Assessment of Customer perception of Service and Implementation &
Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations

Delhi Metro Circle
October 2013

Report on

i) Assessment of Customer perception of Service and
ii) Implementation and Effectiveness of Various regulations, directions and orders issued by TRAI in the interest of consumers

DELHI METRO CIRCLE

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EXECUTIVE SUMMARY

1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 22 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 11 questions. **Altogether four operators were covered in Delhi Metro Area – Airtel, Rel Com, TTSL and MTNL.** As regard to the performance of operators in **Delhi metro circle**, none of the 4 operators – Airtel, MTNL, Tata Teleservices (TTSL) and Reliance Communication (Rel Com), were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

1.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is good in Delhi metro circle as **3 out of 4 operators met the _benchmark of 90%._ _Rel Com could not meet the prescribed benchmark_**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 86.9% to 95.3%
- The **highest** percentages of **customers satisfied** were found with Airtel (95.3%), followed by TTSL (94.3%) and MTNL (91.1%)
- The lowest percentages of customers satisfied were found with Rel Com (86.9%).

1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is quite bad in Delhi metro circle as none of the four operators **could meet the _benchmark of 95%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 87.3% to 94.8%.
- The **highest** percentage of **customers satisfied** were found with Airtel (94.8%), followed by TTSL (92.0%) and MTNL (91.1%).
- The lowest percentages of customers satisfied were found with Rel Com (87.3%).

1.3: Billing (Benchmark >95%)

None of the four operators covered in Delhi Metro Circle had prepaid customers. Hence, the survey was conducted only for post-paid customers. Out of the four operators, **only Airtel could meet the _benchmark of 95%._**

- In terms of **customer satisfaction level,** the achievement level of the operators ranged from 90.6% to 95.9%
- The **highest percentage of satisfied consumers** with billing services was achieved by Airtel with 95.9%

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- The **lowest percentage of satisfied consumers** with billing service in the **post-paid segment** was achieved by Rel Com (90.6%) followed by TTSL (91.1%) and MTNL (92.2%).

1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Delhi metro circle as **out of 4 operators none of them met the _benchmark of 95%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 76.0% to 92.7%.
- The **highest percentage of customers satisfied** were found with Airtel (92.7%), followed by TTSL (88.4%).
- The lowest percentages of customers satisfied were found with Rel Com (76.0%) followed by MTNL (76.8%).

1.5: Help Services/ Customer Care (Benchmark >90%)

The customer perception of the parameter help service/ customer care is good in Delhi metro circle as out of four operators covered, **three were meeting the _benchmark of 90%._ Rel Com was the only operator who could not meet the benchmark.**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 87.2% to 94.7%.
- The **highest percentage of customers satisfied** were found with Airtel (94.7%), followed by TTSL (91.1%) and MTNL (91.0%).
- The lowest percentages of customers satisfied were found with Rel Com (87.2%).

1.6: Consumers Protection and Redressal of Grievances

- Awareness about redressal mechanism is average as consumers are aware only about toll free Consumer Care Number - reported by almost all consumers surveyed.
- Awareness about higher stage of consumer redressal mechanism such as Appellate Authority was found to be low as this was reported by only 2.8% of the consumers surveyed, with maximum in the case of MTNL (8.1%).
- Satisfaction level with the effectiveness of blocking unsolicited calls was found to be at 3.42 – observed highest in the case of Airtel (3.80).

2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 17 questions. **Altogether eight operators were covered in Delhi Metro Area – Airtel, Vodafone, MTNL, Idea Cellular, Tata Teleservices, Aircel, Rel Com and MTS.** As regard to the performance of operators **Delhi metro circle**, Out of the eight operators – Airtel, Vodafone, MTNL, Idea, Rel Com, TTSL, Aircel, and MTS - none of them were able to meet all the

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prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

2.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is modest in Delhi metro circle as **3 out of 8 operators – Airtel, Vodafone and MTNL - met the _benchmark of 90%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 82.8% to 95.9%.
- The **highest** percentage of **customers satisfied** were found with Airtel (95.9%), followed by Vodafone (95.7%) and MTNL (90.9%).
- The lowest percentages of customers satisfied were found with MTS (82.8%) followed by Aircel (83.5%) and TTSL (84%).

2.2: Network Performance (Benchmark >95%)

The customer perception of the network performance parameter is poor in Delhi metro circle as only 2 out of 8 operators – Airtel and Vodafone - **met the _benchmark of 95%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 79.5% to 96.3%.
- The **highest** percentages of **customers satisfied** were found with Vodafone (96.3%), followed by Airtel (95.6%).
- The lowest customer percentages of customers satisfied were found with MTS (79.5%) followed by Aircel (81.9%).

2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services, 3 out of 8 operators – Airtel, Vodafone and MTNL - met the _benchmark of 95%._** In the case of **post paid service, 4 operators – Airtel, Vodafone, MTNL and Aircel - met the _benchmark of 95%._**

- In terms of **customers satisfied,** the achievement level of the operators, in the case of **pre-paid segment**, ranged from 82.3% to 96.9% Whereas in the case of **post-paid**, it ranged from 89.4% to 96.2%
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Vodafone (96.9%), followed by Airtel (95.3%) and MTNL (95%). In the case of **post paid segment** the highest percentage of satisfied consumer was attained by MTNL (96.2%), followed by Aircel (95.5%),Vodafone (95.4%) and Airtel (95.3%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by MTS (82.3%) followed by TTSL (87.6%) and Rel Com (89.9%). In the case of **post-paid segment** the **lowest percentage of consumers** was attained by TTSL (89.4%) followed by Rel Com (90.8%).

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2.4: Maintainability (<u>Benchmark >95%</u>)

While recording the customer perception on maintainability parameter in Delhi metro circle it was found that **none of the eight operators** covered in Delhi Metro Circle **met the <u>*benchmark of 95%.*</u>**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 81.6% to 94.8%.
- The **highest percentage of customers satisfied** was found with Airtel (94.8%) closely followed by Vodafone (94.7%).
- The lowest percentages of customers satisfied were found with MTS (81.6%) followed by Aircel (82.2%).

2.5: Help Services/ Customer Care (<u>Benchmark >90%</u>)

The customer perception of the parameter help service/ customer care is poor in Delhi metro circle as only **two out of the eight operators – Airtel and Vodafone - could meet the <u>*benchmark of 90%.*</u>**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 81.0% to 92.4%.
- The **highest percentage of customers satisfied** were found with Vodafone (92.4%) followed by Airtel (90.1%).
- The lowest percentages of customers satisfied were found with Aircel (81.0%) followed by MTS (81.3%) and TTSL (81.5%).

2.6: Supplementary services (<u>Benchmark >90%</u>)

The customer perception of the supplementary services parameter is not satisfactory in Delhi metro circle as **only 3 out of 8 operators – Airtel, Vodafone and Idea – had met the <u>*benchmark of 90%.*</u>**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 71.9% to 94.1%.
- The **highest** percentages of **customers satisfied** were found with Airtel (94.1%) followed by Vodafone (93.0%) and Idea (90.7%).
- The lowest percentages of customers satisfied were found with MTS (71.9%) followed by Aircel (79.7%).

2.7: <u>Consumers Protection and Redressal of Grievances</u>

- Awareness level was found to be high in the case of toll free consumer care number as this was reported almost by all the consumers surveyed.
- However, the awareness about the contact details of appellate authority was found to be low (2.7%) – highest in the case of Vodafone (10.7%).
- Overall 73% customers were satisfied with the effectiveness of blocking of unsolicited commercial calls – highest in the case of MTNL (90%)

3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 21 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 8 questions. **Altogether five operators were covered in Delhi Metro Area – Airtel, MTNL, Rel Com, Hathway and Spectra net.** As regard to the performance of operators in **Delhi metro circle**, out of the five operators covered - Airtel, MTNL, Rel Com, Hathway and Spectranet – none of them were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

3.1: Customers satisfied with overall services (Benchmark >85%)

The customer perception of overall service is fair in Delhi metro circle as **3 out of 5 operators – Airtel, MTNL and Hathway – could meet the _benchmark of 85%._**

- In terms of **customer satisfied,** the achievement level of the operators ranged from 80.9% to 89.8%.
- The **highest** percentages of **customers satisfied** were found with Airtel (89.8%), followed by Hathway (88.6%) and MTNL (85.5%)
- The lowest percentages of customers satisfied were found with Rel Com (80.9%) followed by Spectranet (84.3%).

3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in Delhi metro circle as only one out of five of the operators – Airtel - was meeting the **_benchmark of 85%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 79.0% to 87.0%.
- The **highest** percentage of **customers satisfied** were found with Airtel (87.0%), followed by Hathway (84.5%)
- The lowest percentage of customers satisfied were found with Rel Com (79.0%), followed by Spectranet (80.3%) and MTNL (83.2%).

3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. Only two operators were providing prepaid services in Delhi metro circle. They were Hathway and Spectranet. **None of these two were able to meet the _benchmark of 90%._** In the case of **post paid, three out of five operators – Airtel, MTNL and Hathway -providing postpaid services could meet the _benchmark of 90%._**

- In terms of **customers satisfied,** the achievement level of the operators, in the case of **pre-paid segment**, ranged from 89.0% to 89.7%. Whereas in the case of post-paid, it ranged from 80.9% to 95.9%

- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment,** was achieved by Hathway (89.7%). In the case of **post paid segment** the highest percentage of satisfied consumers was attained by Airtel (95.9%), followed by Hathway (91.9%) and MTNL (90.4%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Spectranet (89.0%). In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Rel Com (80.9%), followed by Spectranet (89.1%).

3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is below average in Delhi metro circle as **only two operators, Airtel and Hathway, could meet the _benchmark of 85%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 71.2% to 87.0%.
- The **highest percentage of satisfied consumers** with maintainability was achieved by Airtel (87.0%), followed by Hathway (85.4%).
- The lowest percentages of customers satisfied were found with Rel Com (71.2%) followed by MTNL (77.8%).

3.5: Help Services/ Customer Care (Benchmark >90%)

The customer perception of the parameter help service/ customer care is fair in Delhi metro circle as **three operators – Airtel, Hathway and Spectranet -could meet the _benchmark of 90%._**

- In terms of **customers satisfied,** the achievement level of the operators ranged from 82.8% to 93.7%.
- The **highest percentage of customers satisfied** were found with Airtel (93.7%), followed by Hathway (92.1%), and Spectranet (90.4%)
- The lowest percentages of customers satisfied were found with Rel Com (82.8%) followed by MTNL (88.8%).

3.6: Consumers Protection and Redressal of Grievances

- Awareness level was found quite high in the case of toll free consumer care number as this was reported by almost all the consumers surveyed.
- Complaint to the toll free consumer care number for redressing grievances was found in the range of 13.1% (Spectranet) to 81.2% (Hathway).
- Aware about the Appellate Authority was somewhat better amongst broadband subscribers in Delhi as this reported by 7.4% of the subscribers surveyed – highest in the case of MTNL subscribers (25.8%).

1. INTRODUCTION

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to customers through regulatory mechanism.

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to "Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct the periodical survey of such service provided by the Operator so as to protect interest of the customers of telecommunication service"[1].

While the TRAI is the regulatory body under the Act, TDSAT is the body responsible for settlement of telecom disputes. However, individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual customers can not seek redressal from TRAI or TDSAT, TRAI has taken number of steps to issue various directions, regulations and orders as measures to protect the interest of the customers.

In this concern, TRAI initiates study to assess the quality of telecom services every year. The study covers the whole India comprising four metros and three circles for Basic Wireline and Cellular services.

The main aim is to assess the quality of Basic service (Wireline) and Cellular Mobile services as per "**The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulation, 2009", notified by TRAI on 20th March 2009 and Quality of Service of Broadband Service Regulation, 2006 (11 of 2006) dated 6th Oct 2006.**

In May 2007, TRAI had passed a regulation titled, **"Telecom Protection and Redressal of Grievances Regulation, 2007"**. The main objective of this regulation is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved customers.

The salient features of this regulation are listed below:

    I.   Each Telecom Operators would be required:
        a.   To set up 24x7 Toll Free Call Centre
        b.   To appoint one or more Nodal Officer in each licensed service area
        c.   To appoint one or more Appellate Authority in each licensed service area.

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[1] www.trai.gov.in

II.   The information as above and also contact details of Nodal Officers and Appellate Authority to be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to customers.

III.   Each Operator will be required to publish abridged version of "Manual of Practices" for their customers and also make available the same on their web-sites.

IV.   The call centre, Nodal Officers and Appellate Authorities would follow the time lines as given in TRAI regulations for redressal of the complaints.

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **North Zone** comprising four circles – Delhi, Haryana, Rajasthan, Punjab, Jammu & Kashmir, Himachal Pradesh, UP (E) and UP (W) by Telecom Regulatory Authority of India (TRAI) on Jan 2013.

The present report covers the Delhi Metro circle for all the three services

2. OBJECTIVE OF THE STUDY

TRAI had laid down the Quality of Service standards for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service through the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March 2009. These regulations were amended by issuing the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone service (Amendment) Regulations, 2012 (10 of 2012) dated the 7th May, 2012. Likewise, TRAI had laid down the Quality of Service Standards for Broadband Service through the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th October, 2006. Keeping in view the need to ensure the Quality of Service provided by the service providers and to protect the interests of the consumers by making these regulations more effective, it is felt that the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th October, 2006 need to be amended to introduce financial disincentive in relation to the performance of service providers with regard to the Quality of Service benchmarks. The draft amendments to the Standards of Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) on financial disincentives were released on 26.10.2012.

The regulations - The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th Oct. 2006 provide for benchmarks for the parameters on customer perception of service to be achieved by service providers. In order to monitor the compliance of prescribed standards/benchmarks, TRAI conducts periodic survey through independent agencies across the country.

Thus, the main objective of this customer satisfaction survey is to assess the:
   (i)   implementation and effectiveness of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) dated 5th January 2012,the Telecom Consumer Protection Regulations 2012 dated 6th January 2012 and the Telecom Commercial Communications Customer Preference Regulation, 2010 dated 1st December 2010
   (ii)   Customer's perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers in each of the telecom circles/ service areas under the respective Zone.
   The scope of the survey also include assessment of implementation/ effectiveness of various orders/ directions/regulations issued by TRAI to protect the interest of consumers, particularly issues relating to tariff, billing including information to be included in the telephone bills, termination of service, redressal of grievances and provision of value added services and premium rate services.
The Zones comprise of the following Telecom Circle/ Service Areas:
North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh-East and Uttar Pradesh-West (including Uttarakhand). For the cellular mobile telephone service the service area of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

South Zone: Chennai, Andhra Pradesh, Karnataka, Tamil Nadu (excluding Chennai) and Kerala.

West Zone: Delhi, Maharashtra (including Goa and excluding Mumbai), Gujarat and Madhya Pradesh (including Chhattisgarh).

East Zone: Kolkata, West Bengal (including Andaman & Nicobar, Sikkim and excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.

With regard to the afore-mentioned survey, VOICE has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service customers, in North Zone.

Of the eight service areas allotted to us, we are carrying out the survey in four telecom circles/service areas, namely, Delhi, Rajasthan, Haryana and Punjab in the first half year. The remaining four service areas, viz., Jammu and Kashmir, Himachal Pradesh and Uttar Pradesh-East and Uttar Pradesh - West (including Uttarakhand) will be treated in the second half year.

The Survey period extends from July 2013 to September 2013.

The report deals with the main objective of the study wherein we are assessing whether the service providers are meeting the benchmarks laid down by TRAI on different set of parameters and also assessing the implementation/ effectiveness of various orders/ directions/regulations issued by TRAI to protect the interest of consumers.

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3. METHODOLOGY

3.1 Questionnaire Building Process

The TRAI entrusted the task of developing the questionnaire to all the three successful bidders – VOICE for North Zone, IMRB for South and East Zone and Mott Mac Donald for West Zone. The objective was to design a questionnaire which will cover all the benchmark standards set up by the TRAI based on regulations mentioned above in the objectives of the study. . Hence, all three survey agencies submitted their draft questionnaires to TRAI in the month of March 2013. TRAI organised consultation with all the successful bidders and accordingly all three sets of questionnaires for the year 2013 were formed.

These set of questionnaires were based on SERVPERF model developed by Cronin and Taylor (1992), which is a refined version of SERVQUAL model developed by Parasuraman et al, (1988). The major difference between SERQUAL and Servperf is the exclusion of expectations portion in the SERPERF model. While developing the SERPERF model Cronin et al had argued that only the performance dimension can better predict the behavioural intention of the customers as against the 'performance minus expectation' model of SERVQUAL. The SERVPERF model is based on five dimensions which are used as the basis for service quality measurement tool. These dimensions are- Tangibility, Reliability, Responsiveness, Assurance and Empathy.

Keeping in mind the TRAI regulations, it was proposed by the survey agencies to include three more dimensions, namely, Network/technical quality, Economy and Convenience, in addition to the five dimensions (tangibles, reliability, responsiveness, assurance and empathy) used in the SERQUAL and SERVPERF models.

The table below shows the dimensions and corresponding variables which have been covered in the study:

Dimensions (Parameters) and variables used in the study		
Tangibility (TA)		
TA 1	Availability of suitable plans	Service Provision
TA 2	Provision of information on SIM Card, recharge cards etc.	Service Provision
TA 3	Provision of visually attractive material – starter pack, reload card	Service Provision
TA 4	Provision of variety of entertainment facility – apps etc.	Supplementary services
Reliability (RL)		
RL 1	Provision of service accuracy and dependable	Billing
RL 2	Transparent & Accuracy of bill/ charges	Billing
RL 3	Customer friendly staff	Help services
Responsiveness (RS)		
RS 1	Provision of timely service	Service Provision
RS 2	Effective handling of downtime (maintaining a service)	Maintainability
RS 3	Prompt handling of complaint	Grievance redress
RS 4	Effective grievance redressal mechanism, customer service	Grievance redress

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Dimensions (Parameters) and variables used in the study		
Assurance (AS)		
AS 1	Competency of the staff/ services/ problem solving ability	Help services
AS 2	Feedback mechanism	Grievance redress
Convenience (CV)		
CV 1	Ease of access to Customer help line numbers	Help services
CV 2	Ease of activating & deactivating any service (VAS)/ any other	Supplementary services
CV 3	Ease of registering for unwanted calls/ SMS	Supplementary services
Empathy (EM)		
EM 1	Provision of service manual, complete tariff plan at the time of subscription	Service Provision
EM 2	Having convenient periods and terms for activation, recharge and account suspension , free call times	Billing
EM 3	Ease of taking a connection	Service Provision
EM 4	Ease of recharging process (pre paid)	Billing
EM 5	24 x 7 customer care service	Help services
Network/ Technical Quality (NT)		
NT 1	Availability of signal in your area (cell)/ working phone(basic)/ uptime (broadband)	Network Performance
NT 2	Ability to make and receive call / uninterrupted	Network Performance
NT 3	Clear Voice quality	Network Performance
Economy (EC)		
EC 1	Availability of recharging cards in various denomination	Billing
EC 2	Economical call charges per minute/ second	Billing
Total variables = 26		

Questionnaire: Based on the dimensions and corresponding variables, the Basic service (Wireline) questionnaire (**see Annexure 1.1**) is based on 7 broad parameters and 22 questions related to consumer perception on quality of services and other 11 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Various regulations and directions issued by TRAI. The cellular mobile questionnaire contained 23 questions related to quality of service whereas 17 questions on Implementation and Effectiveness of Various regulations and directions issued by TRAI. In the case of Broadband, questionnaire was based on 7 broad parameters and 21 questions related to consumer perception on quality of service and 8 questions on Implementation and Effectiveness of Various regulations and directions issued by TRAI.

The parameters and benchmarks relating to customer perception of service for basic telephone service (wireline), cellular mobile telephone services and broadband service provided in the regulations are given below:

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1.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 95%
(iii)	Customers satisfied with help services including customer grievance redressal	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 95%
(v)	Customers satisfied with maintainability	≥ 95%
(vi)	Customers satisfied with supplementary and value added services	≥ 90%
(vii)	Customers satisfied with overall service quality	≥ 90%

1.2.3 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	≥ 85%
(vii)	Customers satisfied Overall customer satisfaction	≥ 85%

3.2 Calculation of Customer Satisfaction on Broad Parameters

On each of the above mentioned parameters, the respondents were asked to rate their satisfaction on a scale of 1 to 7, where 1 implies 'extremely dissatisfied' and 7 implies 'extremely satisfied'. To measure the percentage of consumers satisfied on various QoS parameters, top 4 box scores are taken into account thereby not considering the respondents who are actively dissatisfied with the services. The neutral score of 4 is therefore considered as not dissatisfied. Therefore, the proportion of sum total of consumers who had given a score of 4 (Not dissatisfied), 5 (Satisfied), 6 (Very Satisfied) and 7 (Extremely Satisfied) were taken out from the total number of valid responses on the all questions of each of the broad parameter.

Consumers satisfied are ascertained using the following formula(s):

CS = (A / N) *100

Where:

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CS = % of satisfied consumers

A = sum total of no. of subscribers who were "Not dissatisfied" + "Satisfied" + "Very Satisfied" + "Extremely Satisfied" on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either "Not dissatisfied", "Satisfied", "Very Satisfied" or "Extremely Satisfied", the operator can get a rating of 100%. On the other hand, if all the customers are "Dissatisfied", "Very Dissatisfied" or "Extremely dissatisfied" the operator gets a score of 0%.

Comparison with the Benchmarking
During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of percentage of customers satisfied as described above.

The survey in the Delhi Metro Circle, of all the three services, was done between July 2013 and September 2013.

3.3 Sampling Methodology

3.3.1 Basic Wire line Service

As per the tender document, survey agency was supposed to cover a total sample of 4,268 subscribers, to be divided among the four operators. This is shown in the table below.

Name of the Operators	Target Sample*	Covered Sample
Bharti AIrtel Ltd. (Bharti)	1067	1090
Rel Communication (Rel Com)	1067	1119
Tata Teleservices (TTSL)	1067	1177
Mahangar Telephone Nigam Ltd, (MTNL)	1067	1140
Total	**4268**	**4526**

*The above sample represents the total operator wise subscribers in Delhi metro circle with 95% confidence level and 3% interval.

As per the tender document, survey agencies with the help of TRAI officials would select 5% of the total exchanges in a services area. However, in metro circle it was decided to cover the entire city to cover the entire geographical area. . In Delhi there are 25 main exchanges spread in the nine districts of Delhi. So the present survey covers all the nine districts covering 17 main exchanges. It should be noted there are many sub-exchanges under each of the main exchanges.

The table below shows the target sample in each of the districts and exchange areas covered.

Delhi Basic Wireline: Provider wise exchange area distribution						
Dist	**Exchange area**	**Airtel**	**MTNL**	**TTSL**	**Rel Com**	**Total**
South	Bhikaji Cama Place	58	58	58	58	232
	Sarita Vihar	58	58	58	58	232
	Nehru Place	58	58	58	58	232
Central	Karolbagh	37	37	37	37	148
East	Mayur Vihar	54	54	54	54	216
	Laxmi Nagar	54	54	54	54	216
New Delhi	Jorbagh	4	4	4	4	16
	Rajpath	4	4	4	4	16
North	Shakti Nagar	56	56	56	56	224
North West	Rohini	116	116	116	116	464
	Badli	116	116	116	116	464
North East	Sahadara	72	72	72	72	288
	Yamuna Vihar	72	72	72	72	288
West	Rajauri Garden	54	54	54	54	216
	Hari Nagar	54	54	54	54	216
	Janak Puri	54	54	54	54	216
South West	Dwarka & Nazafgarh	146	146	146	146	584
Total		**1,067**	**1,067**	**1,067**	**1,067**	**4268**

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3.3.1.1 Mode of interview

Entire survey was conducted through a mix of face to face and telephonic interviews. As per the tender document, in rural areas, only In-person interviews are to be conducted, whereas, in urban areas half of the survey was to be conducted through telephonic interviews and remaining half through face to face interviews. Delhi metro circle, being an urban area, half of operator sample was covered through in-depth interview with the consumers' and other half was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Mode Of Interview				
		In Person	CATI	Total
Bharti	Count	550	540	1090
	% age	50.5%	49.5%	100.0%
MTNL	Count	572	568	1140
	% age	50.2%	49.8%	100.0
TTSL	Count	591	586	1177
	% age	50.2%	49.8%	100.0%
Rel Com	Count	564	555	1119
	% age	50.4%	49.6%	100.0%
Total	Count	2277	2249	4526
	% age	50.3%	49.7%	100.0%

3.3.1.2 Type wise sample distribution

In Delhi metro circle, none of the Service Providers had prepaid customers for their Basic Wire-line service. Hence all the post paid customers were covered during the survey for each of the service providers.

3.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 8,536 subscribers, to be divided among the eight operators. This is shown in the table below:

Operators	Target Sample*	Covered Sample
Bharti (Bharti Limited)	1067	1088
Vodafone	1067	1085
MTNL (Mahanagar Telephone Nigam Limited)	1067	1070
Idea Cellular	1067	1072
Tata Teleservices	1067	1078
Aircel	1067	1049
Rel Com (Reliance Communication)	1067	1108
Sistema Shyam (MTS)	1067	1068
Total	**8,536**	**8,618**

*The target sample represents the total operator wise subscribers in Delhi metro circle with 95% confidence level and 3% interval.

In the Delhi metro circle, the entire Delhi was considered for coverage area. Therefore, Operators wise sample was distributed in all districts of Delhi on the basis of their proportionate population. Also as per the tender document, for cellular mobile services the service area of Delhi metro circle also includes Ghaziabad, Faridabad, Noida and Gurgaon. Hence the sample was also distributed among these areas based on their proportionate population. The following table shows the district/ area wise target sample distribution.

