

TOTAL from April 2020 to March 2021

Sr. No.	Location	IVRS Calls	Direct Calls	TOTAL CALLS
1	Andhra Pradesh	3805	930	4735
2	Delhi	11880	1816	13696
3	Maharashtra-Goa	2835	1266	4101
4	Madhya Pradesh	14368	4331	18699
5	Odisha	3317	3398	6715
6	West Bengal	8138	2264	10402
	TOTAL	44343	14005	58348