

Resolution Compliance

DCCB: ALL, SI: ALL, PAC : ALL, State:ANI, Year:2024 , Quarter: ALL , Month: ALL

SLA Parameter	Severity	Total			High		
		No. of Tickets	% Compliance	% Non Compliance	No. of Tickets	% Compliance	% Non Compliance
Customisation related requirement	Critical	1	100.00	0.00	1	100.00	0.00
On system entries related requirements	High	1	0.00	100.00	1	0.00	100.00
Software related incident Response Time	Medium	1	100.00	0.00	1	100.00	0.00
Total		3	66.67	33.33	3	66.67	33.33

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PACName	SLA Parameter	Severity	Total			High		
			No. of Tickets	% Compliance	% Non Compliance	No. of Tickets	% Compliance	% Non Compliance
Kissan SCS Ltd	On system entries related requirements	High	1	0.00	100.00	1	0.00	100.00
Multipurpose SCS Ltd	Customisation related requirement	Critical	1	100.00	0.00	1	100.00	0.00
	Software related incident Response Time	Medium	1	100.00	0.00	1	100.00	0.00
Total			3	66.67	33.33	3	66.67	33.33