DISTRICTS & AREA	Airtel	Vodafone	MTNL	Idea	RCL	Tata	Aircel	MTS	Total
South	110	110	110	110	110	110	110	110	880
South West	92	92	92	92	92	92	92	92	736
North	36	36	36	36	36	36	36	36	288
North East	90	90	90	90	90	90	90	90	720
North West	148	148	148	148	148	148	148	148	1184
East	69	69	69	69	69	69	69	69	552
Central	24	24	24	24	24	24	24	24	192
New Delhi	6	6	6	6	6	6	6	6	48
West	102	102	102	102	102	102	102	102	816
Gurgaon	62	62	62	62	62	62	62	62	496
Gaziabad	188	188	188	188	188	188	188	188	1504
Noida	68	68	68	68	68	68	68	68	544
Faridabad	72	72	72	72	72	72	72	72	576
TOTAL	1067	1067	1067	1067	1067	1067	1067	1067	8536

Cellular Sample distribution of Delhi (NCR) service providers

3.3.2.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Half of the operators sample was covered through in-depth interview with the consumers and other half through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Delhi Metro circle: Operator wise sample distribution with mode of interview		In-Person	Telephonic	Total
Airtel	Count	544	544	1088
	% age	50.0%	50.0%	100.0%
Vodafone	Count	552	533	1085
	% age	50.9%	49.1%	100.0%
MTNL	Count	537	533	1070
	% age	50.2%	49.8%	100.0%
Idea	Count	539	533	1072
	% age	50.3%	49.7%	100.0%
Reliance Comm	Count	575	533	1108
	% age	51.9%	48.1%	100.0%
TTSL	Count	540	538	1078
	% age	50.1%	49.9%	100.0%
Aircel	Count	536	513	1049
	% age	51.1%	48.9%	100.0%
MTS	Count	535	533	1068
	% age	50.1%	49.9%	100.0%
Total	Count	4358	4260	8618
	% age	50.6%	49.4%	100.0%

3.3.2.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Delhi Metro circle: Operator wise and user type wise sample distribution				
		Post-paid	Prepaid	Total
Airtel	Count	64	1024	1088
	% age	5.9%	94.1%	100.0%
Vodafone	Count	73	1012	1085
	% age	6.7%	93.3%	100.0%
MTNL	Count	53	1017	1070
	% age	5.0%	95.0%	100.0%
Idea	Count	59	1013	1072
	% age	5.5%	94.5%	100.0%
Reliance Comm	Count	102	1006	1108
	% age	9.2%	90.8%	100.0%
TTSL	Count	44	1034	1078
	% age	4.1%	95.9%	100.0%
Aircel	Count	66	983	1049
	% age	6.3%	93.7%	100.0%
MTS	Count		1068	1068
	% age		100.0%	100.0%
Total	Count	461	8157	8618
	% age	5.3%	94.7%	100.0%

3.3.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered. However in the case of Metro circles, it was decided to cover the entire Delhi area. Broadband subscribers were contacted in order to understand their number of subscribers and point of presence. Based on the number of subscribers the sample size was ascertained on the basis 95% confidence level and 3% confidence interval.

Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1185
Mahanagar Telephone Nigam Ltd. (MTNL)	1067	1126
Rel Communications (Rel Com)	1067	1131
Hathway	1067	1103
Sify	1067	0
Tata Comm	1067	0
Spectra Net	1067	1160
Total	**7469**	**5705**

*The target sample represents the total operator wise subscribers in the Delhi with 95% confidence level and 3% confidence interval.

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However, on contacting the officials of Tata Comm and Sify, it was found that their customer base is too low in Delhi to carry out the survey. Hence these service providers were excluded from the survey and the same had been shared with the TRAI officials (Headquarter & Regional Office) over the mails.

3.3.3.1 Mode of Interview: As per the tender document, in urban areas at least 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly sent emails to the database of the operator wise subscribers received from few operators and also the VOICE internal data base. However, as the number of responses to the email sent was very low, it was mutually decided with the consultation of TRAI officials that sample for this mode would be completed using CATI. The following table shows the actual operator wise sample covered with the mode of interview.

Delhi Metro circle: Operator wise sample distribution with mode of interviews				
		In Person	CATI/web based	Total
Airtel	Count	640	545	1185
	% age	54.0%	46.0%	100.0%
MTNL	Count	582	544	1126
	% age	51.7%	48.3%	100.0%
Rel Com	Count	565	566	1131
	% age	50.0%	50.0%	100.0%
Hathway	Count	553	550	1103
	% age	50.1%	49.9%	100.0%
Spectranet	Count	580	580	1160
	% age	50.0%	50.0%	100.0%
Total	Count	2920	2785	5705
	% age	51.2%	48.8%	100.0%

3.3.3.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Delhi Metro circle: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Airtel	Count	1185		1185
	% age	100.0%		100.0%
MTNL	Count	1126		1126
	% age	100.0%		100.0%
Rel Com	Count	1131		1131
	% age	100.0%		100.0%
Hathway	Count	320	783	1103
	% age	29.0%	71.0%	100.0%
Spectranet	Count	86	1074	1160
	% age	7.4%	92.6%	100.0%
Total	Count	3848	1857	5705
	% age	67.4%	32.6%	100.0%

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3.4 Sample Characteristics
3.4.1 Basic Wire-line Service
3.4.1.1 Gender Profile

Gender Profile		Male	Female	Total
Airtel	Count	752	338	1090
	%age	69.0%	31.0%	100.0%
MTNL	Count	710	430	1140
	%age	62.3%	37.7%	100.0%
TTSL	Count	707	470	1177
	%age	60.1%	39.9%	100.0%
Rel Com	Count	719	400	1119
	%age	64.3%	35.7%	100.0%
Total	Count	2888	1638	4526
	%age	63.8%	36.2%	100.0%

- Altogether 4526 basic wire-line customers were covered in Delhi
- Of them 2888 (63.8%) were males and remaining 1638 (36.2%) were females.
- Highest percentage of females were from TTSL (39.0%), followed by MTNL (37.7%)
- Lowest percentage of females were covered in the case of Airtel (31.0%)

3.4.1.2 Age Profile

Age Profile		Less than 25	25-34	35-44	More than 45	Total
Airtel	Count	202	407	273	208	1090
	% age	18.5%	37.3%	25.0%	19.1%	100.0%
MTNL	Count	185	227	248	480	1140
	% age	16.2%	19.9%	21.8%	42.1%	100.0%
TTSL	Count	164	373	275	365	1177
	% age	13.9%	31.7%	23.4%	31.0%	100.0%
Rel Com	Count	189	355	303	272	1119
	% age	16.9%	31.7%	27.1%	24.3%	100.0%
Total	Count	740	1362	1099	1325	4526
	% age	16.3%	30.1%	24.3%	29.3%	100.0%

- Of the 4526 respondents covered during the survey, major proportion belonged to the age group of 25-34 years (30.1%), followed by more than 45 years (29.3%).
- In the case of MTNL around two out of five customers were more than 45 years.
- Overall 16% of consumers were less than 25 years – highest in the case of Airtel (18.5%).

3.4.1.3 Occupational Structure

Occupational Structure		Service	Business/Self Employed	Student	Housewife	Retired	Others	Total
Airtel	Count	614	227	44	160	41	4	1090
	% age	56.3%	20.8%	4.0%	14.7%	3.8%	0.4%	100.0%
MTNL	Count	317	316	137	243	109	18	1140
	% age	27.8%	27.7%	12.0%	21.3%	9.6%	1.6%	100.0%
TTSL	Count	433	245	76	353	35	35	1177
	% age	36.8%	20.8%	6.5%	30.0%	3.0%	3.0%	100.0%
Rel Com	Count	486	244	94	247	30	18	1119
	% age	43.4%	21.8%	8.4%	22.1%	2.7%	1.6%	100.0%
	Count	1850	1032	351	1003	215	75	4526
	% age	40.9%	22.8%	7.8%	22.2%	4.8%	1.7%	100.0%

- Out of the total sample of 4526 in Delhi majority were from service class (40.9%), followed by Businessman/Self employed (22.8%)
- 22.2% of the sample was housewives, 7.8% were students, and 4.8% retired personnel.
- Majority of the respondents of all the service providers are in service (40.9%)

3.4.1.4 Usage Type

USAGE TYPE		Residential	Commercial	Total
Airtel	Count	767	323	1090
	% age	70.4%	29.6%	100.0%
MTNL	Count	1011	129	1140
	% age	88.7%	11.3%	100.0%
TTSL	Count	1062	115	1177
	% age	90.2%	9.8%	100.0%
Rel Com	Count	894	225	1119
	% age	79.9%	20.1%	100.0%
	Count	3734	792	4526
	% age	82.5%	17.5%	100.0%

- Around 82.5% of the sample covered was residential and 17.5% were using it for commercial purpose.
- Usage for commercial purpose was found to be highest in the case of Airtel (29.6%) followed by Rel Com (20.1%)

3.4.2 Cellular Service

3.4.2.1 Gender Profile

Delhi Cellular: Gender Profile				
Service Provider		Male	Female	Total
Airtel	Count	833	255	1088
	%	76.6%	23.4%	100.0%
Vodafone	Count	905	180	1085
	%	83.4%	16.6%	100.0%
MTNL	Count	907	163	1070
	%	84.8%	15.2%	100.0%
Idea	Count	945	127	1072
	%	88.2%	11.8%	100.0%
Reliance Comm	Count	1000	108	1108
	%	90.3%	9.7%	100.0%
TTSL	Count	983	95	1078
	%	91.2%	8.8%	100.0%
Aircel	Count	883	166	1049
	%	84.2%	15.8%	100.0%
MTS	Count	922	146	1068
	%	86.3%	13.7%	100.0%
All SP's	Count	7378	1240	8618
	%	85.6%	14.4%	100.0%

- Altogether 8618 cellular customers were covered in Delhi
- Of them 7378 (85.6%) were found to be males and only 1240 (14.4%) were females. The percentage of females was found to be highest in the case of Airtel (23.4%).

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3.4.2.2 Age Profile

		Age				
		< 25 years	25-34 years	35-44 years	>45 years	Total
Airtel	Count	607	191	85	205	1088
	% age	55.8%	17.6%	7.8%	18.8%	100.0%
Vodafone	Count	733	215	81	56	1085
	% age	67.6%	19.8%	7.5%	5.2%	100.0%
MTNL	Count	596	171	124	179	1070
	% age	55.7%	16.0%	11.6%	16.7%	100.0%
Idea	Count	721	138	92	121	1072
	% age	67.3%	12.9%	8.6%	11.3%	100.0%
Rel Com	Count	692	176	93	147	1108
	% age	62.5%	15.9%	8.4%	13.3%	100.0%
TTSL	Count	621	200	120	137	1078
	% age	57.6%	18.6%	11.1%	12.7%	100.0%
Aircel	Count	743	175	46	85	1049
	% age	70.8%	16.7%	4.4%	8.1%	100.0%
MTS	Count	690	215	84	79	1068
	% age	64.6%	20.1%	7.9%	7.4%	100.0%
All SPs	Count	5403	1481	725	1009	8618
	% age	62.7%	17.2%	8.4%	11.7%	100.0%

- Major proportion of the target respondents was young in the age group of less than 25 years (62.7%). This was found to be highest in the case of Aircel where over 70% were less than 25 years.
- Only 11.7% of the total sample targeted were more than 45 years of age.-highest in the case of Airtel (18.8%).
- Amongst the age group of less than 25 years majority were from Aircel (70.8%), followed by Vodafone (67.6%)

3.4.2.3 Occupational Structure

		Occupation						
		Service	Business/Self Employed	Student	Housewife	Retired	Other	Total
Airtel	Count	551	211	147	130	46	3	1088
	% age	50.6%	19.4%	13.5%	11.9%	4.2%	0.3%	100.0%
Vodafone	Count	607	246	172	52	3	5	1085
	% age	55.9%	22.7%	15.9%	4.8%	0.3%	0.5%	100.0%
MTNL	Count	732	133	100	84	19	2	1070
	% age	68.4%	12.4%	9.3%	7.9%	1.8%	0.2%	100.0%
Idea	Count	673	208	127	53	11		1072
	% age	62.8%	19.4%	11.8%	4.9%	1.0%		100.0%
Reliance Comm	Count	688	229	124	45	14	8	1108
	% age	62.1%	20.7%	11.2%	4.1%	1.3%	0.7%	100.0%
TTSL	Count	508	330	116	92	15	17	1078
	% age	47.1%	30.6%	10.8%	8.5%	1.4%	1.6%	100.0%
Aircel	Count	476	181	293	80	12	7	1049
	% age	45.4%	17.3%	27.9%	7.6%	1.1%	0.7%	100.0%
MTS	Count	657	194	98	106	5	8	1068
	% age	61.5%	18.2%	9.2%	9.9%	0.5%	0.7%	100.0%
All SPs	Count	4892	1732	1177	642	125	50	8618
	% age	56.8%	20.1%	13.7%	7.4%	1.5%	0.6%	100.0%

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- Of the 8618 respondents majority were from Service class (56.8%), followed by Businessman/self employed (20.1%).
- 13.7% of the sample was students, 7.4% were housewives and 1.5% was retired personnel.
- Remaining 0.6% constitutes daily wage labourers, unemployed youths etc.
- Amongst service class, majority were from MTNL (68.4%), followed by Idea (62.8%)

3.4.2.4 Usage Type

Delhi Cellular: Usage type				
Service Provider		Residential	Commercial	Total
Airtel	Count	1088	0	1088
	%	100.0%	0.0%	100.0%
Vodafone	Count	1085	0	1085
	%	100.0%	0.0%	100.0%
MTNL	Count	1052	18	1070
	%	98.3%	1.7%	100.0%
Idea	Count	1072	0	1072
	%	100.0%	0.0%	100.0%
Reliance Comm	Count	1108	0	1108
	%	100.0%	0.0%	100.0%
TTSL	Count	1078	0	1078
	%	100.0%	0.0%	100.0%
Aircel	Count	1049	0	1049
	%	100.0%	0.0%	100.0%
MTS	Count	1068	0	1068
	%	100.0%	0.0%	100.0%
All SP's	Count	8600	18	8618
	%	99.8%	0.2%	100.0%

- Almost all the subscribers had personal phone. In other words these did not have commercial connection, except in the case of 18 MTNL subscribers.

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3.4.3 Broadband service

3.4.3.1 Gender Profile

Gender profile		Male	Female	Total
Airtel	Count	867	318	1185
	%age	73.2%	26.8%	100.0%
MTNL	Count	740	386	1126
	%age	65.7%	34.3%	100.0%
Rel Com	Count	783	348	1131
	%age	69.2%	30.8%	100.0%
Hathway	Count	933	170	1103
	%age	84.6%	15.4%	100.0%
Spectranet	Count	1019	141	1160
	%age	87.8%	12.2%	100.0%
All SPs	**Count**	**4342**	**1363**	**5705**
	%age	**76.1%**	**23.9%**	**100.0%**

- Altogether 5705 broadband customers were covered in Delhi Metro Circle
- Of them 4342 (76.1%) were male and remaining 1363 (23.9%) were female subscribers.
- Highest percentage of female subscribers were covered in the case of MTNL (34.3%), followed by Rel Com(30.8%)
- The lowest percentage of males were covered in MTNL (65.7%) followed by Rel Com (69.2%).

3.4.3.2 Age Profile

Age		< 25 years	25-34 years	35-44 years	>45 years	Total
Airtel	Count	242	343	196	93	874
	% age	27.7%	39.2%	22.4%	10.6%	100.0%
MTNL	Count	229	153	154	226	762
	% age	30.1%	20.1%	20.2%	29.7%	100.0%
Rel Com	Count	237	304	137	120	798
	% age	29.7%	38.1%	17.2%	15.0%	100.0%
Hathway	Count	123	368	162	174	827
	% age	14.9%	44.5%	19.6%	21.0%	100.0%
Spectranet	Count	361	525	152	42	1080
	% age	33.4%	48.6%	14.1%	3.9%	100.0%
All SPs	**Count**	**1192**	**1693**	**801**	**655**	**4341**
	% age	**27.5%**	**39.0%**	**18.5%**	**15.1%**	**100.0%**

- Majority of the respondents covered belonged in the age group 25-34 years (39.0%), followed by Less than 25 years (27.5%).
- Amongst the respondents falling age group of 25-34 years, majority were covered from Spectranet (48.6%), followed by Hathway (44.5%)

3.4.3.3 Occupational Structure

		Occupation						
		Service	Business/Self Employed	Student	Housewife	Retired	Other	Total
Airtel	Count	593	302	106	152	31	1	1185
	% age	50.0%	25.5%	8.9%	12.8%	2.6%	0.1%	100.0%
MTNL	Count	350	231	171	248	112	14	1126
	% age	31.1%	20.5%	15.2%	22.0%	9.9%	1.2%	100.0%
Rel Com	Count	442	246	175	242	25	1	1131
	% age	39.1%	21.8%	15.5%	21.4%	2.2%	0.1%	100.0%
Hathway	Count	656	243	79	87	7	31	1103
	% age	59.5%	22.0%	7.2%	7.9%	0.6%	2.8%	100.0%
Spectranet	Count	743	167	191	51	6	2	1160
	% age	64.1%	14.4%	16.5%	4.4%	0.5%	0.2%	100.0%
All SPs	**Count**	**2784**	**1189**	**722**	**780**	**181**	**49**	**5705**
	% age	**48.8%**	**20.8%**	**12.7%**	**13.7%**	**3.2%**	**0.9%**	**100.0%**

- Majority of the respondents covered were from Service class (48.8%), followed by Businessman/self employed (20.8%).
- Other 12.7% of the sample was students, 13.7% were housewives and 3.2% were retired personnel

3.4.3.4 Usage Type

		Usage Type		
		Residential	Commercial	Total
Airtel	Count	862	323	1185
	% age	72.7%	27.3%	100.0%
MTNL	Count	1081	45	1126
	% age	96.0%	4.0%	100.0%
Rel Com	Count	1034	97	1131
	% age	91.4%	8.6%	100.0%
Hathway	Count	1080	23	1103
	% age	97.9%	2.1%	100.0%
Spectranet	Count	1151	9	1160
	% age	99.2%	0.8%	100.0%
All SPs	**Count**	**5208**	**497**	**5705**
	% age	**91.3%**	**8.7%**	**100.0%**

- 91.3% of the sample covered was residential and only 8.7% were using it for commercial purpose.
- In the case of Spectranet almost none were using commercial purpose. In contrast over 27% of the Airtel subscribers were using for commercial purpose.
- 27.3% respondents of Airtel were using the service for commercial purpose

4

CUSTOMER PERCEPTION OF TELECOM SERVICE

DETAIL REPORT

4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Delhi Circle

The following table shows the performance of Basic service operators in Delhi Metro Circle on various parameters.

Basic Service (Wireline) (MERO CIRCLE - DELHI) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintain-ability	Customers Satisfied with Supple-mentary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		*>90%*	*>95%*	*>95%*	*>90%*	*>95%*	*>95%*	*>90%*	*>90%*
METRO CIRCLE – DELHI									
Airtel	1090	97.9%	95.9%	-	94.7%	94.8%	92.7%	85.7%	95.3%
MTNL	1140	92.0%	92.2%	-	91.0%	91.1%	76.8%	84.5%	91.1%
TTSL	1177	96.0%	91.1%	-	91.1%	92.0%	88.4%	83.3%	94.3%
Rel Com	1119	90.4%	90.6%	-	87.2%	87.3%	76.0%	73.4%	86.9%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Airtel and Tata Teleservices** was better than other two operators in Delhi metro circle. Airtel was able to meet benchmark criteria on 4 out of 7 parameters. It was not able to achieve the benchmark on the issue of **Network performance, Maintainability and Supplementary services**.

- Airtel was followed by TTSL and MTNL. Their performance on 3 of the parameter was better as they were able to meet the benchmark. B**oth** the operators were not able to achieve the desired benchmark standard on **Billing performance**, **Network performance, Maintainability and Supplementary services.**

- The performance of Rel Com was very low as it was able to meet the benchmark in only one parameter – provision of services.

The analysis reveals that, Airtel followed by Tata Teleservices, were above MTNL and Rel Com in providing quality basic wire-line services in Delhi Metro circle.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Delhi Circle

The following table shows the performance of cellular operators in Delhi Metro Circle on various parameters.

CSS Cellular (MERO CIRCLE - DELHI) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintain-ability	Customers Satisfied with Supple-mentary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		*>90%*	*>95%*	*>95%*	*>90%*	*>95%*	*>95%*	*>90%*	*>90%*
METRO CIRCLE – DELHI									
Airtel	1088	95.2%	95.3%	95.3%	90.1%	95.6%	94.8%	94.1%	95.9%
Vodafone	1085	96.7%	95.4%	96.9%	92.4%	96.3%	94.7%	93.0%	95.7%
MTNL	1070	93.5%	96.2%	95.0%	87.8%	87.9%	87.5%	83.1%	90.9%
Idea	1072	93.1%	93.2%	93.2%	84.4%	86.1%	86.7%	90.7%	88.5%
Rel Com	1108	92.4%	90.8%	89.9%	85.5%	85.6%	83.9%	82.6%	89.3%
TTSL	1078	92.1%	89.4%	87.6%	81.5%	83.2%	84.4%	86.9%	84.0%
Aircel	1049	94.2%	95.5%	91.0%	81.0%	81.9%	82.2%	79.7%	83.5%
MTS	1068	91.3%		82.3%	81.3%	79.5%	81.6%	71.9%	82.8%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Vodafone and Airtel** were better than other 6 operators in Delhi metro circle. Vodafone and Airtel were able to meet benchmark criteria on 7 out of 8 parameters. However on the issue of **maintainability** their performance was not able to achieve the 95% benchmark.

- Other operators were not able to meet the benchmark on most of the parameters. Idea was able to meet the benchmark in Supplementary services along with provision of service whereas Aircel was able to meet the benchmark in post paid billing services in addition to provision of service.

- Rel Com, TTSL and MTS were able to meet the benchmark in only one parameter.

The analysis reveals that, Vodafone and Airtel are the only 2 operators whose services are apparently far better than other 6 operators in Delhi Metro Circle. The other operators were not able to meet performance benchmark on most of the parameters set by the TRAI.

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4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Delhi Metro Circle

The following table shows the performance of broadband operators in Delhi Metro Circle on various parameters.

Broadband (MERO CIRCLE - DELHI) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintain-ability	Customers Satisfied with Supple-mentary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		*90%*	*90%*	*90%*	*90%*	*85%*	*85%*	*85%*	*85%*
METRO CIRCLE – DELHI									
Airtel	1185	97.9%	95.9%		93.7%	87.0%	87.0%	84.8%	89.8%
MTNL	1126	94.1%	90.4%		88.8%	83.2%	77.8%	82.9%	85.5%
Rel Com	1131	91.9%	80.9%		82.8%	79.0%	71.2%	78.4%	80.9%
Hathway	1103	93.4%	91.9%	89.7%	92.1%	84.5%	85.4%	79.0%	88.6%
Spectranet	1160	92.2%	89.1%	89.0%	90.4%	80.3%	83.7%	79.1%	84.3%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Airtel** was the best as it was able to meet the benchmark in all parameters except Supplementary services**. It was followed by Hathway and MTNL.** Hathway was able to meet benchmark criteria on 5 out of 8 parameters.
- Hathway was followed by MTNL who was also able to meet the benchmark on 3 parameters – **Provision of service, billing performance (postpaid) and overall service.**
- **However, Rel Com** was able to meet the benchmark criteria on only 1 parameter.

The analysis reveals that, performance of Airtel and Hathway in broadband services was comparatively better than other three operators in Delhi Metro circle.

4.2 GRAPHICAL PRESENTATION

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4.2.1 BASIC WIRE LINE - *METRO CIRCLE (DELHI)*

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES

% of consumers satisfied with provision of services

Airtel 97.9%, MTNL 92.0%, TTSL 96.0%, Rel Com 90.4%
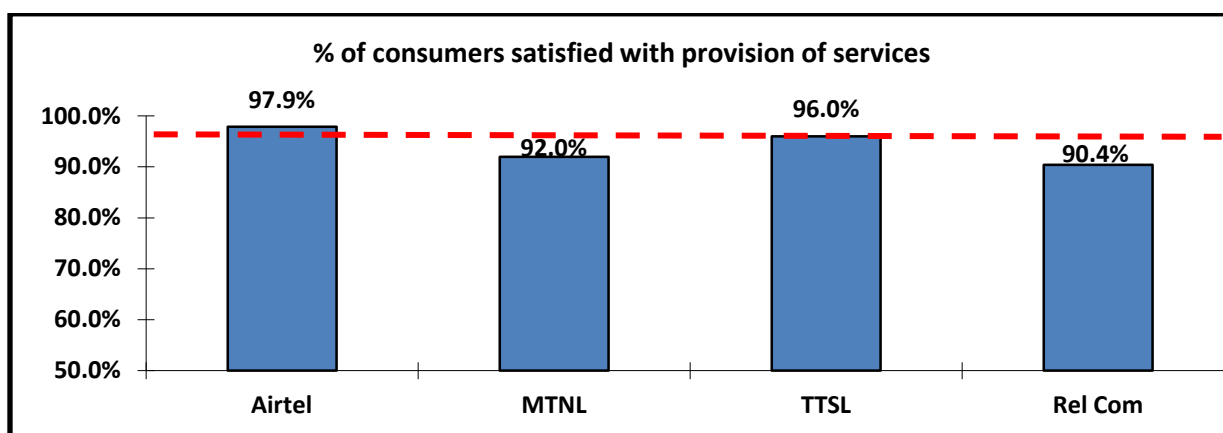
Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Audit was conducted for 4 operators providing basic wire-line services in Delhi
- All the operators were found meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 90.4% (Rel Com) to 97.9% (Airtel)

4.2.1.2A CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

Out of the four service providers covered during the survey, none had prepaid customers for their basic wire-line service

4.2.1.2B CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES

% of consumers satisfied with postpaid billing services

Airtel 95.9%, MTNL 92.2%, TTSL 91.1%, Rel Com 90.6%
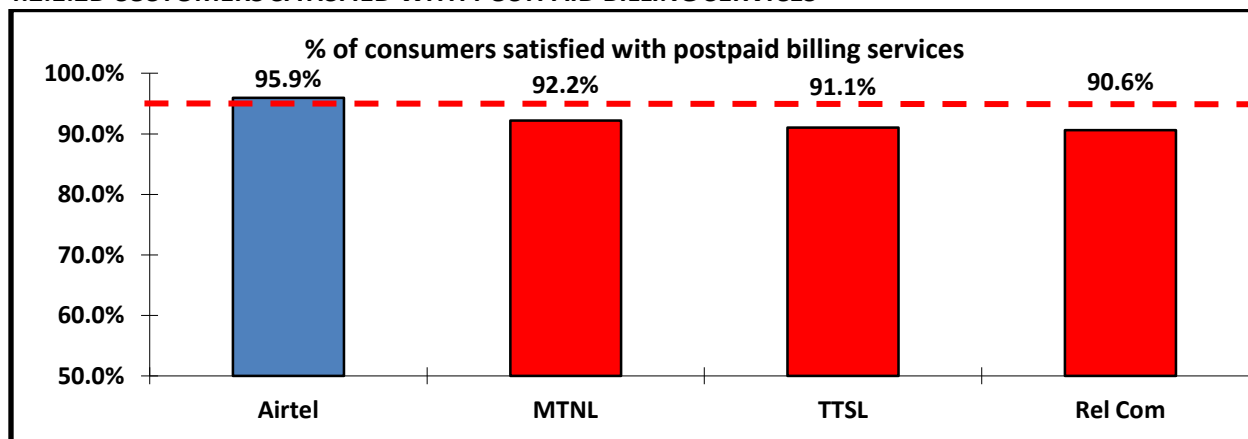
Source: Q2.5, Q2.6 and Q2.7 of the qnr

- Only Airtel was meeting the benchmark with 95.9% satisfied customers
- Percentage of customers satisfied with the postpaid billing performance attained by all the four operators ranged from 90.6% to 95.9%
- The lowest percentage of satisfied consumers was attained by of Rel Com (90.6%)

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4.2.1.3 CUSTOMERS SATISFIED WITH HELP SERVICES

% of consumers satisfied with help services
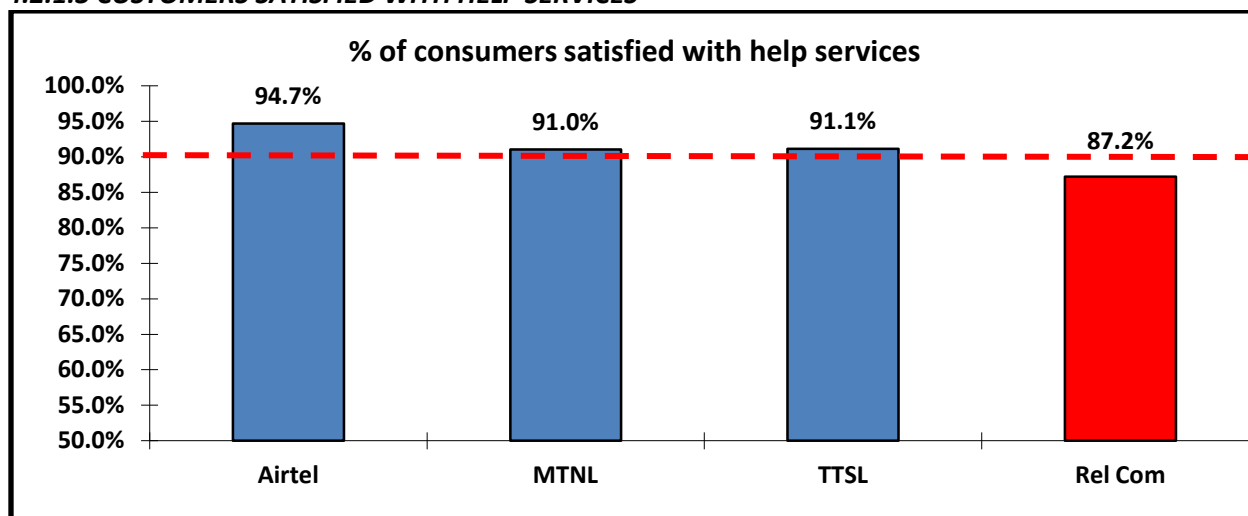
Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- All the operators were meeting the benchmark of >90% except Rel Com (87.2%)
- Percentage of Customer satisfied with the help services ranged from 87.2% to 94.7%
- Highest percentage of satisfied consumers were with Airtel (94.7%), followed by TTSL (91.1%) and MTNL (91.0%).

