales	Outbound Sales	15	21	
		Proactive Reach Out	37	80	
	EFRMS		12	12	
	Total Number		300	446	