4.2.1.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE

% of consumers satisfied with network performances
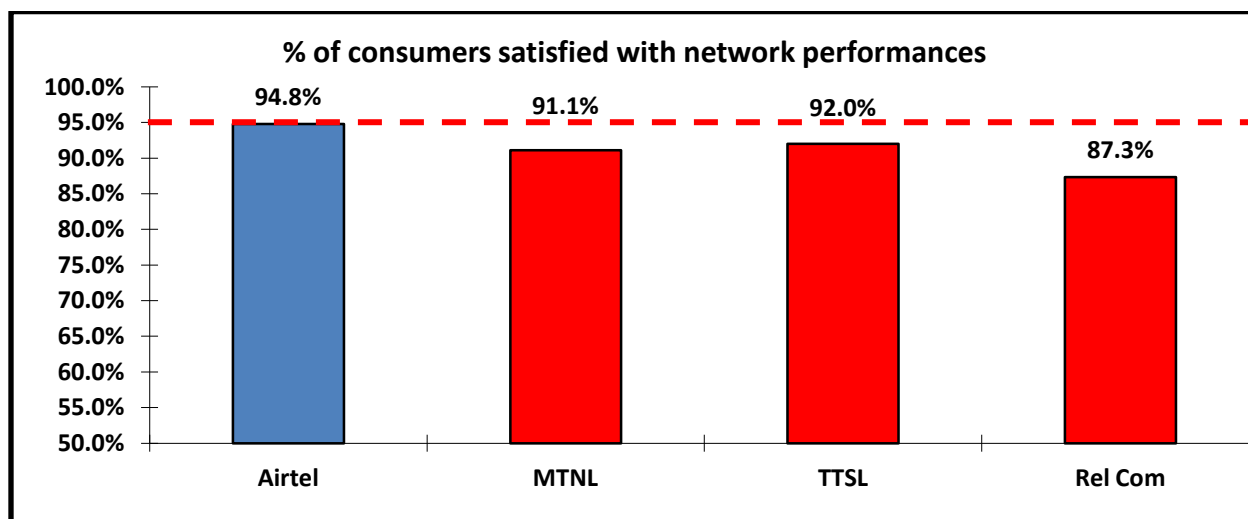
Source: Q4.1, Q4.2 and Q4.3 of the qnr

- None of the operator was meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 87.3% to 94.8%
- Highest percentage of satisfied consumers were in the case of Airtel (94.8%), followed by TTSL (92.0%) and MTNL (91.1%).
- The lowest percentage of satisfied consumers was attained by Rel Com (87.3%)

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4.2.1.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY

% of consumers satisfied with Maintainability

Source: Q5.1 and Q5.2 of the qnr

- None of the operator was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 76.0% to 92.7%
- Highest percentage of satisfied consumers were found with Airtel (92.7%), followed by TTSL (88.4%) and MTNL (76.8%).
- The lowest percentage of satisfied consumers was attained by of Rel Com (76.0%)

4.2.1.6 CUSTOMERS SATISFIED WITH SUPPLEMENTRY SERVICES
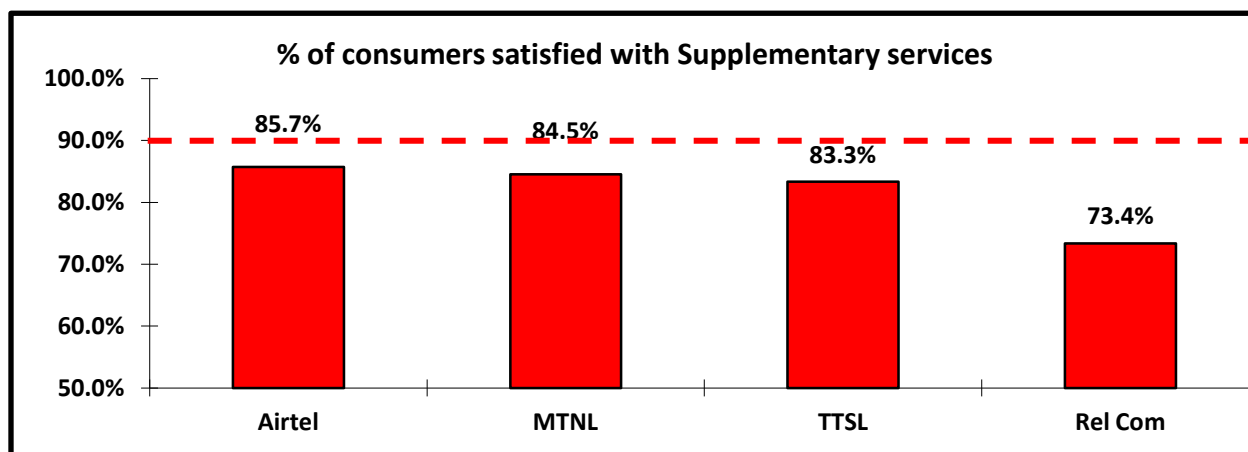
% of consumers satisfied with Supplementary services

Source: Q6.1 and Q6.2 of the qnr

- None of the operators were found to be meeting the benchmark of >90%.
- Percentage of Customer satisfied with the supplementary services ranged from 73.4% to 85.7%
- Highest percentage of satisfied consumers were found in the case of Airtel (85.7%), followed by MTNL (84.5%) and TTSL (83.3%).
- The lowest percentage of satisfied consumers were found in the case of Rel Com (73.4%)

4.2.1.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES

% of consumers satisfied with Overall services
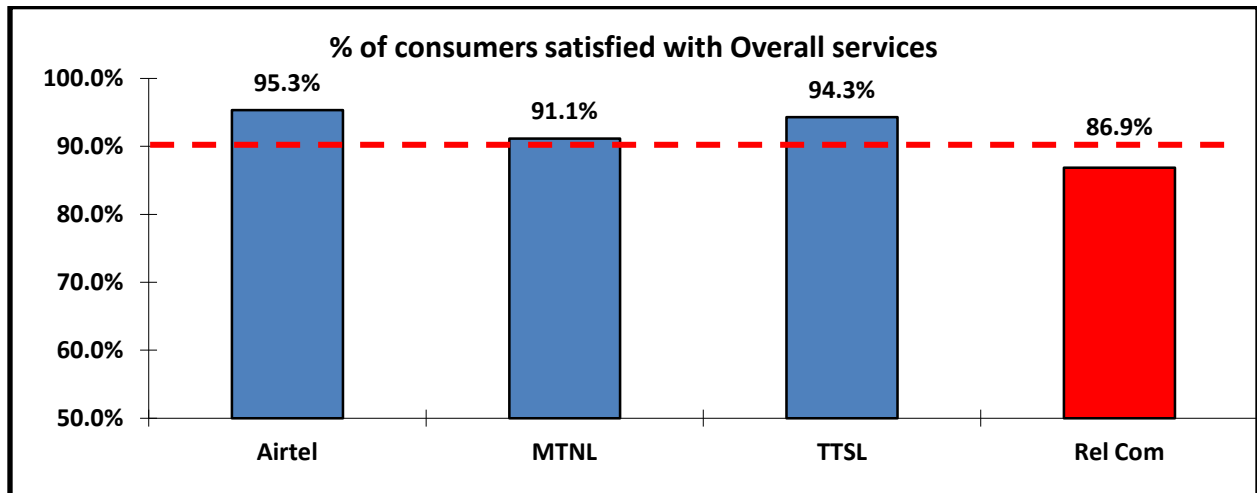
Source: Q7 of the qnr

- All the operators except Rel Com were meeting the benchmark of >90%
- Percentage of Customer satisfied with the overall services ranged from 86.9% to 95.3%
- Highest percentage of satisfied customers was found in the case of Airtel (95.3%), followed by Tata Teleservices (94.3%) and MTNL (91.1%).
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Com (86.9%).

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4.2.2 CELLULAR SERVICE - METRO CIRCLE (DELHI)

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES

% of consumers satisfied with provision of services

Operator	Value
Airtel	95.2%
Vodafone	96.7%
MTNL	93.5%
Idea	93.1%
Rel Com	92.4%
TTSL	92.1%
Aircel	94.2%
MTS	91.3%
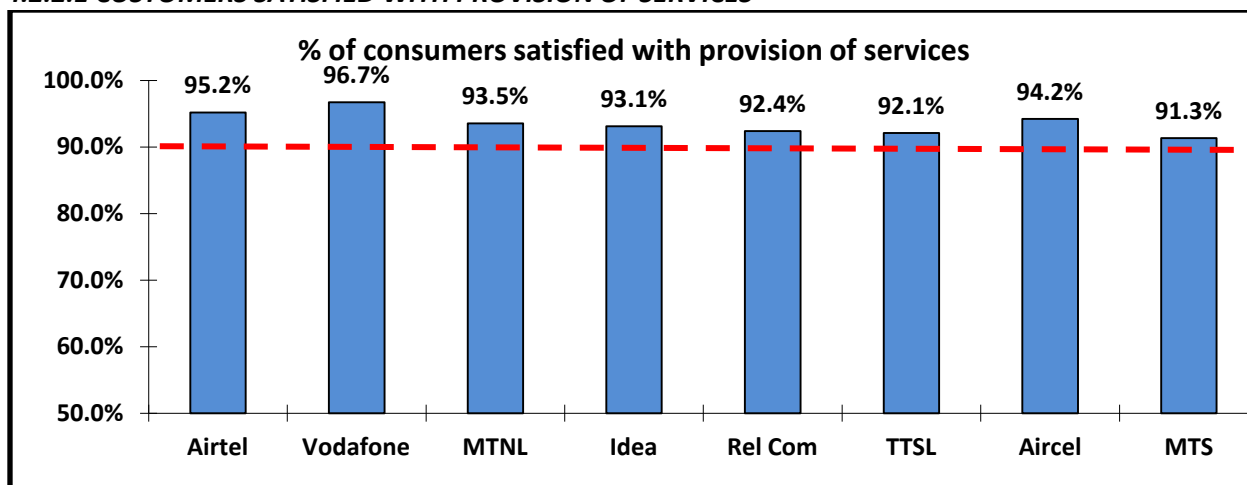
Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Audit was conducted for 8 operators providing cellular services in Delhi.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the eight operators ranged from 91.3% (MTS) to 96.7% (Vodafone)

4.2.2.2A CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

% of consumers satisfied with prepaid billing services

Operator	Value
Airtel	95.3%
Vodafone	96.9%
MTNL	95.0%
Idea	93.2%
Rel Com	89.9%
TTSL	87.6%
Aircel	91.0%
MTS	82.3%
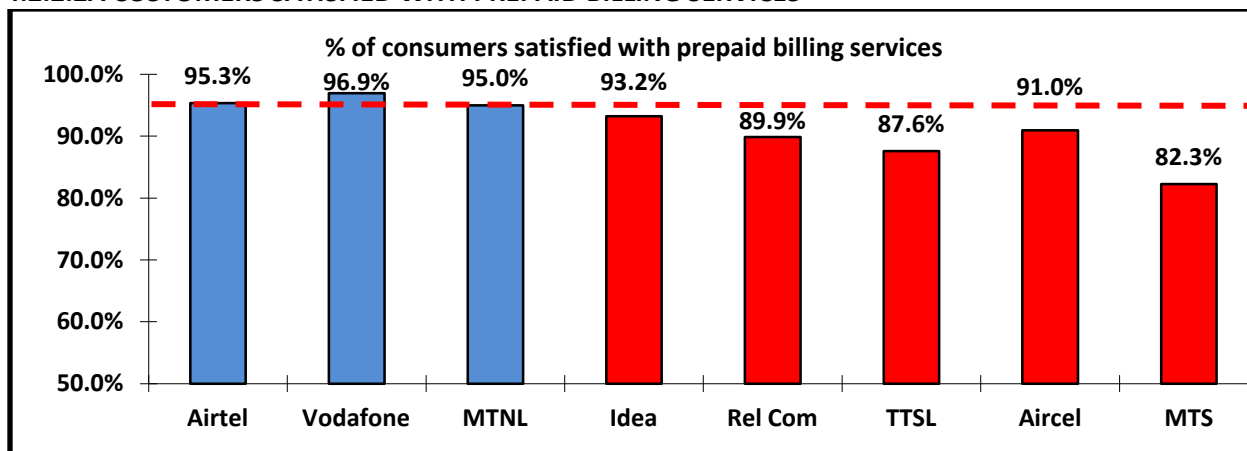
Source: Q2.1, Q2.2, Q2.3 and Q2.4 of the qnr

- Only three operators were found to be meeting the benchmark of >95%.
- Percentages of satisfied consumer by all the operators ranged from 82.3% to 96.9%
- Highest percentages of customers satisfied were found with Vodafone (96.9%), followed by Airtel (95.3%) and MTNL (95%).
- The lowest percentage of satisfied consumers was attained by MTS (82.3%) followed by TTSL (87.6%).

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4.2.2.2B CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES
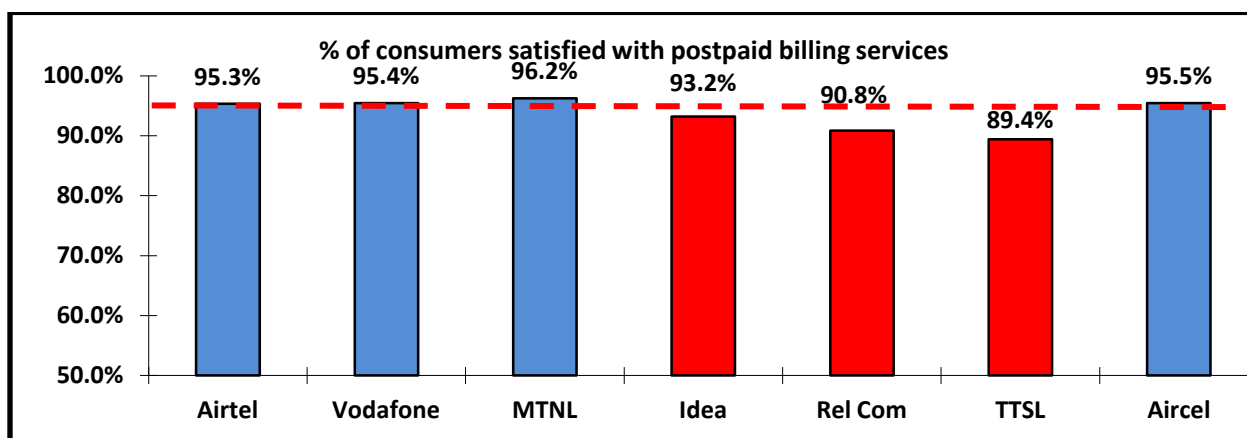
*MTS does not provide postpaid cellular services
Source: Q2.5, Q2.6 and Q2.7 of the qnr

- Four out of eight operators were found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the eight operators ranged from 89.4% to 96.2%
- Highest percentage of satisfied consumers were found with MTNL (96.2%), followed by Aircel (95.5%) and Vodafone (95.4%).
- The lowest percentage of satisfied consumers was attained by TTSL (89.4%) followed by Rel Com (90.8%).

4.2.2.3 CUSTOMERS SATISFIED WITH HELP SERVICES
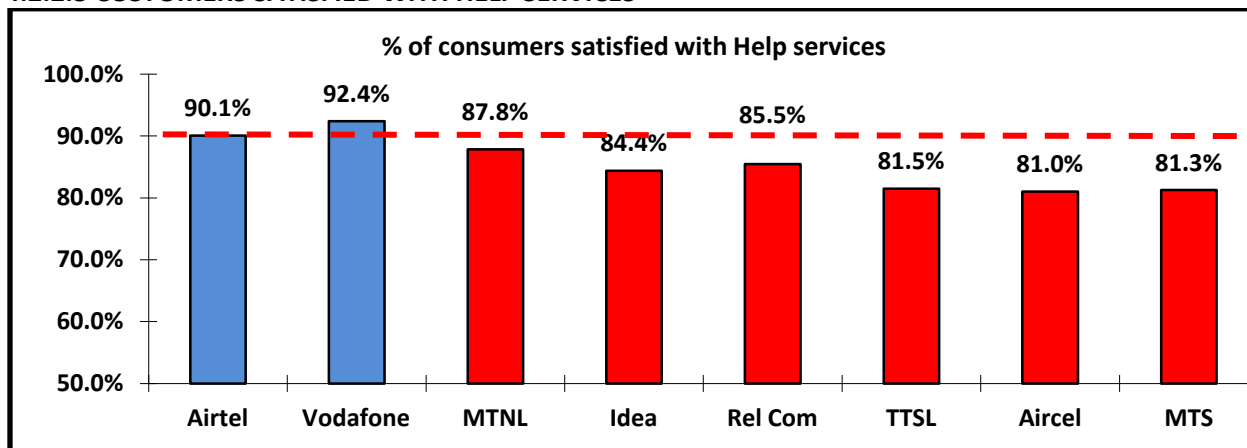
Source: Q3.1. Q3.2. Q3.3 and Q3.4 of the qnr

- Only two of the operators – Airtel and Vodafone - were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the eight operators ranged from 81.0% to 92.4%
- Highest percentage of satisfied consumers were found with Vodafone (92.4%) followed by Airtel (90.1%).
- The lowest percentage of satisfied consumers was attained by of Aircel (81.0%) followed by MTS (81.3%) and TTSL (81.5%)

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4.2.2.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE

% of consumers satisfied with network performance

Operator	Airtel	Vodafone	MTNL	Idea	Rel Com	TTSL	Aircel	MTS
%	95.6%	96.3%	87.9%	86.1%	85.6%	83.2%	81.9%	79.5%
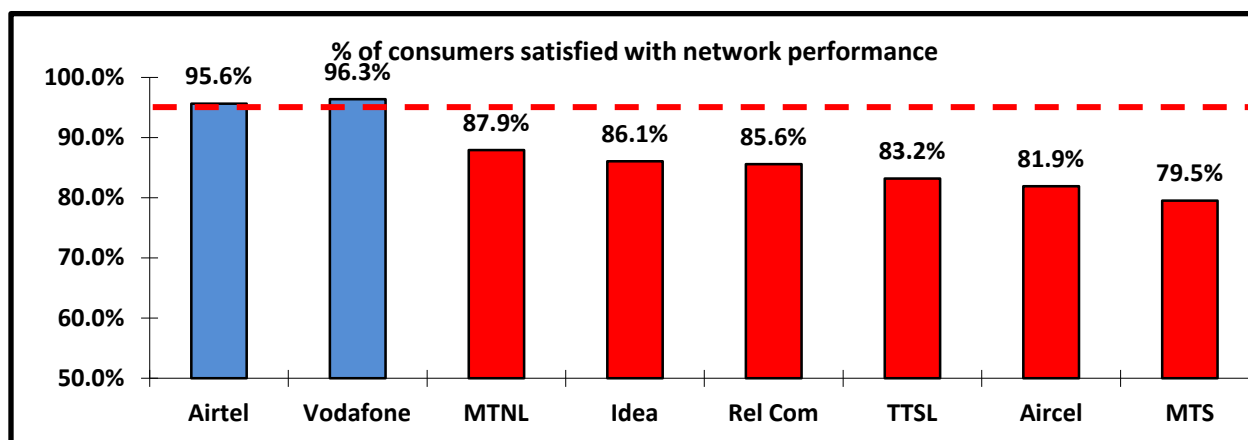
Source: Q4.1, Q4.2 and Q4.3 of the qnr

- Only Airtel and Vodafone were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the operators ranged from 79.5% to 96.3%
- Highest percentages of customers satisfied were found with Vodafone (96.3%), followed by Airtel (95.6%).
- The lowest percentage of satisfied consumers was attained by of MTS (79.5%) followed by Aircel (81.9%)

4.2.2.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY
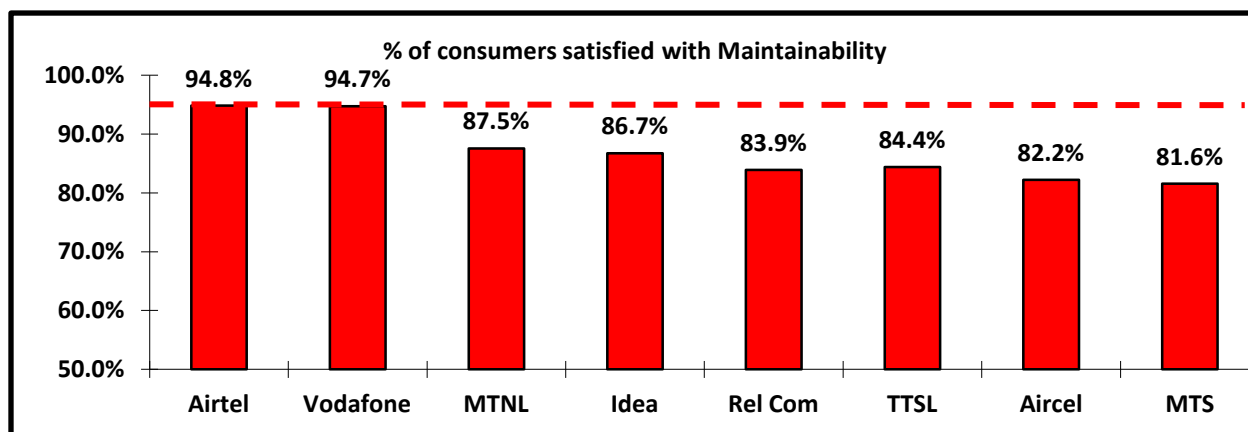
% of consumers satisfied with Maintainability

Operator	Airtel	Vodafone	MTNL	Idea	Rel Com	TTSL	Aircel	MTS
%	94.8%	94.7%	87.5%	86.7%	83.9%	84.4%	82.2%	81.6%

Source: Q5.1 and Q5.2 of the qnr

- None of the operators were found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the eight operators ranged from 81.6% to 94.8%
- Highest percentage of consumers satisfied was with Airtel (94.8%) and Vodafone (94.7%).
- The lowest percentage of satisfied consumers were with MTS (81.6%) followed by Aircel (82.2%).

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4.2.2.6 CUSTOMERS SATISFIED WITH SUPPLEMENTRY SERVICES

% of consumers satisfied with Supplementary services
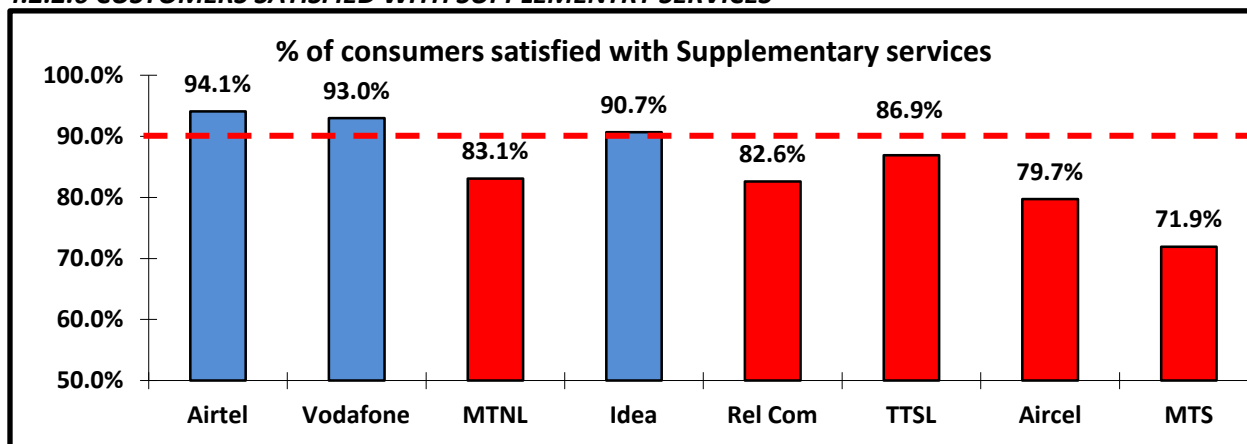
Source: Q6.1 and Q6.2 of the qnr

- Only three operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied by all the eight operators ranged from 71.9% to 94.1%
- Highest percentage of consumers satisfied were found with Airtel (94.1%) followed by Vodafone (93.0%).
- The lowest percentage of satisfied consumers was attained by of MTS (71.9%) followed by Aircel (79.7%)

4.2.2.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES

% of consumers satisfied with Overall services
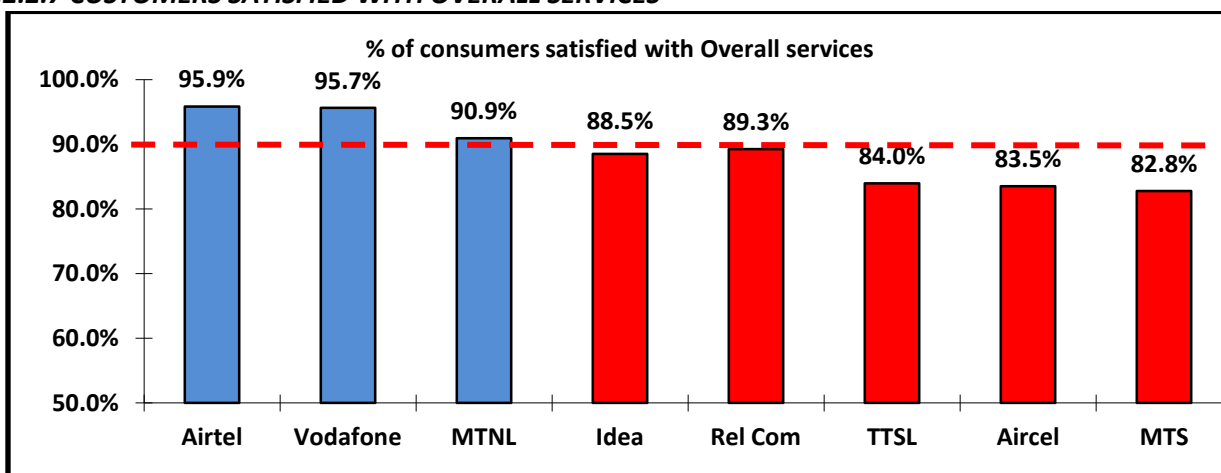
Source: Q7 of the qnr

- Three out of eight operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 82.8% to 95.9%
- Highest level of satisfaction was found by the consumers of Airtel (95.9%), followed by Vodafone (95.7%).
- The lowest percentage of satisfied consumers was attained by of MTS (82.8%) followed by Aircel (83.5%)

4.2.3 Broadband services – Metro Circle (Delhi)

4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES

% of consumers satisfied with provision of services
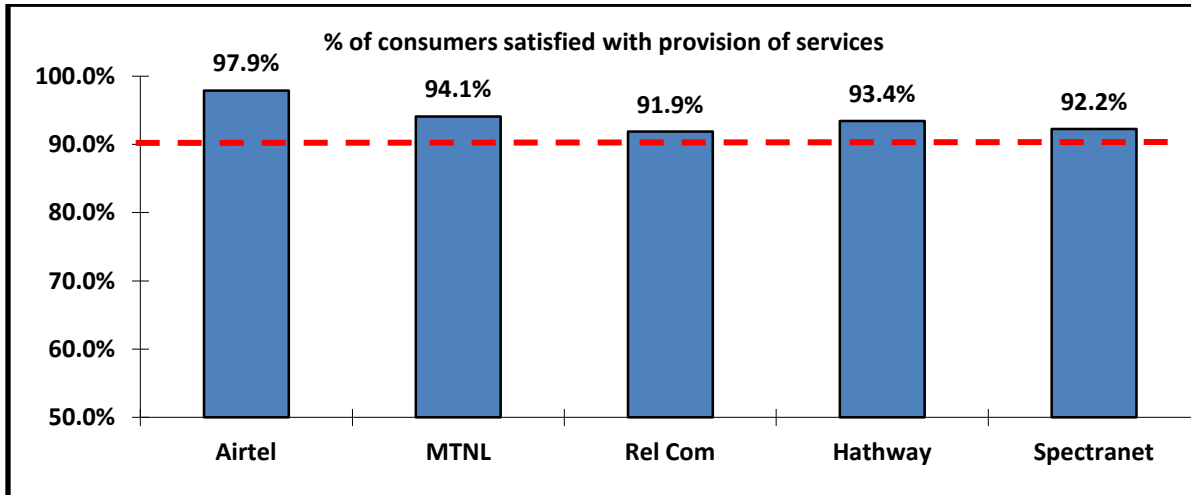
Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Audit was conducted for 5 operators providing broadband services in Delhi
- All the operators, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the operators ranged from 91.9% (Rel Com) to 97.9% (Airtel)

4.2.3.2A CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

% of consumers satisfied with Prepaid billing services
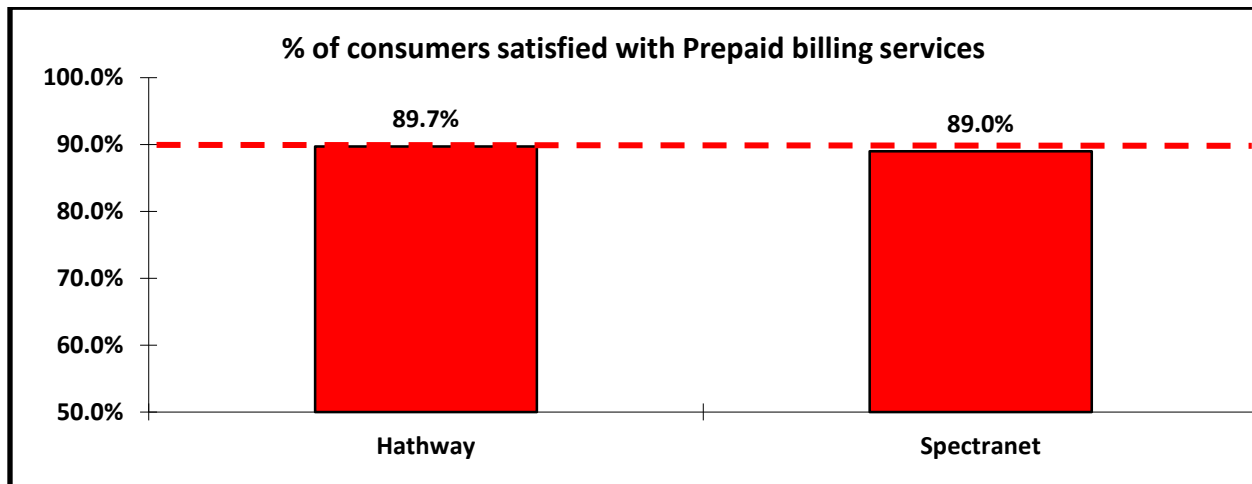
Source: Q2.1, Q2.2, Q2.3 and Q2.4 of the qnr

- Only two operators were providing prepaid services - Hathway and Spectranet-and both were not meeting the benchmark of >90%.
- 89.7% of customers were found to be satisfied with Hathway and 89.0% by Spectranet

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4.2.3.2B CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES

% of consumers satisfied with Postpaid billing services
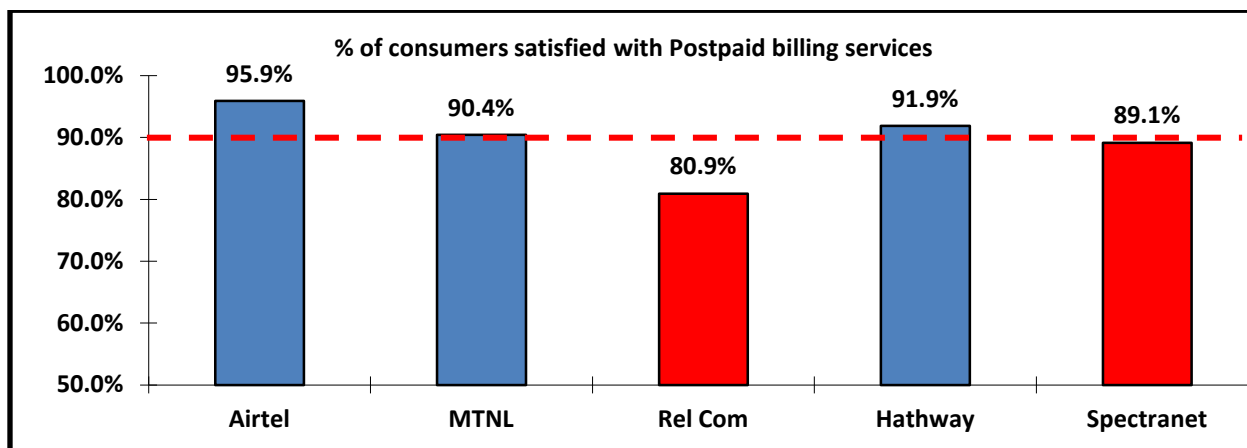
Source: Q2.5, Q2.6 and Q2.7 of the qnr

- All, except two, were meeting the benchmark of >90%.
- Highest percentage of satisfied consumers were found in the case of Airtel (95.9%), followed by Hathway (91.9%)
- The lowest percentage of satisfied consumers was attained by of Rel Com (80.9%), followed by Spectranet (89.1%)

4.2.3.3 CUSTOMERS SATISFIED WITH HELP SERVICES

% of consumers satisfied with help services
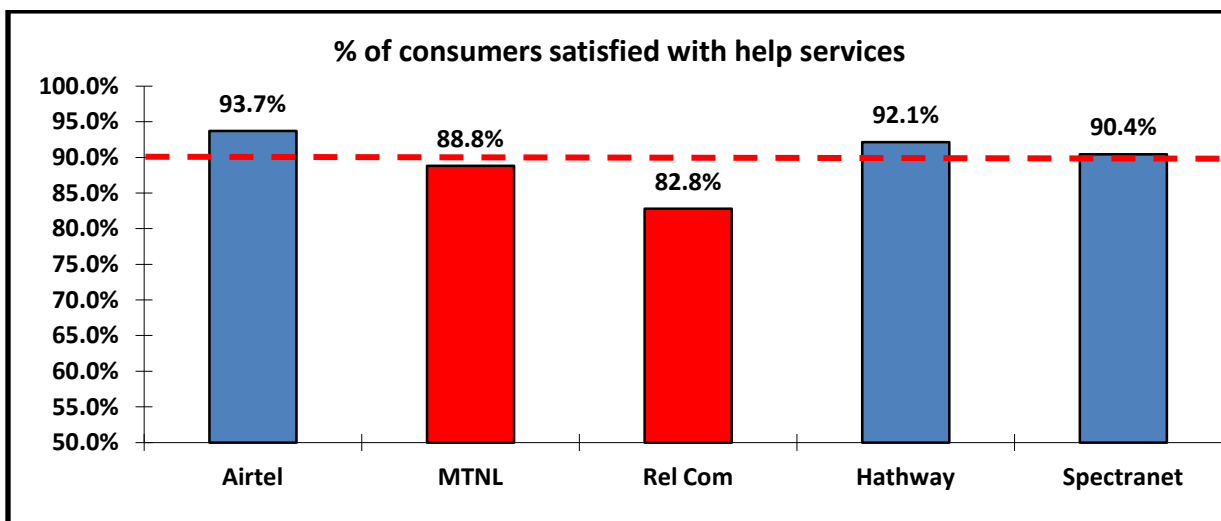
Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- Out of five, only three operators were found to be meeting the benchmark of >90%.
- Highest percentage of satisfied consumers were in the case of Airtel (93.7%), followed by Hathway (92.1%), and Spectranet (90.4%)
- The lowest percentage of satisfied consumers were found in the case of Rel Com (82.8%), followed by MTNL (88.8%).

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4.2.3.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE

% of consumers satisfied with Network performance

Operator	Value
Airtel	87.0%
MTNL	83.2%
Rel Com	79.0%
Hathway	84.5%
Spectranet	80.3%
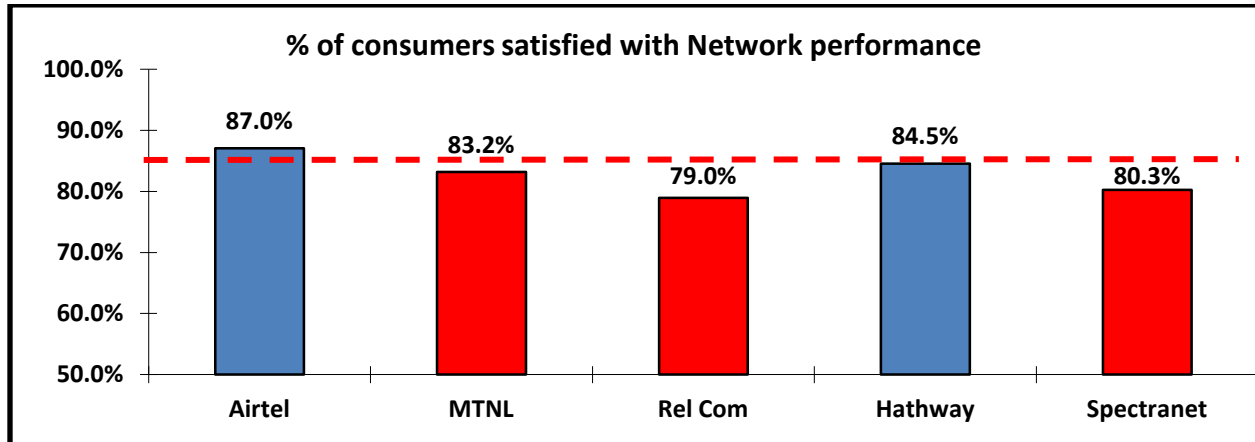
Source: Q4.1 and Q4.2 of the qnr

- Only one, out of five operators, was meeting the benchmark of >85%.
- Percentage of customers satisfied with the network performance ranged from 79.0% to 87.0%
- Highest percentage of satisfied consumers were in the case of Airtel (87.0%), followed by Hathway (84.5%)
- The lowest percentage of satisfied consumers was attained by of Rel Com (79.0%), followed by Spectranet (80.3%) and MTNL (83.2%)

4.2.3.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY

% of consumers satisfied with Maintainability

Operator	Value
Airtel	87.0%
MTNL	77.8%
Rel Com	71.2%
Hathway	85.4%
Spectranet	83.7%
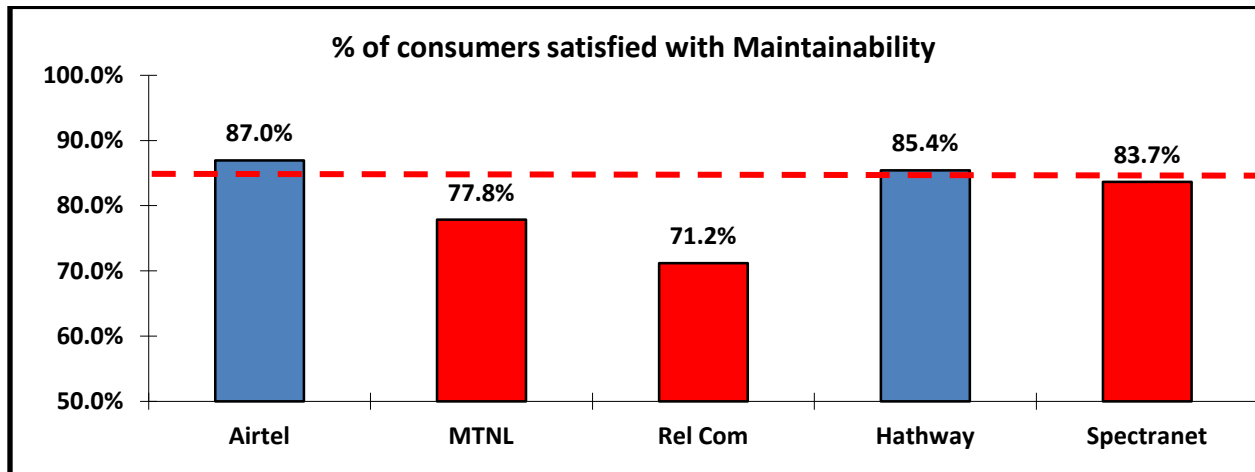
Source: Q5.1 and Q5.2 of the qnr

- Two out of five operators were meeting the benchmark of >85%.
- Highest percentage of satisfied consumers were in the case of Airtel (87.0%), followed by Hathway (85.4%) and Spectranet (83.7%)
- The lowest percentage of satisfied consumers was attained by of Rel Com (71.2%) followed by MTNL (77.8%)

4.2.3.6 SATISFIED WITH SUPPLEMENTRY SERVICES

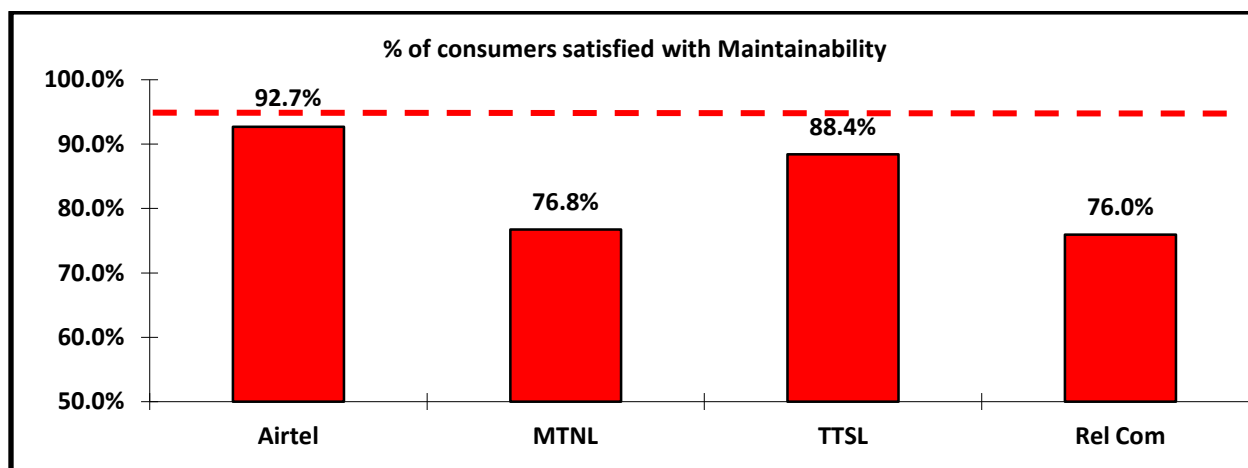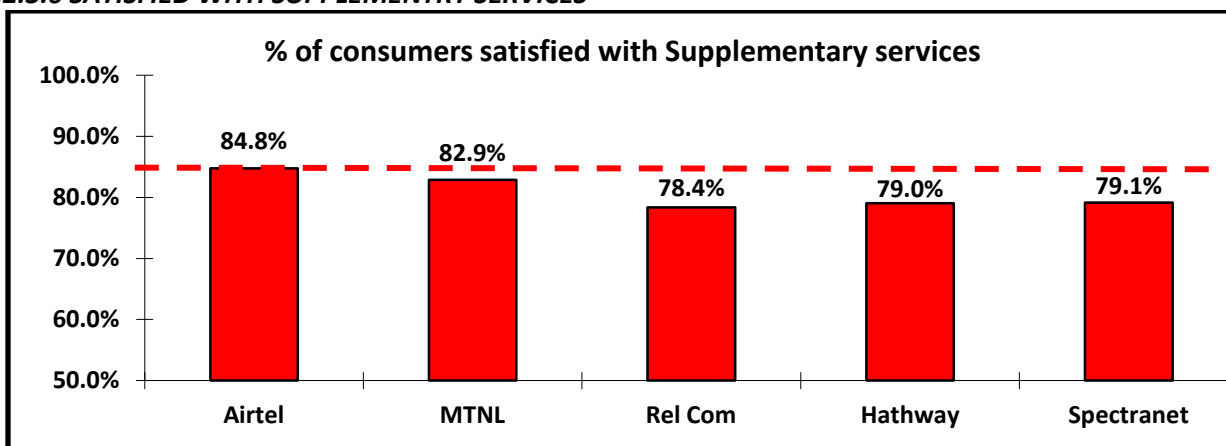**% of consumers satisfied with Supplementary services**

Source: Q6.1 and Q6.2 of the qnr

- None of the operators were found to be meeting the benchmark of >85%.
- Percentage of customers satisfied with the supplementary services ranged from 78.4% to 84.8%
- Highest percentage of consumers satisfied were found with Airtel (84.8%), followed by MTNL (82.9%)
- The lowest percentage of satisfied consumers were found in the case of Rel Com(78.4%)

4.2.3.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES

% of consumers satisfied with Overall services
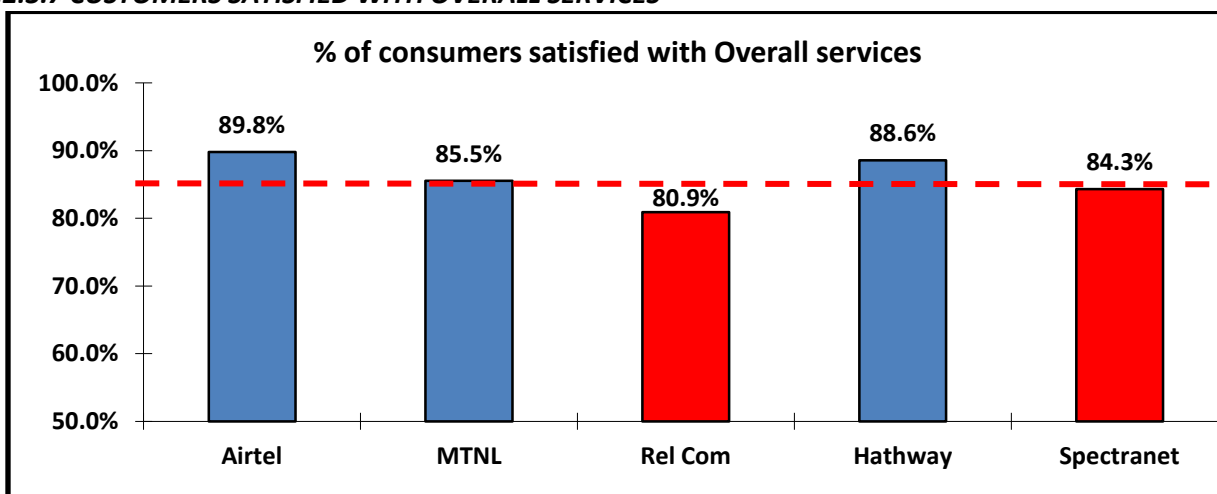
Source: Q7 of the qnr

- Three out of five operators were found to be meeting the benchmark of >85%
- Percentage of customers satisfied with the overall services ranged from 80.9% to 89.8%
- Highest percentage of satisfied customers were found with Airtel (89.8%), followed by Hathway (88.6%) and MTNL (85.5%)
- The lowest percentage of satisfied customers were in the case of Rel Com (80.9%) followed by Specranet (84.3%).

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Assessment of Customer perception of Service and Implementation &
Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations

Delhi Metro Circle
October 2013

5. ASSESSMENT OF TRAI REGULATIONS & DIRECTIONS

5.1: BASIC WIRELINE – Delhi Metro Circle

5.1.1: Registration for blocking unsolicited commercial calls/SMSs: Altogether 4526 basic consumers of 4 operators in Delhi circle were targeted and of them only 684 (15.1%) had registered for not receiving or blocking unsolicited commercial calls/SMSs. The highest percentages of subscribers who used this service were found in the case of MTNL (47.5%), followed by TTSL (11.4%). Very few subscribers of Airtel and Rel Com were found who has used such service.

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?				
Service Provider		Yes	No	Total
Airtel	Count	5	1085	1090
	% age	0.5%	99.5%	100.0%
MTNL	Count	541	599	1140
	% age	47.5%	52.5%	100.0%
TTSL	Count	134	1043	1177
	% age	11.4%	88.6%	100.0%
Rel Com	Count	4	1115	1119
	% age	0.4%	99.6%	100.0%
Total	**Count**	**684**	**3842**	**4526**
	% age	**15.1%**	**84.9%**	**100.0%**

Source: Q1 of the Implementationa and Effectiveness part of the qnr

5.1.2: Satisfaction on effectiveness of blocking of unsolicited commercial calls on your number: The average satisfaction level attained by 684 subscribers, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied was 3.42.

2. Satisfaction with the effectiveness of blocking										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	1	2	0	1	1	0	5	19	3.80
MTNL	2	1	435	28	19	56	0	541	1852	3.42
TTSL	0	2	79	50	3	0	0	134	456	3.40
REL COM	0	3	1	0	0	0	0	4	9	2.25
Total	2	7	517	78	23	57	0	684	2336	3.42

Source: Q2 of the Implementation and Effectiveness part of the qnr

5.1.3 Consumers' complaints about services: Of the 684 customers registering for not receiving or blocking the unsolicited commercial calls, 517 (75.6%) had made complaints as the unsolicited call/SMS have not stopped in spite of registration for the same. This was found highest in the case of MTNL (80.6%) whereas lowest numbers of complaints were registered in the case of Airtel (20.0%).

3. Have you ever registered a complaint, in case unsolicited call/SMS have not stopped in spite of registration?				
Service Provider		Yes	No	Total
Airtel	Count	1	4	5
	% age	20.0%	80.0%	100.0%
MTNL	Count	436	105	541
	% age	80.6%	19.4%	100.0%
TTSL	Count	79	55	134
	% age	59.0%	41.0%	100.0%
Rel Com	Count	1	3	4
	% age	25.0%	75.0%	100.0%
Total	**Count**	**517**	**167**	**684**
	% age	**75.6%**	**24.4%**	**100.0%**

Source: Q3 of the Implementationa and Effectiveness part of the qnr

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5.1.4 Satisfaction on ease of lodging the complaint: The average satisfaction level of 517 complainants on ease of lodging complaint after non stoppage of unsolicited calls/ SMSes, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.38. In case of Airtel and Rel Com there was only one complainant who was found to be overall satisfied.

4. Satisfaction on ease of lodging complaint										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	0	0	1	0	0	0	1	4	4.00
MTNL	0	8	43	165	209	11	0	436	1916	4.39
TTSL	0	0	7	41	31	0	0	79	340	4.30
Rel Com	0	0	0	0	1	0	0	1	5	5.00
Total	0	8	50	207	241	11	0	517	2265	4.38

Source: Q4 of the Implementationa and Effectiveness part of the qnr

5.1.5: Satisfaction on action taken by service provider on action taken

However, in the case of MTNL and TTSL where number of complainants were large, dissatisfaction was recorded on the action taken on the complaint lodged for non stoppage of unsolicited calls/ SMSes as both MTNL and TTSL attained an average score of 3.01 each on this particular aspect.

5. Satisfaction on action taken by service provider upon lodging complaint										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	0	0	1	0	0	0	1	4	4.00
MTNL	0	0	433	0	3	0	0	436	1314	3.01
TTSL	0	0	78	1	0	0	0	79	238	3.01
REL COM	0	0	0	0	1	0	0	1	5	5.00
Total	0	0	511	2	4	0	0	517	1561	3.02

Source: Q4 of the Implementationa and Effectiveness part of the qnr

5.1.6 Awareness about the grievance redressal mechanisms: Of the three different modes of grievance redressal mechanisms set up by the service provider, it was found that almost everyone was aware of the toll free consumer care number, as 99.7% revealed the same. Of the other two modes, appellate authority was known by 2.8% of the customers and web based complaint monitoring mechanism was acknowledged by 0.1% subscribers.

6. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?					
Service Provider		Toll Free Consumer Care Number	Appellate Authority	Web based complaint monitoring system	Total
Airtel	Count	1089	6	0	1090
	% age	99.9%	0.6%	0.0%	100.0%
MTNL	Count	1130	92	3	1140
	% age	99.1%	8.1%	0.3%	100.0%
TTSL	Count	1176	23	0	1177
	% age	99.9%	2.0%	0.0%	100.00%
Rel Com	Count	1119	7	0	1119
	% age	100.0%	0.6%	0.0%	100.0%
Total	**Count**	**4514**	**128**	**3**	**4526**
	% age	**99.7%**	**2.8%**	**0.1%**	**100.0%**

* Multiple response answers, percentages may not add up to 100

Source: Q6 of the Implementationa and Effectiveness part of the qnr

5.1.7 Consumers' complaints to toll free consumer care number: Altogether 1245 (27.6%) consumers had made complaints to the toll free consumer care number of their operators. This was found highest in the case of MTNL (64.0%) whereas lowest complaints were registered in the case of Airtel (9.7%).

7. Have you made any complaint to the toll free Consumer Care Number?				
Service Provider		Yes	No	Total
Airtel	Count	106	983	1089
	% age	9.7%	90.3%	100.0%
MTNL	Count	723	407	1130
	% age	64.0%	36.0%	100.0%
TTSL	Count	287	889	1176
	% age	24.4%	75.6%	100.0%
Rel Com	Count	129	990	1119
	% age	11.5%	88.5%	100.0%
Total	**Count**	**1245**	**3269**	**4514**
	% age	**27.6%**	**72.4%**	**100.0%**

Source: Q7 of the Implementationa and Effectiveness part of the qnr

5.1.8 Satisfaction with manner in which the complaint was handled in consumer care: The following table reveals the average satisfaction score of customers on the manner in which their complaint was addressed by toll free customer care executive.1245 customers who had made lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.39. It was recorded highest in the case of Airtel (4.69) and lowest in Rel Com (3.97).

8: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	3	12	38	15	38	0	106	497	4.69
MTNL	1	4	97	264	253	101	3	723	3248	4.49
TTSL	1	6	30	148	97	5	0	287	1210	4.22
REL COM	0	2	27	74	25	1	0	129	512	3.97
Total	**2**	**15**	**166**	**524**	**390**	**145**	**3**	**1245**	**5467**	**4.39**

Source: Q8 of the Implementationa and Effectiveness part of the qnr

5.1.9 Consumers' appeal to Appellate Authority: Of the 128 consumers who were aware of the appellate authority, 23 (18.0%) consumers had appealed to the appellate authority set up by their operators. In the case of MTNL out of 92, one-fifth (19, 20.7%) had filed appeal to the Appellate Authority.

9. Have you filed any appeal with the Appellate Authority?				
Service Provider		Yes	No	Total
Airtel	Count	2	4	6
	% age	33.3%	66.7%	100.0%
MTNL	Count	19	73	92
	% age	20.7%	79.3%	100.0%
TTSL	Count	2	21	23
	% age	8.7%	91.3%	100.0%
Rel Com	Count	0	7	7
	% age	0.0%	100.0%	100.0%
Total	**Count**	**23**	**105**	**128**
	% age	**18.0%**	**82.0%**	**100.0%**

Source: Q9 of the Implementationa and Effectiveness part of the qnr

5.1.10 Satisfaction with manner in which your appeal was addressed: The table below shows the average satisfaction scores attained by service providers on manner in which the appeal of subscribers was addressed by appellate authority. Of the 23 customers who had appealed to their appellate authority, overall satisfaction score attained was 5.39- highest in the case of Airtel (6.00) and lowest by TTSL (3.00)

10: Satisfaction on the manner in which your appeal was addressed by appellate authority										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	0	0	0	0	2	0	2	12	6.00
MTNL	0	0	1	0	6	11	1	19	106	5.58
REL COM	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
TTSL	0	1	0	1	0	0	0	2	6	3.00
Total	0	1	1	1	6	13	1	23	124	5.39

Source: Q10 of the Implementation and Effectiveness part of the qnr

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5.1.11: OVERALL SCORE - BASIC

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameters	All SPs	Airtel	MTNL	TTSL	Rel Com
1	**Registration for blocking unsolicited commercial calls/SMSs**	15.1%	0.5%	47.5%	11.4%	0.4%
2	**Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same**	75.6%	20.0%	80.6%	59.0%	25.0%
3	**Average Satisfaction score on ease of lodging the complaint**	4.38	4.00	4.39	4.30	5.00
4	**Average Satisfaction score on action taken on the complaint**	3.02	4.00	3.01	3.01	5.00
5	**Awareness about toll free Consumer Care Number**	99.7%	99.9%	99.1%	99.9%	100.0%
6	**Complaint to toll free Consumer Care Number for redressing grievances**	27.6%	9.7%	64.0%	24.4%	11.5%
7	**Average Satisfaction score on manner in which the complaint was handled in consumer care**	4.39	4.69	4.49	4.22	3.97
8	**Awareness about appellate authority**	2.8%	0.6%	8.1%	2.0%	0.6%
9	**Appeal to the appellate authority for redressing grievances**	18.0%	33.3%	20.7%	8.7%	0.0%
10	**Average Satisfaction score on manner in which your appeal was addressed by appellate authority**	5.39	6.00	5.58	3.00	NA

- Registration for blocking unsolicited commercial calls/SMSs was found high in the case of MTNL and TTSL. This was found in the range of 47.5% (MTNL) to 0.4% (Rel Com).
- Lodging complaint in case unsolicited call/SMS have not stopped in spite of registration for the same was highest in the case of MTNL, where 80.6% customers revealed that they have lodged a complaint as the calls/SMSs have not stopped even after registering for the same.
- Almost all the respondents were found to be aware of the toll free consumer care number.
- Complaint to the toll free consumer care number for redressing grievances was found in the range of 64.0% (MTNL) to 9.7% (Airtel).
- Overall awareness of the appellate authority was found to be low (2.8%). However provider wise analysis shows that it was quite low in the case of Airtel and Rel Com (0.6% each) but high in the case of MTNL (8.1%).
- Of those who were aware of the appellate authority 18.0% had appealed to him about their grievances. Operator wise awareness shows that it ranged between 33.3% (Airtel) to 0.0% (Rel Com).

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5.2 CELLULAR – Delhi Metro Circle

5.2.1: Registration for blocking unsolicited commercial calls/SMSs: Altogether 8618 cellular consumers of 8 operators in Delhi circle were targeted and of them only 1375 (16.0%) had registered for not receiving or blocking unsolicited commercial calls/SMSs. The highest percentages of registered subscribers were found in the case of TTSL (21.6%) whereas lowest in the case of Rel Com (7.1%).

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?				
Service Provider		Yes	No	Total
Airtel	Count	195	893	1088
	% age	17.9%	82.1%	100.0%
Vodafone	Count	189	896	1085
	% age	17.4%	82.6%	100.0%
MTNL	Count	146	924	1070
	% age	13.6%	86.4%	100.0%
Idea	Count	203	869	1072
	% age	18.9%	81.1%	100.0%
Rel Com	Count	79	1029	1108
	% age	7.1%	92.9%	100.0%
TTSL	Count	233	845	1078
	% age	21.6%	78.4%	100.0%
Aircel	Count	147	902	1049
	% age	14.0%	86.0%	100.0%
MTS	Count	183	885	1068
	% age	17.1%	82.9%	100.0%
Total	**Count**	**1375**	**7243**	**8618**
	% age	**16.0%**	**84.0%**	**100.0%**

Source: Q1 of the Implementationa and Effectiveness part of the qnr

5.2.2: Satisfaction on effectiveness of blocking of unsolicited commercial calls on your number: The following table shows the average satisfaction score attained by operators on effectiveness of blocking the unsolicited commercial calls. The average satisfaction level attained by 1375 subscribers, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.73- highest in case of TTSL (4.24).

2. Satisfaction on effectiveness of blocking of unsolicited commercial calls										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	4	8	71	40	43	26	3	195	785	4.03
Vodafone	2	10	116	32	21	5	3	189	654	3.46
MTNL	0	0	112	25	7	1	1	146	484	3.32
Idea	1	12	91	59	20	10	10	203	764	3.76
Rel Com	2	6	44	8	7	10	2	79	287	3.63
TTSL	2	2	31	107	86	3	2	233	989	4.24
Aircel	1	14	87	23	8	12	2	147	508	3.46
MTS	0	9	81	80	8	5	0	183	651	3.56
Total	**12**	**61**	**633**	**374**	**200**	**72**	**23**	**1375**	**5122**	**3.73**

Source: Q2 of the Implementationa and Effectiveness part of the qnr

5.2.3 Consumers' complaints about services: Of the 1375 customers registering for not receiving or blocking the unsolicited commercial calls, 403 (29.3%) had made complaints as the unsolicited call/SMS have not stopped in spite of registration for the same. This was found highest in the case of MTNL (76.7%) whereas lowest numbers of complaints were registered in the case of MTS (3.8%).

3. Have you ever registered a complaint, in case the unsolicited call/SMS have not stopped in spite of registration for the same?				
Service Provider		Yes	No	Total
Airtel	Count	53	142	195
	% age	27.20%	72.80%	100.00%
Vodafone	Count	36	153	189
	% age	19.00%	81.00%	100.00%
MTNL	Count	112	34	146
	% age	76.70%	23.30%	100.00%
Idea	Count	67	136	203
	% age	33.00%	67.00%	100.00%
Rel Com	Count	38	41	79
	% age	48.10%	51.90%	100.00%
TTSL	Count	16	217	233
	% age	6.90%	93.10%	100.00%
Aircel	Count	74	73	147
	% age	50.30%	49.70%	100.00%
MTS	Count	7	176	183
	% age	3.80%	96.20%	100.00%
Total	Count	403	972	1375
	% age	29.30%	70.70%	100.00%

Source: Q3 of the Implementation and Effectiveness part of the qnr

5.2.4 Satisfaction on ease of lodging the complaint: The average satisfaction level of 403 complainants on ease of lodging complaint after non stoppage of unsolicited calls/ SMSes, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.85. It was recorded highest in the case of Idea (5.06).

4: Satisfaction on ease of lodging complaint										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	3	7	12	19	11	1	53	243	4.58
Vodafone	0	0	5	3	17	11	0	36	178	4.94
MTNL	0	5	12	28	25	27	15	112	550	4.91
Idea	0	7	6	13	12	8	21	67	339	5.06
Rel Com	1	1	2	4	16	12	2	38	191	5.03
TTSL	2	0	1	2	8	3	0	16	71	4.44
Aircel	2	2	9	19	21	6	15	74	355	4.80
MTS	0	1	0	4	1	1	0	7	29	4.14
Total	5	19	42	85	119	79	54	403	1956	4.85

Source: Q4 of the Implementationa and Effectiveness part of the qnr

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5.2.5 Satisfaction on action taken on complaint lodged: MTNL attained the highest score (5.05) on complainants satisfaction level on action taken on their complaint lodged for non stoppage of unsolicited calls/ SMSes. The average mean score was 4.94.

5: Satisfaction on ease of action thereupon										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	1	4	10	19	16	3	53	266	5.02
Vodafone	0	0	2	9	13	10	2	36	181	5.03
MTNL	5	0	6	18	46	18	19	112	566	5.05
Idea	0	4	1	18	28	12	4	67	323	4.82
Rel Com	1	3	0	4	17	10	3	38	189	4.97
TTSL	1	0	1	2	7	5	0	16	77	4.81
Aircel	0	1	10	12	32	16	3	74	357	4.82
MTS	0	0	1	4	0	1	1	7	32	4.57
Total	7	9	25	77	162	88	35	403	1991	4.94

Source: Q5 of the Implementationa and Effectiveness part of the qnr

5.2.6 Satisfaction with the information received at the time of activation of various vouchers: The average satisfaction level of 8157 prepaid subscribers with the information, received through SMS at the time of activation of various vouchers, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.30 - recorded highest in the case of MTNL (4.84) and lowest in the case of Vodafone (3.44).

6. Satisfaction with the information received at the time of activation of various vouchers.										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	1	7	38	361	424	153	40	1024	4891	4.78
Vodafone	251	3	270	160	216	90	22	1012	3481	3.44
MTNL	0	12	85	267	369	259	25	1017	4921	4.84
Idea	4	127	48	431	270	112	21	1013	4295	4.24
Rel Com	1	26	63	425	278	188	25	1006	4635	4.61
TTSL	5	41	53	421	387	110	17	1034	4644	4.49
Aircel	3	13	216	402	195	124	30	983	4214	4.29
MTS	8	82	223	632	105	14	4	1068	4006	3.75
Total	273	311	996	3099	2244	1050	184	8157	35087	4.30

Source: Q6 of the Implementationa and Effectiveness part of the qnr

5.2.7 Satisfaction with the information provided after every usage: Overall the prepaid subscribers' satisfaction with the information provided after every usage, such as duration of call, charges deducted, balance in account etc, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.29. It was recorded highest in the case of Idea MTNL (4.85) and lowest in the case of Vodafone (3.44).

7. Satisfaction with the information provided after every usage.										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	2	93	50	385	300	152	42	1024	4584	4.48
Vodafone	0	500	33	157	199	103	20	1012	3480	3.44
MTNL	3	16	56	247	455	210	30	1017	4936	4.85
Idea	1	190	46	392	248	88	48	1013	4191	4.14
Rel Com	0	49	207	202	354	161	33	1006	4494	4.47
TTSL	8	24	63	344	502	78	15	1034	4704	4.55
Aircel	3	23	233	383	189	107	45	983	4182	4.25
MTS	7	49	195	372	427	10	8	1068	4429	4.15
Total	24	944	883	2482	2674	909	241	8157	35000	4.29

Source: Q7 of the Implementationa and Effectiveness part of the qnr

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5.2.8 Request for item wise charges of prepaid services: All the prepaid customers were asked whether they have requested for the item wise usage charges details. Out of 8157 prepaid customers of 8 providers targeted, only 2593 (31.8%) reported that they had requested for it. In the case of Airtel, Vodafone, Idea and Aircel, this was reported by more than 40% of their subscribers targeted. Whereas this was found to be lowest in the case of MTS Subscribers (4.2%)

8. A pre paid customer can get an item-wise usage bill within 45 days of making such request. Have you ever requested for it?				
Service Provider		Yes	No	Total
Airtel	Count	415	609	1024
	% age	40.5%	59.5%	100.0%
Vodafone	Count	409	603	1012
	% age	40.4%	59.6%	100.0%
MTNL	Count	191	826	1017
	% age	18.8%	81.2%	100.0%
Idea	Count	443	570	1013
	% age	43.7%	56.3%	100.0%
Rel Com	Count	346	660	1006
	% age	34.4%	65.6%	100.0%
TTSL	Count	308	726	1034
	% age	29.8%	70.2%	100.0%
Aircel	Count	436	547	983
	% age	44.4%	55.6%	100.0%
MTS	Count	45	1023	1068
	% age	4.2%	95.8%	100.0%
Total	**Count**	**2593**	**5564**	**8157**
	% age	**31.8%**	**68.2%**	**100.0%**

Source: Q8 of the Implementationa and Effectiveness part of the qnr

5.2.9 Satisfaction with the timely receipt and completeness of the item-wise usage bill on request: Overall 2593 prepaid subscribers had made request for item-wise usage bill. Overall the satisfaction on this aspect was 4.86 on a scale of 1 to 7, where 1 is highly dissatisfied and 7 is highly satisfied. In case of MTNL the satisfaction level was bit higher at 5.23 as compared to TTSL (4.51).

9. Satisfaction with the timely receipt and completeness of item wise usage bill on request										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	1	8	30	87	185	93	11	415	2015	4.86
Vodafone	1	9	31	96	159	99	14	409	1983	4.85
MTNL	0	1	20	24	57	68	21	191	998	5.23
Idea	0	9	33	93	173	112	23	443	2187	4.94
Rel Com	2	20	24	79	121	88	12	346	1647	4.76
TTSL	11	22	22	76	103	69	5	308	1389	4.51
Aircel	1	7	23	81	192	114	18	436	2178	5.00
MTS	0	1	6	13	14	11	0	45	208	4.62
Total	**16**	**77**	**189**	**549**	**1004**	**654**	**104**	**2593**	**12605**	**4.86**

Source: Q9 of the Implementationa and Effectiveness part of the qnr

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5.2.10 Awareness about the grievance redressal mechanisms: Of the three different modes of grievance redressal mechanisms set up by your service provider, it was found that consumers are almost everyone was aware of the toll free consumer care number, as 99.9% revealed the same. Of the other two modes, appellate authority was known by 3.9% of the customers and web based complaint monitoring mechanism was acknowledged by 2.7% subscribers. Amongst the eight SPs who knew about the appellate authority highest were the subscribers of MTNL (10.7%) followed by Aircel (6.4%).

10. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?					
Service Provider		Toll Free Consumer Care Number	Appellate Authority	Web based complaint monitoring system	Total
Airtel	Count	1087	29	14	1088
	% age	99.9%	2.7%	1.3%	100.0%
Vodafone	Count	1085	32	166	1085
	% age	100.0%	2.9%	15.3%	100.0%
MTNL	Count	1070	114	15	1070
	% age	100.0%	10.7%	1.4%	100.0%
Idea	Count	1071	53	6	1072
	% age	99.9%	4.9%	0.6%	100.0%
Rel Com	Count	1108	21	1	1108
	% age	100.0%	1.9%	0.1%	100.0%
TTSL	Count	1077	13	6	1078
	% age	99.9%	1.2%	0.6%	100.0%
Aircel	Count	1047	67	6	1049
	% age	99.8%	6.4%	0.6%	100.0%
MTS	Count	1066	11	18	1068
	% age	99.8%	1.0%	1.7%	100.0%
Total	**Count**	**8611**	**340**	**232**	**8618**
	% age	**99.9%**	**3.9%**	**2.7%**	**100.0%**

* Multiple response answers, percentages may not add up to 100

Source: Q10 of the Implementationa and Effectiveness part of the qnr

5.2.11 Consumers' complaints to toll free consumer care number: Out of 8611 customers who were aware of the toll free consumer care number, 5817 (67.6%) consumers had made complaints to the toll free consumer care number of their operators. This was found highest in the case of MTS (70.5%) whereas lowest numbers of complaints were registered in the case of Rel Com (62.6%).

11. Have you made any complaint to the toll free Consumer Care Number?				
Service Provider		Yes	No	Total
Airtel	Count	726	361	1087
	% age	66.8%	33.2%	100.0%
Vodafone	Count	752	333	1085
	% age	69.3%	30.7%	100.0%
MTNL	Count	711	359	1070
	% age	66.4%	33.6%	100.0%
Idea	Count	744	327	1071
	% age	69.5%	30.5%	100.0%
Rel Com	Count	694	414	1108
	% age	62.6%	37.4%	100.0%
TTSL	Count	735	342	1077
	% age	68.2%	31.8%	100.0%
Aircel	Count	703	344	1047
	% age	67.1%	32.9%	100.0%
MTS	Count	752	314	1066
	% age	70.5%	29.5%	100.0%
Total	**Count**	**5817**	**2794**	**8611**
	% age	**67.6%**	**32.4%**	**100.0%**

Source: Q11 of the Implementationa and Effectiveness part of the qnr

5.2.12 Satisfaction with manner in which the complaint was handled in consumer care: 5818 customers who had lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.58 - recorded highest in the case of TTSL (5.18) and lowest in the case of Aircel (4.14).

12: Satisfaction on the manner of addressing the complant such as docket number, redressal etc.										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	2	7	23	530	102	49	13	726	3100	4.27
Vodafone	0	5	22	416	255	42	12	752	3351	4.46
MTNL	4	1	17	45	595	30	19	711	3525	4.96
Idea	1	8	27	575	52	47	34	744	3178	4.27
Rel Com	2	7	33	312	28	307	5	694	3380	4.87
TTSL	4	6	20	204	94	404	3	735	3807	5.18
Aircel	5	8	35	570	30	34	21	703	2907	4.14
MTS	1	43	90	77	507	35	0	753	3410	4.53
Total	**19**	**85**	**267**	**2729**	**1663**	**948**	**107**	**5818**	**26658**	**4.58**

Source: Q12 of the Implementationa and Effectiveness part of the qnr

5.2.13 Consumers' appeal to Appellate Authority: Of the 340 consumers who were aware of the appellate authority, 312 (91.8%) consumers had appealed to the appellate authority set up by their operators. This was found highest in the case of MTNL (99.1%) whereas lowest in the case of MTS (63.6%).

13. Have you filed any appeal with the appellate authority?				
Service Provider		Yes	No	Total
Airtel	Count	21	8	29
	% age	72.4%	27.6%	100.0%
Vodafone	Count	25	7	32
	% age	78.1%	21.9%	100.0%
MTNL	Count	113	1	114
	% age	99.1%	0.9%	100.0%
Idea	Count	48	5	53
	% age	90.6%	9.4%	100.0%
Rel Com	Count	20	1	21
	% age	95.2%	4.8%	100.0%
TTSL	Count	12	1	13
	% age	92.3%	7.7%	100.0%
Aircel	Count	66	1	67
	% age	98.5%	1.5%	100.0%
MTS	Count	7	4	11
	% age	63.6%	36.4%	100.0%
Total	Count	312	28	340
	% age	91.8%	8.2%	100.0%

Source: Q13 of the Implementationa and Effectiveness part of the qnr

5.2.14 Satisfaction with manner in which your appeal was addressed: The table below shows the average satisfaction scores attained by service providers on manner in which the appeal of subscribers was addressed by appellate authority. Of the 312 customers who had appealed to their appellate authority, overall satisfaction score attained was 4.94 - highest in the case of Rel Com (5.60) and lowest by TTSL (4.00)

14: Satisfaction on the manner in which your appeal was addressed by appellate authority.										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	2	1	2	6	7	3	21	108	5.14
Vodafone	1	0	5	5	6	6	2	25	116	4.64
MTNL	0	0	10	17	50	33	3	113	567	5.02
Idea	2	2	8	5	5	19	7	48	238	4.96
Rel Com	0	1	0	4	2	7	6	20	112	5.60
TTSL	1	4	0	1	3	1	2	12	48	4.00
Aircel	2	3	9	16	5	20	11	66	321	4.86
MTS	0	1	1	2	1	2	0	7	30	4.29
Total	**6**	**13**	**34**	**52**	**78**	**95**	**34**	**312**	**1540**	**4.94**

Source: Q14 of the Implementationa and Effectiveness part of the qnr

5.2.15 Utilization of Mobile Number Portability service: Of the total 8618 consumers, only 3.8% had utilized the MNP service of their service providers. This was found highest in the case of MTNL (10.0%), followed by Aircel (6.9%) and lowest in the case of MTS (0.7%).

15. Have you utilized the service of Mobile number portability for changing your operator?				
Service Provider		Yes	No	Total
Airtel	Count	27	1061	1088
	% age	2.5%	97.5%	100.0%
Vodafone	Count	28	1057	1085
	% age	2.6%	97.4%	100.0%
MTNL	Count	107	963	1070
	% age	10.0%	90.0%	100.0%
Idea	Count	46	1026	1072
	% age	4.3%	95.7%	100.0%
Rel Com	Count	24	1084	1108
	% age	2.2%	97.8%	100.0%
TTSL	Count	13	1065	1078
	% age	1.2%	98.8%	100.0%
Aircel	Count	72	977	1049
	% age	6.9%	93.1%	100.0%
MTS	Count	7	1061	1068
	% age	0.7%	99.3%	100.0%
Total	Count	324	8294	8618
	% age	3.8%	96.2%	100.0%

Source: Q15 of the Implementationa and Effectiveness part of the qnr

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5.2.16 Satisfaction with the process of porting to another operator: The average satisfaction level of the 324 subscribers who used MNP, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 5.35- highest in the case of Idea (5.85) and lowest in MTS (4.57).

16: Satisfaction with process of porting to another number										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	3	0	7	5	10	2	27	133	4.93
Vodafone	0	0	1	11	7	6	3	28	139	4.96
MTNL	0	0	4	15	26	42	20	107	594	5.55
Idea	0	0	1	12	3	7	23	46	269	5.85
Rel Com	0	2	1	3	6	7	5	24	126	5.25
TTSL	0	2	0	2	5	2	2	13	63	4.85
Aircel	0	2	7	18	9	16	20	72	378	5.25
MTS	0	1	1	2	0	2	1	7	32	4.57
Total	**0**	**10**	**15**	**70**	**61**	**92**	**76**	**324**	**1734**	**5.35**

Source: Q16 of the Implementationa and Effectiveness part of the qnr

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5.2.17: OVERALL SCORE - CELLULAR (MOBILE)

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameters	All SPs	Airtel	Vodafone	MTNL	Idea	Rel Com	TTSL	Aircel	MTS
1	**Registration for blocking unsolicited commercial calls/SMSs**	16.0%	17.9%	17.4%	13.6%	18.9%	7.1%	21.6%	14.0%	17.1%
2	**Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same**	29.3%	27.2%	19.0%	76.7%	33.0%	48.1%	6.9%	50.3%	3.8%
3	**Average satisfaction score on ease of lodging the complaint**	4.85	4.58	4.94	4.91	5.06	5.03	4.44	4.80	4.14
4	**Average satisfaction score on action taken on complaint**	4.94	5.02	5.03	5.05	4.82	4.97	4.81	4.82	4.57
5	**Request for item-wise usage charge details by pre-paid customers**	31.8%	40.5%	40.4%	18.8%	43.7%	34.4%	29.8%	44.4%	4.2%
6	**Average satisfaction score on timely receipt and completeness of the item-wise usage bill**	4.86	4.86	4.85	5.23	4.94	4.76	4.51	5.00	4.62
7	**Awareness about toll free Consumer Care Number**	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	99.8%	99.8%
8	**Complaint to toll free Consumer Care Number for redressing grievances**	67.6%	66.8%	69.3%	66.4%	69.5%	62.6%	68.2%	67.1%	70.5%
9	**Average satisfaction score on the manner in which your complaint was addressed by consumer care**	4.58	4.27	4.46	4.96	4.27	4.87	5.18	4.14	4.53
10	**Awareness about appellate authority**	2.7%	2.9%	10.7%	4.9%	1.9%	1.2%	6.4%	1.0%	3.9%
11	**Appeal to the appellate authority for redressing grievances**	91.8%	72.4%	78.1%	99.1%	90.6%	95.2%	92.3%	98.5%	63.6%
12	**Average satisfaction score on the manner in which your appeal was addressed by appellate authority**	4.94	5.14	4.64	5.02	4.96	5.60	4.00	4.86	4.29
13	**MNP utilized**	3.8%	2.5%	2.6%	10.0%	4.3%	2.2%	1.2%	6.9%	0.7%
14	**Average satisfaction score on the process of porting to another operator**	5.35	4.93	4.96	5.55	5.85	5.25	4.85	5.25	4.57

- Registration for blocking unsolicited commercial calls/SMSs was found high in the case of TTSL, Airtel and Vodafone. This was found in the range of 21.6% (TTSL) to 7.1% (Rel Com).
- Lodging complaint in case unsolicited call/SMS have not stopped in spite of registration for the same was highest in the case of MTNL, where 76.7% customers revealed that they have lodged a complaint as the calls/SMSs have not stopped even after registering for the same.
- Requesting for item wise usage charges in the case of pre paid services was found in the range of 4.2% (MTS) to 44.4% (Aircel).
- Almost all the respondents were found to be aware of the toll free consumer care number.
- Complaint to the toll free consumer care number for redressing grievances was found in the range of 62.6% (Rel Com) to 70.5% (MTS).
- Overall awareness of the appellate authority was found to be low (3.9%). However provider wise analysis shows that it was quite low in the case of MTS (1.0%) but high in the case of MTNL (10.7%).
- Of those who were aware of the appellate authority around 92% had appealed to him about their grievances. Operator wise awareness shows that it ranged between 63.6% (MTS) to 99.1% (MTNL).

5.3 BROADBAND – Delhi Metro Circle

5.3.1 Awareness about the grievance redressal mechanisms: Of the three different modes of grievance redressal mechanisms set up by the service provider, it was found that almost everyone was aware of the toll free consumer care number, as 99.5% revealed the same. Of the other two modes, appellate authority was known by 7.4% of the customers. There were only 2 subscribers who reported of their knowledge about web based complaint monitoring mechanism. Amongst the customers of five SPs who knew about the appellate authority highest were the subscribers of MTNL (25.8%) followed by Rel Com (10.0%).

1. Which all grievance redressal mechanisms are you aware of?					
Service Provider		Toll Free Consumer Care No.	Appellate Authority	Web based complaint monitoring system	Total
Airtel	Count	1183	12	0	1185
	% age	99.8%	1.0%	0.0%	100.0%
MTNL	Count	1119	290	0	1126
	% age	99.4%	25.8%	0.0%	100.0%
Rel Com	Count	1113	113	0	1131
	% age	98.4%	10.0%	0.0%	100.0%
Hathway	Count	1100	8	1	1103
	% age	99.7%	0.7%	0.1%	100.0%
Spectranet	Count	1159	0	1	1160
	% age	99.9%	0.0%	0.1%	100.0%
Total	**Count**	**5674**	**423**	**2**	**5705**
	% age	**99.5%**	**7.4%**	**0.04%**	**100.0%**

* Multiple response answers, percentages may not add up to 100
   Source: Q1 of the Implementationa and Effectiveness part of the qnr

5.3.2 Consumers' complaints to toll free consumer care number: Altogether 2247 (39.6%) consumers had made complaints to the toll free consumer care number of their operators. This was found highest in the case of Hathway (81.2%) whereas lowest numbers of complaints were registered in the case of Spectranet (13.1%).

2. Have you made any complaint to the toll free Consumer Care Number?				
Service Provider		Yes	No	Total
Airtel	Count	327	856	1183
	% age	27.6%	72.4%	100.0%
MTNL	Count	659	460	1119
	% age	58.9%	41.1%	100.0%
Rel Com	Count	216	897	1113
	% age	19.4%	80.6%	100.0%
Hathway	Count	893	207	1100
	% age	81.2%	18.8%	100.0%
Spectranet	Count	152	1007	1159
	% age	13.1%	86.9%	100.0%
Total	Count	2247	3427	5674
	% age	39.6%	60.4%	100.0%

   Source: Q2 of the Implementationa and Effectiveness part of the qnr

5.3.3 Satisfaction with manner in which the complaint was handled in consumer care: 2247 customers who had lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.90. It was recorded highest in the case of Airtel (5.18) and lowest in the case of Hathway (3.33).

3: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc.										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
AIRTEL	0	4	14	59	100	141	9	327	1695	5.18
MTNL	0	210	14	46	343	42	4	659	2641	4.01
REL COM	0	83	27	57	26	22	1	216	744	3.44
Hathway	3	359	49	342	105	33	2	893	2973	3.33
Spectranet	0	2	10	35	95	10	0	152	709	4.66
Total	**3**	**658**	**114**	**539**	**669**	**248**	**16**	**2247**	**8762**	**3.90**

Source: Q3 of the Implementationa and Effectiveness part of the qnr

5.3.4 Consumers' appeal to Appellate Authority: Of the 423 consumers who were aware of the appellate authority, 343 (81.1%) consumers had appealed to the appellate authority set up by their operators. This was found highest in the case of MTNL (83.8%) and lowest in the case of Airtel (33.3%).

4. Have you filed any appeal with the appellate authority?				
Service Provider		Yes	No	Total
Airtel	Count	4	8	12
	% age	33.3%	66.7%	100.0%
MTNL	Count	243	47	290
	% age	83.8%	16.2%	100.0%
Rel Com	Count	93	20	113
	% age	82.3%	17.7%	100.0%
Hathway	Count	3	5	8
	% age	37.5%	62.5%	100.0%
Total	**Count**	**343**	**80**	**423**
	% age	**81.1%**	**18.9%**	**100.0%**

Source: Q4 of the Implementationa and Effectiveness part of the qnr

5.3.5 Satisfaction with manner in which your appeal was addressed: Average satisfaction level of the 343 customers who had appealed to their appellate authority, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 2.89.

5: Satisfaction with Appellate authority										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
AIRTEL	3	1	0	0	0	0	0	4	5	1.25
MTNL	0	69	0	172	1	1	0	243	837	3.44
REL COM	70	6	12	5	0	0	0	93	138	1.48
Hathway	0	2	0	0	0	1	0	3	10	3.33
Total	**73**	**78**	**12**	**177**	**1**	**2**	**0**	**343**	**990**	**2.89**

Source: Q5 of the Implementationa and Effectiveness part of the qnr

5.3.6 Satisfaction under Fair Usage Policy (FUP): Of the total 5705 consumers, overall average satisfaction score with the information provided under the fair usage policy was 4.63 – highest in the case of Airtel (5.13) and lowest in the case of Rel Com (4.11).

6: Satisfaction with information provided under FUP										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
AIRTEL	3	18	120	105	493	331	115	1185	6075	5.13
MTNL	0	5	196	398	374	127	26	1126	5004	4.44
REL COM	13	64	214	453	280	95	12	1131	4649	4.11
Hathway	2	4	173	232	406	266	20	1103	5223	4.74
Spectranet	7	46	157	193	462	266	29	1160	5451	4.70
Total	**25**	**137**	**860**	**1381**	**2015**	**1085**	**202**	**5705**	**26402**	**4.63**

Source: Q6 of the Implementationa and Effectiveness part of the qnr

5.3.7 Satisfaction with the facility to measure the broadband connection speed: Of the total 5705 consumers, overall average satisfaction score with the facility to measure the broadband connection speed was 4.61 – highest in the case of Airtel (5.00) and lowest in the case of Rel Com (4.11).

7: Satisfaction with facility provided to measure broadband speed										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
AIRTEL	8	21	139	177	396	334	110	1185	5929	5.00
MTNL	0	10	202	302	420	147	45	1126	5131	4.56
REL COM	4	115	174	464	234	111	29	1131	4651	4.11
Hathway	3	4	154	239	445	238	20	1103	5222	4.73
Spectranet	14	58	176	188	446	235	43	1160	5351	4.61
Total	**29**	**208**	**845**	**1370**	**1941**	**1065**	**247**	**5705**	**26284**	**4.61**

Source: Q7 of the Implementationa and Effectiveness part of the qnr

5.3.8: OVERALL SCORE - BROADBAND

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameters	All SPs	Airtel	MTNL	Rel Com	Hathway	Spectranet
1	Awareness about toll free Consumer Care Number	99.5%	99.8%	99.4%	98.4%	99.7%	99.9%
2	Complaint to toll free Consumer Care Number for redressing grievances	39.6%	27.6%	58.9%	19.4%	81.2%	13.1%
3	Average satisfaction score on manner in which your complaint was addressed by consumer care	3.90	5.18	4.01	3.44	3.33	4.66
4	Awareness about appellate authority	7.4%	1.0%	25.8%	10.0%	0.7%	0.0%
5	Appeal to the appellate authority for redressing grievances	81.1%	33.3%	83.8%	82.3%	37.5%	NA
6	Average satisfaction score on manner in which your appeal was addressed by appellate authority	2.89	1.25	3.44	1.48	3.33	NA
7	Average satisfaction score on information, provided under the fair usage policy (FUP)	4.63	5.13	4.44	4.11	4.74	4.70
8	Average satisfaction score on he facility to measure the broadband connection speed	4.61	5.00	4.56	4.11	4.73	4.61

- Almost all the respondents were found to be aware of the toll free consumer care number.
- Complaint to the toll free consumer care number for redressing grievances was found in the range of 13.1% (Spectranet) to 81.2% (Hathway).
- Overall awareness of the appellate authority was found to be low (7.4%). However provider wise analysis shows that it was quite low in the case of Spectranet where none were aware of the appellate authority but high in the case of MTNL (25.8%).
- Of those who were aware of the appellate authority around 81% had appealed to him about their grievances. Operator wise awareness shows that it ranged between 33.3% (Airtel) to 83.8% (MTNL).

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6. CONCLUSION AND RECOMMENDATIONS

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6. Conclusion and Recommendations

As discussed in Chapter 1 of the report, the main objective of the study was to:

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic, Cellular and Broadband Service.*

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in Delhi Metro Circle.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to ranked the services on the defined parameter on a likert scale of 1 to 7, where, 7 means extremely satisfied and 1 means extremely dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters, top 4 box scores are taken into account thereby not considering the respondents who are actively dissatisfied with the services. The neutral score of 4 is therefore considered as not dissatisfied. Therefore, the proportion of sum total of "Not dissatisfied", "Satisfied", "Very Satisfied" and "Extremely Satisfied" consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.
Consumers satisfied are ascertained using the following formula(s):

CS = (A / N) *100

Where:

CS = % of satisfied consumers

A = sum total of no. of subscribers who were "Not dissatisfied" + "Satisfied" + "Very Satisfied" + "Extremely Satisfied" on each of the broad parameter

N = Total sample size achieved

6.1 Key Takeout

6.1.1 Basic Service (Wireline):
1) Performance of **Airtel** was better than other 2 operators as it met benchmark on 4 out of 7 parameters. However, it failed to achieve the benchmark on Network, Maintainability and Supplementary services.
2) None of the service providers could meet the benchmark set for Network, Maintainability and Supplementary services.
3) The performance level of **Rel Com** was critical as it met the benchmark level only on one parameter, provision of service.
4) **With regard to the implementation and effectiveness of grievance redressal,** most of the consumers are aware of only call centre. Awareness of and approach to Appellate

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authority was found to be low. Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same was found to be very high- highest in case of MTNL (80.6%) and lowest in case of Airtel (20.0%).

6.1.2 Cellular Mobile

1) The performance of only 2 operators, Airtel and Vodafone, was found to be better than others as they were able to achieve the benchmark on most of the parameters. However on the issue of **maintainability,** their performance was slightly below the benchmark.

2) The performance of all the other operators was quite low and they could not meet the benchmark on most of the parameters. Rel Com, TTSL and MTS, were able to achieve the benchmark on only one parameter, provision of service.

3) None of the service providers could meet the benchmark set for Maintainability.

4) None of the service providers, except Airtel and Vodafone, were able to achieve the benchmark on Help services, Network and Supplementary services.

5) **With regard to the implementation and effectiveness of grievance redressal**, consumers are aware of the only toll free number of customer care. Awareness of and approach to Appellate Authority was found to be very low in case of cellular services. However, it was highest in the case of MTNL (10.7%) and lowest in case of MTS (1.0%). Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same was found to be high- highest in case of MTNL (76.7%) and lowest in case of MTS (3.8%).

6.1.3 Broadband

1. In the case of broadband, the performance of Airtel was again found to be better as compared to other operators. It could achieve the benchmark on all parameters, except supplementary services.

2. None of the service providers could meet the benchmark on supplementary services.

3. The performance of Rel Com was found to be low as it was able to meet the benchmark on only one parameter.

6) **With regard to the implementation and effectiveness of grievance redressal mechanism**, almost all the consumers are aware of the call centre. Awareness of and approach to Appellate Authority was found to be low. However, it was highest in the case of MTNL (25.8%) and lowest in case of Spectranet (0.0%).

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6.2 Recommendations

6.2.1 Basic Service (Wireline):
1) MTNL, TTSL and Rel Com should improve its services for the postpaid customers. The accounting system related to charges should be made more transparent.
2) Rel Com should also work on its help services including grievance redressal system.
3) Network performance, maintainability and Supplementary Services need to be improved by all the services providers.
4) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. Although the awareness of toll free consumer number is found to be high, all the service providers need to work for spreading the awareness about appellate authority.

6.2.2 Cellular Mobile
1) Maintainability is a serious concern for all the service providers. All of them should adopt effective mechanism to deal with this issue as none were able to meet the benchmark and except AIrtel and Vodafone, all the operators were far below the benchmark.
2) Also Billing, Help services, Network and supplementary services need to be taken care of. With the tremendous growth in number of subscribers, the operators should introduce more effective customer care service. This will take care of more effective mechanism to handle the concerns of their customers.
3) The other operators have to still improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. The operators should do investment on skilled man power in order to avoid the repeat complaints on the same issue.

6.2.3 Broadband
1) MTNL, Rel Com and Spectranet – all need to improve their services. The accounting system related to charges should be made more transparent. They should also work on their help services, network performance and maintainability part.
2) All the service providers should try to work on their supplementary services such as static/fixed IP addresses, e-mail ids etc.

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ANNEXURES

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ANNEXURE A. OUTPUT TABLES

A1. BASIC WIRELINE

1. Provision of Services

1.1 How satisfied are you with the ease of taking a connection?		1	2	3	4	5	6	7	Total
Service Provider		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	2	9	48	333	488	210	1090
MTNL	Count	1	3	107	141	435	312	141	1140
TTSL	Count	0	0	25	227	421	406	98	1177
Rel Com	Count	3	49	42	442	371	198	14	1119
Total	Count	4	54	183	858	1560	1404	463	4526

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?		1	2	3	4	5	6	7	Total
Service Provider		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	4	23	157	409	415	82	1090
MTNL	Count	0	4	72	133	484	430	17	1140
TTSL	Count	0	2	47	482	361	230	55	1177
Rel Com	Count	2	80	65	453	356	143	20	1119
Total	Count	2	90	207	1225	1610	1218	174	4526

1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?		1	2	3	4	5	6	7	Total
Service Provider		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	2	29	134	482	319	124	1090
MTNL	Count	0	2	85	132	512	289	120	1140
TTSL	Count	0	5	62	258	528	297	27	1177
Rel Com	Count	3	9	70	391	415	168	63	1119
Total	Count	3	18	246	915	1937	1073	334	4526

Provision of Services: Calculation of Satisfaction Score		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	0	8	61	339	1224	1222	416	3270	90%	97.9%
MTNL	Count	1	9	264	406	1431	1031	278	3420	90%	92.0%
TTSL	Count	0	7	134	967	1310	933	180	3531	90%	96.0%
Rel Com	Count	8	138	177	1286	1142	509	97	3357	90%	90.4%
Total	Count	9	162	636	2998	5107	3695	971	13578	90%	94.1%

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2. Billing Related (only for postpaid customers)

2.5 How satisfied are you with the charges levied per call?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	6	16	88	344	492	144	1090
MTNL	Count	0	1	73	243	440	249	134	1140
TTSL	Count	2	3	87	190	406	425	64	1177
Rel Com	Count	7	2	70	512	326	181	21	1119
Total	Count	9	12	246	1033	1516	1347	363	4526

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	2	6	35	169	457	366	55	1090
MTNL	Count	0	7	119	149	537	299	29	1140
TTSL	Count	4	22	86	447	385	212	21	1177
Rel Com	Count	10	37	58	508	375	104	27	1119
Total	Count	16	72	298	1273	1754	981	132	4526

2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	10	7	51	165	443	286	128	1090
MTNL	Count	0	3	64	226	505	224	118	1140
TTSL	Count	4	25	83	302	443	302	18	1177
Rel Com	Count	14	60	57	430	382	139	37	1119
Total	Count	28	95	255	1123	1773	951	301	4526

Billing Services (postpaid): Calculation of Satisfaction Score											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	12	19	102	422	1244	1144	327	3270	95%	95.9%
MTNL	Count	0	11	256	618	1482	772	281	3420	95%	92.2%
TTSL	Count	10	50	256	939	1234	939	103	3531	95%	91.1%
Rel Com	Count	31	99	185	1450	1083	424	85	3357	95%	90.6%
Total	Count	53	179	799	3429	5043	3279	796	13578	95%	92.4%

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3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	7	19	13	171	453	345	82	1090
MTNL	Count	0	2	127	185	511	213	102	1140
TTSL	Count	0	25	81	239	542	263	27	1177
Rel Com	Count	10	99	136	320	431	116	7	1119
Total	Count	17	145	357	915	1937	937	218	4526

3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	18	29	53	192	430	290	78	1090
MTNL	Count	0	8	71	238	541	243	39	1140
TTSL	Count	9	52	96	331	451	217	21	1177
Rel Com	Count	8	55	73	476	313	160	34	1119
Total	Count	35	144	293	1237	1735	910	172	4526

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	2	1	15	123	361	452	136	1090
MTNL	Count	0	1	119	173	506	213	128	1140
TTSL	Count	0	1	35	294	464	339	44	1177
Rel Com	Count	6	6	69	475	406	142	15	1119
Total	Count	8	9	238	1065	1737	1146	323	4526

3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	4	26	45	187	479	288	61	1090
MTNL	Count	0	2	79	219	520	285	35	1140
TTSL	Count	4	24	90	352	487	204	16	1177
Rel Com	Count	16	27	67	540	337	120	12	1119
Total	Count	24	79	281	1298	1823	897	124	4526

Help Service: Calculation of Satisfaction Score											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	31	75	126	673	1723	1375	357	4360	90%	94.7%
MTNL	Count	0	13	396	815	2078	954	304	4560	90%	91.0%
TTSL	Count	13	102	302	1216	1944	1023	108	4708	90%	91.1%
Rel Com	Count	40	187	345	1811	1487	538	68	4476	90%	87.2%
Total	Count	84	377	1169	4515	7232	3890	837	18104	90%	91.0%

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4. Network performance, Reliability and Availability

4.1 How satisfied are you with the dial tone availability on your phone?		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	1	6	20	136	408	398	121	1090
MTNL	Count	0	7	109	183	511	212	118	1140
TTSL	Count	0	5	67	309	486	292	18	1177
Rel Com	Count	13	26	46	527	379	121	7	1119
Total	Count	14	44	242	1155	1784	1023	264	4526

4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily?		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	3	11	50	178	478	312	58	1090
MTNL	Count	0	3	66	213	516	260	82	1140
TTSL	Count	4	21	85	339	492	230	6	1177
Rel Com	Count	16	24	175	433	334	121	16	1119
Total	Count	23	59	376	1163	1820	923	162	4526

4.3 How satisfied are you with the voice quality on your phone during calls?		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	1	22	57	199	440	258	113	1090
MTNL	Count	0	9	110	181	512	252	76	1140
TTSL	Count	4	33	63	379	487	203	8	1177
Rel Com	Count	21	19	85	528	346	106	14	1119
Total	Count	26	83	315	1287	1785	819	211	4526

Network performance, Reliability and Availability: Calculation of Satisfaction Score		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	5	39	127	513	1326	968	292	3270	95%	94.8%
MTNL	Count	0	19	285	577	1539	724	276	3420	95%	91.1%
TTSL	Count	8	59	215	1027	1465	725	32	3531	95%	92.0%
Rel Com	Count	50	69	306	1488	1059	348	37	3357	95%	87.3%
Total	Count	63	186	933	3605	5389	2765	637	13578	95%	91.3%

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5. Maintainability

5.1 How satisfied are you with the overall availability of fault free connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	7	66	96	414	401	106	1090
MTNL	Count	0	3	250	418	262	83	124	1140
TTSL	Count	4	20	85	322	500	233	13	1177
Rel Com	Count	14	104	153	346	366	116	20	1119
Total	Count	18	134	554	1182	1542	833	263	4526

5.2 How satisfied are you with the timely repair of faults of your phone connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	4	18	64	194	446	286	78	1090
MTNL	Count	1	100	176	346	262	232	23	1140
TTSL	Count	8	73	83	410	428	165	10	1177
Rel Com	Count	18	128	121	297	341	189	25	1119
Total	Count	31	319	444	1247	1477	872	136	4526

Maintainability: Calculation of satisfaction parameter											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	4	25	130	290	860	687	184	2180	95%	92.7%
MTNL	Count	1	103	426	764	524	315	147	2280	95%	76.8%
TTSL	Count	12	93	168	732	928	398	23	2354	95%	88.4%
Rel Com	Count	32	232	274	643	707	305	45	2238	95%	76.0%
Total	Count	49	453	998	2429	3019	1705	399	9052	95%	83.4%

6. Supplementary services and Value Added services

6.1 Have you ever subscribed to any supplementary services like call waiting/forwarding, voice mail / Value added services?				
Service Provider		Yes	No	Total
		Count	Count	Count
Airtel	Count	98	992	1090
MTNL	Count	504	636	1140
TTSL	Count	126	1051	1177
Rel Com	Count	184	935	1119
Total	Count	912	3614	4526

6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	3	11	20	35	22	7	1090
MTNL	Count	1	17	60	184	226	16	0	1140
TTSL	Count	1	14	6	41	59	5	0	1177
Rel Com	Count	5	27	17	69	42	19	5	1119
Total	Count	7	61	94	314	362	62	12	4526

6. Supplementary services and Value Added services: Calculation of Satisfaction Score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	0	3	11	20	35	22	7	98	90%	85.7%
MTNL	Count	1	17	60	184	226	16	0	504	90%	84.5%
TTSL	Count	1	14	6	41	59	5	0	126	90%	83.3%
Rel Com	Count	5	27	17	69	42	19	5	184	90%	73.4%
Total	Count	7	61	94	314	362	62	12	912	90%	82.2%

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7. Overall Quality of Services

7. How satisfied are you with the overall Quality of the Basic Wire line Service									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	0	10	41	138	430	395	76	1090
MTNL	Count	1	1	99	186	463	367	23	1140
TTSL	Count	0	21	46	263	402	343	102	1177
Rel Com	Count	23	32	92	239	430	241	62	1119
Total	Count	24	64	278	826	1725	1346	263	4526

7. Overall Quality of Services: Calculation of Satisgfaction Score											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	0	10	41	138	430	395	76	1090	90%	95.3%
MTNL	Count	1	1	99	186	463	367	23	1140	90%	91.1%
TTSL	Count	0	21	46	263	402	343	102	1177	90%	94.3%
Rel Com	Count	23	32	92	239	430	241	62	1119	90%	86.9%
Total	Count	24	64	278	826	1725	1346	263	4526	90%	91.9%

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A2. CELLULAR SERVICES

1. Provision of Services

1.1 How satisfied are you with the ease of activating a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	10	54	331	399	211	82	1088
Vodafone	Count	0	13	59	72	560	323	58	1085
MTNL	Count	0	2	82	222	307	387	70	1070
Idea	Count	2	11	56	310	301	321	71	1072
Rel Com	Count	2	28	55	260	388	333	42	1108
TTSl	Count	7	13	57	294	413	275	19	1078
Aircel	Count	1	8	38	339	450	145	68	1049
MTS	Count	1	33	55	368	410	196	5	1068
Total	Count	14	118	456	2196	3228	2191	415	8618

1.2 How satisfied are you with the understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	4	38	307	470	218	51	1088
Vodafone	Count	0	2	12	164	503	362	42	1085
MTNL	Count	0	9	54	197	495	294	21	1070
Idea	Count	1	15	60	308	384	249	55	1072
Rel Com	Count	5	31	50	321	370	296	35	1108
TTSl	Count	8	35	42	332	475	167	19	1078
Aircel	Count	1	15	43	380	399	159	52	1049
MTS	Count	11	31	53	308	485	178	2	1068
Total	Count	26	142	352	2317	3581	1923	277	8618

1.3 How satisfied are you with the availability of suitable plans/ recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	4	45	325	430	220	63	1088
Vodafone	Count	0	4	17	127	610	283	44	1085
MTNL	Count	0	19	42	243	481	238	47	1070
Idea	Count	2	9	66	334	338	255	68	1072
Rel Com	Count	6	34	43	233	435	307	50	1108
TTSl	Count	15	24	54	290	450	218	27	1078
Aircel	Count	3	12	61	397	340	172	64	1049
MTS	Count	27	22	45	425	367	171	11	1068
Total	Count	54	128	373	2374	3451	1864	374	8618

Provision of Services: Calculation of Satisfaction Parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	2	18	137	963	1299	649	196	3264	90%	95.2%
Vodafone	Count	0	19	88	363	1673	968	144	3255	90%	96.7%
MTNL	Count	0	30	178	662	1283	919	138	3210	90%	93.5%
Idea	Count	5	35	182	952	1023	825	194	3216	90%	93.1%
Rel Com	Count	13	93	148	814	1193	936	127	3324	90%	92.4%
TTSL	Count	30	72	153	916	1338	660	65	3234	90%	92.1%
Aircel	Count	5	35	142	1116	1189	476	184	3147	90%	94.2%
MTS	Count	39	86	153	1101	1262	545	18	3204	90%	91.3%
Total	Count	94	388	1181	6887	10260	5978	1066	25854	90%	93.6%

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3. Billing Related
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2.1 How satisfied are you with ease of activation of vouchers (recharging process)?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	3	55	321	443	147	55	1024
Vodafone	Count	0	1	55	276	476	165	39	1012
MTNL	Count	1	13	55	223	406	253	66	1017
Idea	Count	2	4	72	376	354	156	49	1013
Rel Com	Count	4	27	67	359	356	157	36	1006
TTSl	Count	18	22	191	319	390	74	20	1034
Aircel	Count	0	8	66	322	363	170	54	983
MTS	Count	11	14	145	439	319	133	7	1068
Total	Count	36	92	706	2635	3107	1255	326	8157

2.2 How satisfied are you with the availability of vouchers (recharge coupons) of various denominations?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	6	39	393	402	126	58	1024
Vodafone	Count	0	4	21	363	450	134	40	1012
MTNL	Count	0	4	45	292	428	222	26	1017
Idea	Count	0	12	53	380	385	131	52	1013
Rel Com	Count	0	27	98	355	340	146	40	1006
TTSl	Count	5	40	45	509	345	64	26	1034
Aircel	Count	1	14	47	340	373	165	43	983
MTS	Count	22	97	127	377	314	122	9	1068
Total	Count	28	204	475	3009	3037	1110	294	8157

2.3 How satisfied are you with the transparency of information provided on vouchers i.e. talk time available on the vouchers and restrictions if any?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	7	35	327	450	155	49	1024
Vodafone	Count	1	5	20	287	512	149	38	1012
MTNL	Count	1	10	39	233	481	227	26	1017
Idea	Count	1	9	58	396	378	130	41	1013
Rel Com	Count	3	30	51	364	353	159	46	1006
TTSl	Count	8	28	62	336	518	54	28	1034
Aircel	Count	2	18	37	336	376	164	50	983
MTS	Count	26	69	53	468	324	123	5	1068
Total	Count	43	176	355	2747	3392	1161	283	8157

2.4 How satisfied are you with the charges deducted after every usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	6	39	335	404	172	68	1024
Vodafone	Count	2	3	12	267	490	191	47	1012
MTNL	Count	1	7	28	246	408	291	36	1017
Idea	Count	2	11	51	328	321	238	62	1013
Rel Com	Count	7	25	69	356	313	192	44	1006
TTSl	Count	9	29	57	302	401	206	30	1034
Aircel	Count	3	16	143	394	227	148	52	983
MTS	Count	33	39	122	414	326	127	7	1068
Total	Count	57	136	521	2642	2890	1565	346	8157

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Billing Service: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	1	22	168	1376	1699	600	230	4096	95%	95.3%
Vodafone	Count	3	13	108	1193	1928	639	164	4048	95%	96.9%
MTNL	Count	3	34	167	994	1723	993	154	4068	95%	95.0%
Idea	Count	5	36	234	1480	1438	655	204	4052	95%	93.2%
Rel Com	Count	14	109	285	1434	1362	654	166	4024	95%	89.9%
TTSL	Count	40	119	355	1466	1654	398	104	4136	95%	87.6%
Aircel	Count	6	56	293	1392	1339	647	199	3932	95%	91.0%
MTS	Count	92	219	447	1698	1283	505	28	4272	95%	82.3%
Total	Count	164	608	2057	11033	12426	5091	1249	32628	95%	91.3%

(only for postpaid customers)

2.5 How satisfied are you with the charges levied per call?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	2	1	7	28	19	7	64
Vodafone	Count	0	0	2	35	26	10	0	73
MTNL	Count	0	0	2	6	21	16	8	53
Idea	Count	0	1	1	11	25	15	6	59
Rel Com	Count	1	1	4	25	36	34	1	102
TTSL	Count	0	4	1	14	12	11	2	44
Aircel	Count	0	0	2	22	25	13	4	66
Total	Count	1	8	13	120	173	118	28	461

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	0	3	10	20	29	2	64
Vodafone	Count	0	1	1	10	43	18	0	73
MTNL	Count	0	1	1	6	21	22	2	53
Idea	Count	1	0	4	15	18	20	1	59
Rel Com	Count	0	8	7	24	49	13	1	102
TTSL	Count	1	1	5	5	21	11	0	44
Aircel	Count	0	0	4	27	21	12	2	66
Total	Count	2	11	25	97	193	125	8	461

2.7 How satisfied are you with the clarity of bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	0	3	9	23	25	4	64
Vodafone	Count	0	2	4	5	25	35	2	73
MTNL	Count	0	2	0	5	25	16	5	53
Idea	Count	0	0	5	15	18	18	3	59
Rel Com	Count	0	2	5	22	48	24	1	102
TTSL	Count	0	2	0	6	16	20	0	44
Aircel	Count	0	1	2	18	32	9	4	66
Total	Count	3	12	19	80	187	144	19	461

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Billing Services (Postpaid): Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	0	2	7	26	71	73	13	192	95%	95.3%
Vodafone	Count	0	3	7	50	94	63	2	219	95%	95.4%
MTNL	Count	0	3	3	17	67	54	15	159	95%	96.2%
Idea	Count	1	1	10	41	61	53	10	177	95%	93.2%
Rel Com	Count	1	11	16	71	133	71	3	306	95%	90.8%
TTSL	Count	1	7	6	25	49	42	2	132	95%	89.4%
Aircel	Count	0	1	8	67	78	34	10	198	95%	95.5%
Total	Count	3	28	57	297	553	390	55	1383	95%	93.6%

3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	7	127	381	374	164	34	1088
Vodafone	Count	0	4	124	363	427	142	25	1085
MTNL	Count	1	21	119	211	293	372	53	1070
Idea	Count	4	14	162	369	344	140	39	1072
Rel Com	Count	3	34	132	283	371	256	29	1108
TTSl	Count	25	58	133	340	361	150	11	1078
Aircel	Count	1	15	169	427	274	119	44	1049
MTS	Count	17	45	163	375	449	17	2	1068
Total	Count	52	198	1129	2749	2893	1360	237	8618

3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	12	95	354	422	163	42	1088
Vodafone	Count	3	6	48	301	533	156	38	1085
MTNL	Count	4	45	97	197	482	220	25	1070
Idea	Count	4	14	150	354	377	135	38	1072
Rel Com	Count	6	64	112	288	417	186	35	1108
TTSl	Count	7	71	112	308	392	169	19	1078
Aircel	Count	0	22	183	416	257	137	34	1049
MTS	Count	18	21	169	236	583	38	3	1068
Total	Count	42	255	966	2454	3463	1204	234	8618

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	11	105	347	396	164	65	1088
Vodafone	Count	0	9	90	289	500	159	38	1085
MTNL	Count	4	43	73	245	403	267	35	1070
Idea	Count	5	23	129	373	352	137	53	1072
Rel Com	Count	3	48	86	293	427	213	38	1108
TTSl	Count	16	72	124	312	399	128	27	1078
Aircel	Count	2	20	173	401	275	130	48	1049
MTS	Count	19	40	139	421	415	29	5	1068
Total	Count	49	266	919	2681	3167	1227	309	8618

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3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	14	59	341	440	161	72	1088
Vodafone	Count	1	11	35	297	549	156	36	1085
MTNL	Count	7	37	70	220	467	214	55	1070
Idea	Count	1	40	123	328	411	118	51	1072
Rel Com	Count	5	58	92	278	451	177	47	1108
TTSl	Count	27	68	85	307	444	126	21	1078
Aircel	Count	2	26	184	406	272	118	41	1049
MTS	Count	21	8	139	270	512	113	5	1068
Total	Count	65	262	787	2447	3546	1183	328	8618

Help Services: Calculation of satisfaction parameter											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	2	44	386	1423	1632	652	213	4352	90%	90.1%
Vodafone	Count	4	30	297	1250	2009	613	137	4340	90%	92.4%
MTNL	Count	16	146	359	873	1645	1073	168	4280	90%	87.8%
Idea	Count	14	91	564	1424	1484	530	181	4288	90%	84.4%
Rel Com	Count	17	204	422	1142	1666	832	149	4432	90%	85.5%
TTSL	Count	75	269	454	1267	1596	573	78	4312	90%	81.5%
Aircel	Count	5	83	709	1650	1078	504	167	4196	90%	81.0%
MTS	Count	75	114	610	1302	1959	197	15	4272	90%	81.3%
Total	Count	208	981	3801	10331	13069	4974	1108	34472	90%	85.5%

4. Network performance, Reliability and Availability

4.1 How satisfied are you with the availability of signal of your service provided?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	6	57	334	383	236	72	1088
Vodafone	Count	0	7	63	181	550	221	63	1085
MTNL	Count	8	41	72	209	459	257	24	1070
Idea	Count	5	14	136	312	377	182	46	1072
Rel Com	Count	2	65	100	271	428	213	29	1108
TTSl	Count	9	49	123	315	388	178	16	1078
Aircel	Count	6	23	119	345	357	159	40	1049
MTS	Count	24	25	125	368	509	13	4	1068
Total	Count	54	230	795	2335	3451	1459	294	8618

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4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	6	35	308	443	216	79	1088
Vodafone	Count	0	2	26	157	539	291	70	1085
MTNL	Count	10	50	108	249	394	224	35	1070
Idea	Count	3	15	119	329	392	153	61	1072
Rel Com	Count	5	56	88	289	427	198	45	1108
TTSl	Count	18	67	109	316	448	95	25	1078
Aircel	Count	7	12	197	335	282	147	69	1049
MTS	Count	29	21	100	365	538	5	10	1068
Total	Count	73	229	782	2348	3463	1329	394	8618

4.3 How satisfied are you with the voice quality on your phone during calls?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	2	36	340	392	262	56	1088
Vodafone	Count	0	0	21	203	521	280	60	1085
MTNL	Count	3	39	57	170	403	337	61	1070
Idea	Count	2	18	136	337	382	144	53	1072
Rel Com	Count	5	49	110	257	437	212	38	1108
TTSl	Count	23	45	101	353	384	154	18	1078
Aircel	Count	5	21	179	358	297	143	46	1049
MTS	Count	19	34	279	384	335	11	6	1068
Total	Count	57	208	919	2402	3151	1543	338	8618

4. Network performance, Reliability and Availability: Calculation of satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	1	14	128	982	1218	714	207	3264	95%	95.6%
Vodafone	Count	0	9	110	541	1610	792	193	3255	95%	96.3%
MTNL	Count	21	130	237	628	1256	818	120	3210	95%	87.9%
Idea	Count	10	47	391	978	1151	479	160	3216	95%	86.1%
Rel Com	Count	12	170	298	817	1292	623	112	3324	95%	85.6%
TTSL	Count	50	161	333	984	1220	427	59	3234	95%	83.2%
Aircel	Count	18	56	495	1038	936	449	155	3147	95%	81.9%
MTS	Count	72	80	504	1117	1382	29	20	3204	95%	79.5%
Total	Count	184	667	2496	7085	10065	4331	1026	25854	95%	87.1%

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5. Maintainability

Service Provider		1	2	3	4	5	6	7	Total
5.1 How satisfied are you with the availability of fault free connection?									
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	3	60	336	413	226	50	1088
Vodafone	Count	1	2	15	194	562	285	26	1085
MTNL	Count	1	38	58	224	473	239	37	1070
Idea	Count	0	9	135	343	359	181	45	1072
Rel Com	Count	2	49	103	260	423	227	44	1108
TTSl	Count	13	69	95	364	420	95	22	1078
Aircel	Count	4	25	128	412	247	197	36	1049
MTS	Count	2	50	52	336	328	295	5	1068
Total	Count	23	245	646	2469	3225	1745	265	8618

Service Provider		1	2	3	4	5	6	7	Total
5.2 How satisfied are you with the timely repair of faults of your phone connection?									
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	2	12	36	704	153	178	3	1088
Vodafone	Count	5	23	69	743	121	123	1	1085
MTNL	Count	0	15	155	797	27	61	15	1070
Idea	Count	4	52	85	708	66	157	0	1072
Rel Com	Count	4	67	132	304	466	134	1	1108
TTSl	Count	28	56	76	581	175	162	0	1078
Aircel	Count	4	67	145	496	106	227	4	1049
MTS	Count	7	61	222	353	105	320	0	1068
Total	Count	54	353	920	4686	1219	1362	24	8618

code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
5. Maintainability: Calculation of Satisfaction Score											
Airtel	Count	2	15	96	1040	566	404	53	2176	95%	94.8%
Vodafone	Count	6	25	84	937	683	408	27	2170	95%	94.7%
MTNL	Count	1	53	213	1021	500	300	52	2140	95%	87.5%
Idea	Count	4	61	220	1051	425	338	45	2144	95%	86.7%
Rel Com	Count	6	116	235	564	889	361	45	2216	95%	83.9%
TTSL	Count	41	125	171	945	595	257	22	2156	95%	84.4%
Aircel	Count	8	92	273	908	353	424	40	2098	95%	82.2%
MTS	Count	9	111	274	689	433	615	5	2136	95%	81.6%
Total	Count	77	598	1566	7155	4444	3107	289	17236	95%	87.0%

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6. Supplementary services and Value Added services

6.1 Have you subscribed to any supplementary services		Yes	No	Total
Service Provider		Count	Count	Count
Airtel	Count	354	734	1088
Vodafone	Count	442	643	1085
MTNL	Count	189	881	1070
Idea	Count	364	708	1072
Rel Com	Count	201	907	1108
TTSl	Count	352	726	1078
Aircel	Count	370	679	1049
MTS	Count	114	954	1068
Total	Count	2386	6232	8618

6.2 How satisfied are you with the supplementary services / value added service provided?		1	2	3	4	5	6	7	Total
Service Provider		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	1	8	12	109	117	99	8	354
Vodafone	Count	1	11	19	173	103	126	9	442
MTNL	Count	0	8	24	37	44	70	6	189
Idea	Count	3	11	20	117	116	89	8	364
Rel Com	Count	2	4	29	36	76	45	9	201
TTSl	Count	4	3	39	82	115	100	9	352
Aircel	Count	6	23	46	100	72	111	12	370
MTS	Count	1	2	29	51	7	23	1	114
Total	Count	18	70	218	705	650	663	62	2386

6. Supplementary services and Value Added services: Calculation of Satisfaction Score											Overall
code		1	2	3	4	5	6	7	Total, N	Benchmark	Weighted Satisfaction
Airtel	Count	1	8	12	109	117	99	8	354	90%	94.1%
Vodafone	Count	1	11	19	173	103	126	9	442	90%	93.0%
MTNL	Count	0	8	24	37	44	70	6	189	90%	83.1%
Idea	Count	3	11	20	117	116	89	8	364	90%	90.7%
Rel Com	Count	2	4	29	36	76	45	9	201	90%	82.6%
TTSL	Count	4	3	39	82	115	100	9	352	90%	86.9%
Aircel	Count	6	23	46	100	72	111	12	370	90%	79.7%
MTS	Count	1	2	29	51	7	23	1	114	90%	71.9%
Total	Count	18	70	218	705	650	663	62	2386	90%	87.2%

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7. Overall Quality of Services

7. How satisfied are you with the overall Quality of the Cellular Service?		1	2	3	4	5	6	7	Total
Service Provider		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Count	0	0	45	171	698	168	6	1088
Vodafone	Count	0	1	46	146	783	103	6	1085
MTNL	Count	0	0	97	213	628	132	0	1070
Idea	Count	0	4	119	400	400	141	8	1072
Rel Com	Count	0	5	114	203	669	114	3	1108
TTSl	Count	0	16	157	374	472	58	1	1078
Aircel	Count	0	5	168	414	327	130	5	1049
MTS	Count	0	9	175	528	342	14	0	1068
Total	Count	0	40	921	2449	4319	860	29	8618
	% age	0.00%	0.50%	10.70%	28.40%	50.10%	10.00%	0.30%	100.00%

7. Overall Quality of Services: Comparison of satisfaction score		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	0	0	45	171	698	168	6	1088	90%	95.9%
Vodafone	Count	0	1	46	146	783	103	6	1085	90%	95.7%
MTNL	Count	0	0	97	213	628	132	0	1070	90%	90.9%
Idea	Count	0	4	119	400	400	141	8	1072	90%	88.5%
Rel Com	Count	0	5	114	203	669	114	3	1108	90%	89.3%
TTSL	Count	0	16	157	374	472	58	1	1078	90%	84.0%
Aircel	Count	0	5	168	414	327	130	5	1049	90%	83.5%
MTS	Count	0	9	175	528	342	14	0	1068	90%	82.8%
Total	Count	0	40	921	2449	4319	860	29	8618	90%	88.8%

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A3. BROADBAND SERVICES

1.1 How satisfied are you with the ease of taking a connection?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	1	1	21	92	451	469	150	1185
MTNL	Count	1	13	62	218	355	464	13	1126
Rel Com	Count	3	22	75	321	435	263	12	1131
Hathway	Count	0	20	64	163	381	386	89	1103
Spectranet	Count	46	73	39	190	394	376	42	1160
Total	Count	51	129	261	984	2016	1958	306	5705

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	1	4	20	176	476	460	48	1185
MTNL	Count	0	3	19	204	410	471	19	1126
Rel Com	Count	3	19	67	438	284	302	18	1131
Hathway	Count	0	4	40	382	421	237	19	1103
Spectranet	Count	0	15	44	236	488	346	31	1160
Total	Count	4	45	190	1436	2079	1816	135	5705

1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	0	5	22	158	461	348	191	1185
MTNL	Count	1	0	101	181	440	367	36	1126
Rel Com	Count	4	16	67	402	319	283	40	1131
Hathway	Count	1	2	86	277	417	297	23	1103
Spectranet	Count	0	16	37	220	484	343	60	1160
Total	Count	6	39	313	1238	2121	1638	350	5705

1. Provision of services: Calculation of satisfaction score											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	2	10	63	426	1388	1277	389	3555	90%	97.9%
MTNL	Count	2	16	182	603	1205	1302	68	3378	90%	94.1%
Rel Com	Count	10	57	209	1161	1038	848	70	3393	90%	91.9%
Hathway	Count	1	26	190	822	1219	920	131	3309	90%	93.4%
Spectranet	Count	46	104	120	646	1366	1065	133	3480	90%	92.2%
Total	Count	61	213	764	3658	6216	5412	791	17115	90%	93.9%

2. Billing service
(A. Prepaid)

2.1 How satisfied are you with ease of recharging process/activation of vouchers?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Hathway	Count	0	1	37	95	292	244	114	783
Spectranet	Count	1	9	47	515	228	229	45	1074
Total	Count	1	10	84	610	520	473	159	1857

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2.2 How satisfied are you with the availability of recharging cards/voucher of various denominations?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Hathway	Count		0	9	221	288	237	28	783
Spectranet	Count		10	42	445	348	190	39	1074
Total	Count		10	51	666	636	427	67	1857

2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. internet usage available on the recharge card?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Hathway	Count	0	0	118	242	241	174	8	783
Spectranet	Count	2	17	179	473	216	165	22	1074
Total	Count	2	17	297	715	457	339	30	1857

2.4 How satisfied are you with the charges deducted for internet usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Hathway	Count	0	0	157	50	388	183	5	783
Spectranet	Count	2	3	161	131	606	143	28	1074
Total	Count	2	3	318	181	994	326	33	1857

2A. Billing servic (prepaid): Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Hathway	Count	0	1	321	608	1209	838	155	3132	90%	89.7%
Spectranet	Count	5	39	429	1564	1398	727	134	4296	90%	89.0%
Total	Count	5	40	750	2172	2607	1565	289	7428	90%	89.3%

(B. Postpaid)

2.5 How satisfied are you with the charges levied for every internet usage?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	2	11	18	186	496	415	57	1185
MTNL	Count	0	1	64	293	380	382	6	1126
Rel Com	Count	16	92	104	419	356	134	10	1131
Hathway	Count	0	5	16	76	125	91	7	320
Spectranet	Count	0	1	5	12	31	34	3	86
Total	Count	18	110	207	986	1388	1056	83	3848

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	3	11	54	266	476	331	44	1185
MTNL	Count	0	7	100	207	420	374	18	1126
Rel Com	Count	29	66	113	481	275	145	22	1131
Hathway	Count	0	4	15	114	125	60	2	320
Spectranet	Count	0	4	6	19	38	17	2	86
Total	Count	32	92	288	1087	1334	927	88	3848

2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	5	9	32	259	540	281	59	1185
MTNL	Count	0	5	147	292	450	202	30	1126
Rel Com	Count	31	41	155	425	320	127	32	1131
Hathway	Count	0	5	33	78	89	114	1	320
Spectranet	Count	2	2	8	28	28	17	1	86
Total	Count	38	62	375	1082	1427	741	123	3848

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2B. Billing service (postpaid): Calculation of satisfaction score											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	10	31	104	711	1512	1027	160	3555	90%	95.9%
MTNL	Count	0	13	311	792	1250	958	54	3378	90%	90.4%
Rel Com	Count	76	199	372	1325	951	406	64	3393	90%	80.9%
Hathway	Count	0	14	64	268	339	265	10	960	90%	91.9%
Spectranet	Count	2	7	19	59	97	68	6	258	90%	89.1%
Total	Count	86	257	851	3096	4052	2656	288	11544	90%	87.4%

3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number) vouchers?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	4	11	49	201	491	313	116	1185
MTNL	Count	0	0	143	370	443	164	6	1126
Rel Com	Count	11	33	146	385	443	103	10	1131
Hathway	Count	3	5	79	255	457	283	21	1103
Spectranet	Count	3	14	69	282	457	293	42	1160
Total	Count	21	63	486	1493	2291	1156	195	5705

3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	3	26	60	231	409	392	64	1185
MTNL	Count	0	1	101	352	435	221	16	1126
Rel Com	Count	15	47	102	483	272	190	22	1131
Hathway	Count	7	11	65	332	444	213	31	1103
Spectranet	Count	3	49	81	218	457	311	41	1160
Total	Count	28	134	409	1616	2017	1327	174	5705

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	6	14	47	206	436	334	142	1185
MTNL	Count	1	6	145	360	455	147	12	1126
Rel Com	Count	11	23	191	421	388	91	6	1131
Hathway	Count	3	13	52	295	337	362	41	1103
Spectranet	Count	6	25	49	251	459	332	38	1160
Total	Count	27	81	484	1533	2075	1266	239	5705

3.4 How satisfied are you with the competency level/problem solving ability of customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	5	19	53	267	448	339	54	1185
MTNL	Count	1	3	103	359	450	194	16	1126
Rel Com	Count	27	60	113	501	247	160	23	1131
Hathway	Count	4	7	98	224	546	215	9	1103
Spectranet	Count	8	48	89	276	445	262	32	1160
Total	Count	45	137	456	1627	2136	1170	134	5705

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3. Help Services: Calculation of satisfaction score		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	18	70	209	905	1784	1378	376	4740	90%	93.7%
MTNL	Count	2	10	492	1441	1783	726	50	4504	90%	88.8%
Rel Com	Count	64	163	552	1790	1350	544	61	4524	90%	82.8%
Hathway	Count	17	36	294	1106	1784	1073	102	4412	90%	92.1%
Spectranet	Count	20	136	288	1027	1818	1198	153	4640	90%	90.4%
Total	Count	121	415	1835	6269	8519	4919	742	22820	90%	89.6%

4. Network Performance

4.1 How satisfied are you with the availability of signal of your service provider?		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	3	18	119	105	494	331	115	1185
MTNL	Count	0	2	182	351	373	193	25	1126
Rel Com	Count	2	31	206	503	283	94	12	1131
Hathway	Count	2	5	173	232	405	266	20	1103
Spectranet	Count	7	46	157	193	462	266	29	1160
Total	Count	14	102	837	1384	2017	1150	201	5705

4.2 How satisfied are you with the network of your SP in terms speed of broadband connection?		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	8	18	141	177	397	334	110	1185
MTNL	Count	0	6	189	265	428	193	45	1126
Rel Com	Count	2	38	197	515	240	110	29	1131
Hathway	Count	3	4	154	239	445	238	20	1103
Spectranet	Count	14	58	176	188	446	235	43	1160
Total	Count	27	124	857	1384	1956	1110	247	5705

4. Network Performance: Calculation of satisfaction score		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	11	36	260	282	891	665	225	2370	85%	87.0%
MTNL	Count	0	8	371	616	801	386	70	2252	85%	83.2%
Rel Com	Count	4	69	403	1018	523	204	41	2262	85%	79.0%
Hathway	Count	5	9	327	471	850	504	40	2206	85%	84.5%
Spectranet	Count	21	104	333	381	908	501	72	2320	85%	80.3%
Total	Count	41	226	1694	2768	3973	2260	448	11410	85%	82.8%

5. Maintainability (fault repair)

5.1 How satisfied are you with the time for which service is up and working?		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	6	12	63	205	542	246	111	1185
MTNL	Count	3	6	248	271	438	151	9	1126
Rel Com	Count	39	76	221	398	339	49	9	1131
Hathway	Count	1	3	104	299	451	232	13	1103
Spectranet	Count	6	42	177	190	500	214	31	1160
Total	Count	55	139	813	1363	2270	892	173	5705

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5.2 How satisfied are you with the timely repair of faults of your connection?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	10	31	187	169	341	375	72	1185
MTNL	Count	1	20	221	239	422	198	25	1126
Rel Com	Count	40	92	184	471	197	129	18	1131
Hathway	Count	1	20	193	232	415	232	10	1103
Spectranet	Count	8	30	116	397	347	219	43	1160
Total	Count	60	193	901	1508	1722	1153	168	5705

5. Maintainability: Calculation of satisfaction score											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	16	43	250	374	883	621	183	2370	85%	87.0%
MTNL	Count	4	26	469	510	860	349	34	2252	85%	77.8%
Rel Com	Count	79	168	405	869	536	178	27	2262	85%	71.2%
Hathway	Count	2	23	297	531	866	464	23	2206	85%	85.4%
Spectranet	Count	14	72	293	587	847	433	74	2320	85%	83.7%
Total	Count	115	332	1714	2871	3992	2045	341	11410	85%	81.1%

6. Supplementary services

6.1 Have you ever subscribed to any supplementary services such as Static/fixed IP addresses, e-mail id's etc.?				
Service Provider		Yes	No	Total
Airtel	Count	460	725	1185
MTNL	Count	485	641	1126
Rel Com	Count	444	687	1131
Hathway	Count	205	898	1103
Spectranet	Count	508	652	1160
Total	Count	2102	3603	5705

6.2 If Yes, how satisfied are you with quality of these supplementary services including activation, deactivation, charges etc?									
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	0	64	6	135	123	131	1	460
MTNL	Count	0	33	50	286	80	35	1	485
Rel Com	Count	0	40	56	131	88	129	0	444
Hathway	Count	0	41	2	21	53	74	14	205
Spectranet	Count	0	75	31	80	122	199	1	508
Total	Count	0	253	145	653	466	568	17	2102

6. Supplementary service: Calculation of satisfaction parameter											
		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	0	64	6	135	123	131	1	460	90%	84.8%
MTNL	Count	0	33	50	286	80	35	1	485	90%	82.9%
Rel Com	Count	0	40	56	131	88	129	0	444	90%	78.4%
Hathway	Count	0	41	2	21	53	74	14	205	90%	79.0%
Spectranet	Count	0	75	31	80	122	199	1	508	90%	79.1%
Total	Count	0	212	143	632	413	494	3	1897	90%	81.3%

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7. Overall Services

7. How satisfied are you with the overall Quality of the Broadband Service		1	2	3	4	5	6	7	Total
Service Provider		1	2	3	4	5	6	7	Total
Airtel	Count	4	16	101	112	441	413	98	1185
MTNL	Count	0	11	152	295	361	292	15	1126
Rel Com	Count	12	42	162	348	353	185	29	1131
Hathway	Count	1	7	118	230	297	302	148	1103
Spectranet	Count	5	18	159	191	415	286	86	1160
Total	Count	22	94	692	1176	1867	1478	376	5705

7. Overall Services: Calculation of satisfaction score		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Count	4	16	101	112	441	413	98	1185	90%	89.8%
MTNL	Count	0	11	152	295	361	292	15	1126	90%	85.5%
Rel Com	Count	12	42	162	348	353	185	29	1131	90%	80.9%
Hathway	Count	1	7	118	230	297	302	148	1103	90%	88.6%
Spectranet	Count	5	18	159	191	415	286	86	1160	90%	84.3%
Total	Count	21	94	692	1176	1867	1478	376	5705	90%	85.8%

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ANNEXURE B:

Comparison of telecom operators on various satisfaction parameters: Calculation of Mean

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B1: Basic Service

7.1.1 Overall Satisfaction										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	10	41	138	430	395	76	1090	5747	5.27
MTNL	1	1	99	186	463	367	23	1140	5722	5.02
TTSL	0	21	46	263	402	343	102	1177	6014	5.11
Rel Com	23	32	92	239	430	241	62	1119	5349	4.78
Total	**24**	**64**	**278**	**826**	**1725**	**1346**	**263**	**4526**	**22832**	**5.04**

7.1.2 Emapthy										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	4	17	77	494	408	90	1090	5915	5.43
MTNL	0	2	109	114	606	234	75	1140	5746	5.04
TTSL	0	1	42	207	666	225	36	1177	5888	5.00
Rel Com	2	42	111	374	504	86	0	1119	4951	4.42
Total	**2**	**49**	**279**	**772**	**2270**	**953**	**201**	**4526**	**22500**	**4.97**

7.1.3 Tangibility										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	2	29	134	482	319	124	1090	5819	5.34
MTNL	0	2	85	132	512	289	120	1140	5921	5.19
TTSL	0	5	62	258	528	297	27	1177	5839	4.96
Rel Com	3	9	70	391	415	168	63	1119	5319	4.75
Total	**3**	**18**	**246**	**915**	**1937**	**1073**	**334**	**4526**	**22898**	**5.06**

7.1.4 Economy										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	6	16	88	344	492	144	1090	6092	5.59
MTNL	0	1	73	243	440	249	134	1140	5825	5.11
TTSL	2	3	87	190	406	425	64	1177	6057	5.15
Rel Com	7	2	70	512	326	181	21	1119	5132	4.59
Total	**9**	**12**	**246**	**1033**	**1516**	**1347**	**363**	**4526**	**23106**	**5.11**

7.1.5 Reliability										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	1	29	117	482	377	84	1090	5817	5.34
MTNL	0	1	109	137	565	265	63	1140	5733	5.03
TTSL	0	6	62	224	703	166	16	1177	5717	4.86
Rel Com	3	18	82	445	450	118	3	1119	5044	4.51
Total	**3**	**26**	**282**	**923**	**2200**	**926**	**166**	**4526**	**22311**	**4.93**

7.1.6 Convenience										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	2	16	73	409	480	110	1090	6039	5.54
MTNL	0	1	68	195	486	266	124	1140	5880	5.16
TTSL	1	1	75	123	660	281	36	1177	5958	5.06
Rel Com	1	7	45	449	467	144	6	1119	5187	4.64
Total	**2**	**11**	**204**	**840**	**2022**	**1171**	**276**	**4526**	**23064**	**5.10**

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7.1.7 Assurance										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	4	26	45	187	479	288	61	1090	5489	5.04
MTNL	0	2	79	219	520	285	35	1140	5672	4.98
TTSL	4	24	90	352	487	204	16	1177	5501	4.67
Rel Com	16	27	67	540	337	120	12	1119	4920	4.40
Total	**24**	**79**	**281**	**1298**	**1823**	**897**	**124**	**4526**	**21582**	**4.77**

7.1.8 Network										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	6	40	113	555	297	79	1090	5694	5.22
MTNL	0	5	111	140	605	176	103	1140	5705	5.00
TTSL	0	14	57	259	726	118	3	1177	5594	4.75
Rel Com	10	30	48	522	418	89	2	1119	4940	4.41
Total	**10**	**55**	**256**	**1034**	**2304**	**680**	**187**	**4526**	**21933**	**4.85**

7.1.9 Responsiveness										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	3	64	48	330	522	123	1090	6033	5.53
MTNL	0	2	184	325	386	154	89	1140	5333	4.68
TTSL	3	17	81	162	600	299	15	1177	5827	4.95
Rel Com	1	44	179	182	501	186	26	1119	5157	4.61
Total	**4**	**66**	**508**	**717**	**1817**	**1161**	**253**	**4526**	**22350**	**4.94**

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B2: Cellular Service

7.3.1 Overall Satisfaction										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	0	45	171	698	168	6	1088	5359	4.93
Vodafone	0	1	46	146	783	103	6	1085	5299	4.88
MTNL	0	0	97	213	628	132	0	1070	5075	4.74
Idea	0	4	119	400	400	141	8	1072	4867	4.54
Rel Com	0	5	114	203	669	114	3	1108	5214	4.71
TTSL	0	16	157	374	472	58	1	1078	4714	4.37
Aircel	0	5	168	414	327	130	5	1049	4620	4.40
MTS	0	9	175	528	342	14	0	1068	4449	4.17
Total	**0**	**40**	**921**	**2449**	**4319**	**860**	**29**	**8618**	**39597**	**4.59**

7.3.2 Emapthy										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	0	27	269	537	211	44	1088	5416	4.98
Vodafone	0	0	4	161	711	182	27	1085	5492	5.06
MTNL	0	0	31	176	486	341	36	1070	5525	5.16
Idea	0	2	27	341	482	177	43	1072	5222	4.87
Rel Com	1	11	33	255	583	199	26	1108	5433	4.90
TTSL	6	15	54	303	581	105	14	1078	5043	4.68
Aircel	0	3	27	386	420	176	37	1049	5046	4.81
MTS	0	6	35	387	589	49	2	1068	4918	4.60
Total	**7**	**37**	**238**	**2278**	**4389**	**1440**	**229**	**8618**	**42095**	**4.88**

7.3.3 Tangibility										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	1	4	45	325	430	220	63	1088	5355	4.92
Vodafone	0	4	17	127	610	283	44	1085	5623	5.18
MTNL	0	19	42	243	481	238	47	1070	5298	4.95
Idea	2	9	66	334	338	255	68	1072	5250	4.90
Rel Com	6	34	43	233	435	307	50	1108	5502	4.97
TTSL	15	24	54	290	450	218	27	1078	5132	4.76
Aircel	3	12	61	397	340	172	64	1049	4978	4.75
MTS	27	22	45	425	367	171	11	1068	4844	4.54
Total	**54**	**128**	**373**	**2374**	**3451**	**1864**	**374**	**8618**	**41982**	**4.87**

7.3.4 Economy										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	4	22	296	515	171	80	1088	5419	4.98
Vodafone	0	3	9	167	668	185	53	1085	5522	5.09
MTNL	0	4	7	158	602	254	45	1070	5510	5.15
Idea	0	8	19	237	542	185	81	1072	5408	5.04
Rel Com	1	20	59	287	506	181	54	1108	5360	4.84
TTSL	1	38	41	269	605	88	36	1078	5081	4.71
Aircel	0	8	23	363	413	172	70	1049	5124	4.88
MTS	12	57	49	427	441	70	12	1068	4690	4.39
Total	**14**	**142**	**229**	**2204**	**4292**	**1306**	**431**	**8618**	**42114**	**4.89**

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7.3.5 Reliability										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	3	17	264	534	210	60	1088	5463	5.02
Vodafone	0	2	15	210	607	208	43	1085	5473	5.04
MTNL	0	5	29	167	511	332	26	1070	5494	5.13
Idea	1	6	38	340	458	180	49	1072	5200	4.85
Rel Com	0	14	62	242	527	215	48	1108	5443	4.91
TTSL	2	31	60	263	583	104	35	1078	5080	4.71
Aircel	0	9	34	352	428	179	47	1049	5071	4.83
MTS	6	15	57	433	480	70	7	1068	4808	4.50
Total	**9**	**85**	**312**	**2271**	**4128**	**1498**	**315**	**8618**	**42032**	**4.88**

7.3.6 Convenience										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	12	95	354	422	163	42	1088	5107	4.69
Vodafone	3	6	48	301	533	156	38	1085	5230	4.82
MTNL	4	45	97	197	482	220	25	1070	5078	4.75
Idea	4	14	150	354	377	135	38	1072	4859	4.53
Rel Com	6	64	112	288	417	186	35	1108	5068	4.57
TTSL	7	71	112	308	392	169	19	1078	4824	4.47
Aircel	0	22	183	416	257	137	34	1049	4602	4.39
MTS	18	21	169	236	583	38	3	1068	4675	4.38
Total	**42**	**255**	**966**	**2454**	**3463**	**1204**	**234**	**8618**	**39443**	**4.58**

7.3.7 Assurance										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	1	14	59	341	440	161	72	1088	5240	4.82
Vodafone	1	11	35	297	549	156	36	1085	5249	4.84
MTNL	7	37	70	220	467	214	55	1070	5175	4.84
Idea	1	40	123	328	411	118	51	1072	4882	4.55
Rel Com	5	58	92	278	451	177	47	1108	5155	4.65
TTSL	27	68	85	307	444	126	21	1078	4769	4.42
Aircel	2	26	184	406	272	118	41	1049	4585	4.37
MTS	21	8	139	270	512	113	5	1068	4807	4.50
Total	**65**	**262**	**787**	**2447**	**3546**	**1183**	**328**	**8618**	**39862**	**4.63**

7.3.8 Network										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	1	9	357	428	257	36	1088	5391	4.95
Vodafone	0	1	13	129	770	131	41	1085	5480	5.05
MTNL	0	20	74	207	530	224	15	1070	5189	4.85
Idea	1	12	127	314	428	155	35	1072	4977	4.64
Rel Com	1	30	134	187	594	143	19	1108	5172	4.67
TTSL	2	70	97	320	425	154	10	1078	4832	4.48
Aircel	3	15	126	400	330	144	31	1049	4742	4.52
MTS	9	40	55	641	311	5	7	1068	4452	4.17
Total	**16**	**189**	**635**	**2555**	**3816**	**1213**	**194**	**8618**	**40235**	**4.67**

7.3.9 Responsiveness										
	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	2	31	318	490	225	22	1088	5323	4.89
Vodafone	0	1	25	201	683	162	13	1085	5359	4.94
MTNL	0	3	47	311	619	79	11	1070	5037	4.71
Idea	0	4	44	446	395	165	18	1072	5015	4.68
Rel Com	2	14	100	153	587	235	17	1108	5406	4.88
TTSL	2	43	87	324	464	145	13	1078	4926	4.57
Aircel	0	12	73	412	351	188	13	1049	4865	4.64
MTS	1	48	48	376	283	311	1	1068	5033	4.71
Total	**5**	**127**	**455**	**2541**	**3872**	**1510**	**108**	**8618**	**40964**	**4.75**

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B3: Broadband Service

7.3.1 Overall Satisfaction

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	4	16	101	112	441	413	98	1185	6156	5.19
MTNL	0	11	152	295	361	292	15	1126	5320	4.72
Rel Com	12	42	162	348	353	185	29	1131	5052	4.47
Hathway	1	7	118	230	297	302	148	1103	5622	5.10
Spectranet	5	18	159	191	415	286	86	1160	5675	4.89
Total	**22**	**94**	**692**	**1176**	**1867**	**1478**	**376**	**5705**	**27825**	**4.88**

7.3.2 Emapthy

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	1	11	114	616	347	96	1185	6325	5.34
MTNL	0	1	28	215	721	154	7	1126	5524	4.91
Rel Com	0	4	79	360	589	94	5	1131	5229	4.62
Hathway	0	0	23	160	602	289	29	1103	5656	5.13
Spectranet	0	1	31	233	591	294	10	1160	5816	5.01
Total	**0**	**7**	**172**	**1082**	**3119**	**1178**	**147**	**5705**	**28550**	**5.00**

7.3.3 Tangibility

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	0	5	22	158	461	348	191	1185	6438	5.43
MTNL	1	0	101	181	440	367	36	1126	5682	5.05
Rel Com	4	16	67	402	319	283	40	1131	5418	4.79
Hathway	1	2	86	277	417	297	23	1103	5399	4.89
Spectranet	0	16	37	220	484	343	60	1160	5921	5.10
Total	**6**	**39**	**313**	**1238**	**2121**	**1638**	**350**	**5705**	**28858**	**5.06**

7.3.4 Economy

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	2	11	18	186	496	415	57	1185	6191	5.22
MTNL	0	1	64	293	380	382	6	1126	5600	4.97
Rel Com	16	92	104	419	356	134	10	1131	4842	4.28
Hathway	0	5	21	174	558	331	14	1103	5643	5.12
Spectranet	0	2	50	137	690	248	33	1160	5871	5.06
Total	**18**	**111**	**257**	**1209**	**2480**	**1510**	**120**	**5705**	**28147**	**4.93**

7.3.5 Reliability

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	2	2	38	181	617	319	26	1185	6025	5.08
MTNL	0	4	69	290	615	145	3	1126	5341	4.74
Rel Com	5	33	172	442	379	96	4	1131	4854	4.29
Hathway	0	0	29	244	519	299	12	1103	5536	5.02
Spectranet	0	5	45	285	584	218	23	1160	5674	4.89
Total	**7**	**44**	**353**	**1442**	**2714**	**1077**	**68**	**5705**	**27430**	**4.81**

7.3.6 Convenience

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	1	17	56	231	418	404	58	1185	6047	5.10
MTNL	0	0	96	343	487	183	17	1126	5312	4.72
Rel Com	4	45	75	500	304	187	16	1131	5073	4.49
Hathway	7	10	80	301	424	251	30	1103	5307	4.81
Spectranet	0	41	77	209	430	366	37	1160	5754	4.96
Total	**12**	**113**	**384**	**1584**	**2063**	**1391**	**158**	**5705**	**27493**	**4.82**

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7.3.7 Assurance

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	5	19	53	267	448	339	54	1185	5922	5.00
MTNL	1	3	103	359	450	194	16	1126	5278	4.69
Rel Com	27	60	113	501	247	160	23	1131	4846	4.28
Hathway	4	7	98	224	546	215	9	1103	5291	4.80
Spectranet	8	48	89	276	445	262	32	1160	5496	4.74
Total	**45**	**137**	**456**	**1627**	**2136**	**1170**	**134**	**5705**	**26833**	**4.70**

7.3.8 Network

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	4	15	54	215	519	286	92	1185	6011	5.07
MTNL	0	1	199	283	484	141	18	1126	5123	4.55
Rel Com	0	15	247	498	307	56	8	1131	4690	4.15
Hathway	0	5	110	208	625	146	9	1103	5236	4.75
Spectranet	3	33	122	251	564	179	8	1160	5389	4.65
Total	**7**	**69**	**732**	**1455**	**2499**	**808**	**135**	**5705**	**26449**	**4.64**

7.3.9 Responsiveness

	1	2	3	4	5	6	7	Total	Σfx	MEAN = Σfx/N
Airtel	10	31	187	169	341	375	72	1185	5768	4.87
MTNL	1	20	221	239	422	198	25	1126	5133	4.56
Rel Com	40	92	184	471	197	129	18	1131	4545	4.02
Hathway	1	20	193	232	415	232	10	1103	5085	4.61
Spectranet	8	30	116	397	347	219	43	1160	5354	4.62
Total	**60**	**193**	**901**	**1508**	**1722**	**1153**	**168**	**5705**	**25885**	**4.54**

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ANNEXURE C: QUESTIONNAIRES

TELECOM REGULATORY AUTHORITY OF INDIA
CUSTOMER PERCEPTION STUDY (North Zone)
(Basic Wire line Service)

REF No.	CC		S. No.		Interview Date			Interviewer's Name		
SDCA							Exchange			
Mode of Interview		1	In Person			2	Telephonic			

Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among Basic wire line users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.

CUSTOMER DETAILS

Respondent's Name									Gender		1	Male	2	Female
Age:	1	<25	2	25-34	3	35-44	4	>45	**Area**	1	Urban	2	Rural	
Occupation	1	Service	2	Business/Self Employed	3	Student	4	Housewife	5	Retired	6	Others		

Registered Customer's Name (If different from respondent)

Address	District				State						
	Mobile no.			STD Code				Tel No.			

Service Provider	1	BSNL	2	MTNL	3	Tata Teleservices	4	Reliance Comm
	5	IDEA	6	Vodafone	7	Bharti Airtel	8	HFCL

Usage Type	1	Residential	2	Commercial	**User Type**	1	Post Paid	2	Pre Paid

PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS

In your opinion, how satisfied are you with your basic services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)

Parameters and Attributes	Ratings

1. Provision of Service

1.1 How satisfied are you with the ease of taking a connection? (EM 3)	1	2	3	4	5	6	7
1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges? (EM 1)	1	2	3	4	5	6	7
1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement? (TA 1)	1	2	3	4	5	6	7

2. Billing Related (Only for Prepaid Customers)

2.1 How satisfied are you with ease of recharging process/activation of vouchers? (EM 4)	1	2	3	4	5	6	7
2.2 How satisfied are you with the availability of recharging cards/vouchers of various denominations? (EC 1)	1	2	3	4	5	6	7
2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. talk time available on the recharge card/voucher? (RL 2)	1	2	3	4	5	6	7
2.4 How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage? (EC 2)	1	2	3	4	5	6	7

Billing Related (Only for Postpaid Customers)

2.5 How satisfied are you with the charges levied per call? (EC2	1	2	3	4	5	6	7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7
2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7

3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu? (CV1)	1	2	3	4	5	6	7

3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7

4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

	1	2	3	4	5	6	7
4.1 How satisfied are you with the dial tone availability on your phone? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily? (NT2)	1	2	3	4	5	6	7
4.3 How satisfied are you with the voice quality on your phone during calls? (NT3)	1	2	3	4	5	6	7

5. Maintainability

	1	2	3	4	5	6	7
5.1 How satisfied are you with the overall availability of fault free connection? (RS 2)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your phone connection? (RS 2)	1	2	3	4	5	6	7

6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

6.1 Have you ever subscribed to any supplementary services like call waiting/forwarding, voice mail / Value added services?	1	Yes	2	No

6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7

7. How satisfied are you with the overall Quality of the Basic Wire line Service	1	2	3	4	5	6	7

IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?	1	Yes	2	No

2. If Yes, how satisfied are you with the effectiveness of blocking of unsolicited commercial calls on your number?	1	2	3	4	5	6	7

3. Have you ever registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same?	1	Yes	2	No

4. If Yes, how satisfied are you with the ease of lodging the complaint?	1	2	3	4	5	6	7
5. If Yes, how satisfied are you with the action taken on your complaint?	1	2	3	4	5	6	7

6. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?

1	Toll Free Consumer Care Number for making complaints	2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint	3	Web based complaint monitoring system

7. Have you made any complaint to the toll free Consumer Care Number?	1	Yes	2	No

8. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?	1	2	3	4	5	6	7

9. Have you filed any appeal with the appellate authority?	1	Yes	2	No

10. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?	1	2	3	4	5	6	7

11. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means *'Extremely Likely'* & 0 means '*Not At All Likely'*)	0	1	2	3	4	5	6	7	8	9	10

******** **Thank You** ***********

Name of the interviewer: _____   Date: _____

Name of the scrutinizer: _____   Date: _____

Back-check done by:_____   Date of back-check: _____

Name of Operation Manager: _____

TELECOM REGULATORY AUTHORITY OF INDIA
CUSTOMER PERCEPTION STUDY (North Zone)
(Cellular Mobile)

REF No.	CC	SR.No.	Interview Date		Interviewer's Name	
Mode of Interview	1	In Person		2	Telephonic	

Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among Cellular users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.

CUSTOMER DETAILS

Respondent's Name							**Gender**	1	Male	2	Female

Age:	1	<25	2	25-34	3	35-44	4	>45	**Area**	1	Urban	2	Rural

Occupation	1	Service	2	Business/Self Employed	3	Student	4	Housewife	5	Retired	6	Other

Address								
	District			State			Mobile Number	

Service Provider	1	BSNL	2	MTNL	3	TTSL	4	Reliance Comm	5	IDEA
	6	Vodafone	7	Bharti Airtel	8	Uninor	9	Sistema Shyam	10	Videocon
	11	S. Tel	12	HFCL	13	Aircel				

Usage Type	1	Residential	2	Commercial	**User Type**	1	Post Paid	2	Pre Paid

PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS

In your opinion, how satisfied are you with your cellular services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)

Parameters and Attributes	Ratings
1. Provision of Service	
1.1 How satisfied are you with the ease of activating a connection? (EM 3)	1 2 3 4 5 6 7
1.2 How satisfied are you with the understanding of all relevant information related to tariff plans & charges? (EM 1)	1 2 3 4 5 6 7
1.3 How satisfied are you with the availability of suitable plans/ recharge vouchers such as top-up, special tariff voucher, combo voucher, plan voucher as per your requirement? (TA 1)	1 2 3 4 5 6 7
2. Billing Related (Only for Prepaid Customers)	
2.1 How satisfied are you with ease of activation of vouchers (recharging process)? (EM 4)	1 2 3 4 5 6 7
2.2 How satisfied are you with the availability of vouchers (recharge coupons) of various denominations? (EC 1)	1 2 3 4 5 6 7
2.3 How satisfied are you with the transparency of information provided on vouchers i.e. talk time available on the vouchers and restrictions if any? (RL 2)	1 2 3 4 5 6 7
2.4 How satisfied are you with the charges deducted after every usage? (EC 2)	1 2 3 4 5 6 7
Billing Related (Only for Postpaid Customers)	
2.5 How satisfied are you with the charges levied per call? (EC2	1 2 3 4 5 6 7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1 2 3 4 5 6 7
2.7 How satisfied are you with the clarity of bills in terms of transparency and understandability? (RL2)	1 2 3 4 5 6 7
3. Help Services	
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1 2 3 4 5 6 7
3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu? (CV1)	1 2 3 4 5 6 7
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1 2 3 4 5 6 7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1 2 3 4 5 6 7
3.5 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1 2 3 4 5 6 7
4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY	
4.1 How satisfied are you with the availability of signal of your service provided? (NT 1)	1 2 3 4 5 6 7
4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive	1 2 3 4 5 6 7

calls easily? (NT2)							
4.3 How satisfied are you with the voice quality on your phone during calls? (NT3)	1	2	3	4	5	6	7

5. Maintainability

5.1 How satisfied are you with the availability of fault free connection? (RS 2)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your phone connection? (RS 2)							

6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

6.1 Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	1	Yes		2	No		
6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7

7. How satisfied are you with the overall Quality of the Cellular Service?	1	2	3	4	5	6	7

IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?	1	Yes		2	No		
2. If Yes, how satisfied are you with the effectiveness of blocking of unsolicited commercial calls on your number?	1	2	3	4	5	6	7
3. Have you ever registered a complaint, in case the unsolicited call/SMS have not stopped in spite of registration for the same?	1	Yes		2	No		
4. If Yes, how satisfied are you with the ease of lodging the complaint?	1	2	3	4	5	6	7
5. If Yes, how satisfied are you with the action taken on your complaint?	1	2	3	4	5	6	7

Question Number 6-9 are for Prepaid Customers Only

6. How satisfied are you with the information, received through SMS at the time of activation of various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc?	1	2	3	4	5	6	7
7. How satisfied are you with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc?	1	2	3	4	5	6	7
8. A pre paid customer can get an item-wise usage bill within 45 days of making such request. Have you ever requested for it?	1	Yes		2	No		
9. If Yes, how satisfied are you with the timely receipt and completeness of the item-wise usage bill on request?	1	2	3	4	5	6	7

10. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?							

1	Toll Free Consumer Care Number for making complaints	2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint	3	Web based complaint monitoring system

11. Have you made any complaint to the toll free Consumer Care Number?	1	Yes		2	No		
12. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?	1	2	3	4	5	6	7
13. Have you filed any appeal with the appellate authority?	1	Yes		2	No		
14. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?	1	2	3	4	5	6	7
15. Have you utilized the service of Mobile number portability for changing your operator?	1	Yes		2	No		
16. If, yes are you satisfied with the process of porting to another operator?	1	2	3	4	5	6	7

17. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means *'Extremely Likely'* & 0 means '*Not At All Likely'*)	0	1	2	3	4	5	6	7	8	9	10

******** **Thank You** ***********

Name of the interviewer: _____   Date: _____

Name of the scrutinizer: _____   Date: _____

Back-check done by:_____   Date of back-check: _____

Name of Operation Manager: _____

REF No.	CC	SR.No.	Interview Date			Interviewer's Name		
POP			Mode of Interview	1	In Person	2	Telephonic	3	E-mail	4	Web/Online

Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among broadband users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.

CUSTOMER DETAILS

Respondent's Name								Gender	1	Male	2	Female

Age:	1	<25	2	25-34	3	35-44	4	>45	Area	1	Urban	2	Rural

Occupation	1	Service	2	Business/Self Employed	3	Student	4	Housewife	5	Retired	6	Others

Registered Customer's Name (If different from respondent)

Address						
	District			State		
STD Code		Tel No.			Mobile	

Service Provider	1	BSNL	6	MTNL	11	Five Network
	2	Hath way	7	You Broadband	12	Tata Communication
	3	Reliance Comm	8	Spectra Net	13	Bharti Airtel
	4	Reliance	9	Tikona	14	HFCL
	5	Sify	10	Tata Teleservices		

Usage Type	1	Residential	2	Commercial	User Type	1	Post Paid	2	Pre Paid

PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS

In your opinion, how satisfied are you with your broadband services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)

Parameters and Attributes	Ratings

1. Provision of Service

	Ratings
1.1 How satisfied are you with the ease of taking a connection? (EM 3)	1 2 3 4 5 6 7
1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges? (EM 1)	1 2 3 4 5 6 7
1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement? (TA 1)	1 2 3 4 5 6 7

2. Billing Related (Only for Prepaid Customers)

	Ratings
2.1 How satisfied are you with ease of recharging process/activation of vouchers? (EM 4)	1 2 3 4 5 6 7
2.2 How satisfied are you with the availability of recharging cards/voucher of various denominations? (EC 1)	1 2 3 4 5 6 7
2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. internet usage available on the recharge card? (RL 2)	1 2 3 4 5 6 7
2.4 How satisfied are you with the charges deducted for internet usage? (EC 2)	1 2 3 4 5 6 7

Billing Related (Only for Postpaid Customers)

	Ratings
2.5 How satisfied are you with the charges levied for every internet usage? (EC2)	1 2 3 4 5 6 7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1 2 3 4 5 6 7
2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability? (RL2)	1 2 3 4 5 6 7

3. Help Services

	Ratings
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1 2 3 4 5 6 7
3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu?	1 2 3 4 5 6 7

(CV1)							
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7

4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY							
4.1 How satisfied are you with the availability of signal of your service provider? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms speed of broadband connection? (NT2)	1	2	3	4	5	6	7

5. Maintainability							
5.1 How satisfied are you with the time for which service is up and working? (NT3)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your connection? (RS 2)	1	2	3	4	5	6	7

6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES							
6.1 Have you ever subscribed to any supplementary services such as Static/fixed IP addresses, e-mail id's etc.?	1	Yes		2	No		
6.2 If Yes, how satisfied are you with quality of these supplementary services including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7

7. How satisfied are you with the overall Quality of the Broadband Service?	**1**	**2**	**3**	**4**	**5**	**6**	**7**

IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI

1. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?

1	Toll Free Consumer Care Number for making complaints	2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint	3	Web based complaint monitoring system

2. Have you made any complaint to the toll free Consumer Care Number?	1	Yes		2	No		
3. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?	1	2	3	4	5	6	7
4. Have you filed any appeal with the appellate authority?	1	Yes		2	No		
5. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?	1	2	3	4	5	6	7
6. How satisfied are you with the information, provided by your service provider under the fair usage policy (FUP) such as data usage limit with higher speed and speed of connection up to or beyond data usage limit?	1	2	3	4	5	6	7
7. How satisfied are you with the facility to measure the broadband connection speed provided by your service provider?	1	2	3	4	5	6	7

8. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means *'Extremely Likely'* & 0 means '*Not At All Likely'*)	0	1	2	3	4	5	6	7	8	9	10

******** **Thank You** ***********

Name of the interviewer: _____   Date: _____

Name of the scrutinizer: _____   Date: _____

Back-check done by:_____   Date of back-check: _____

Name of Operation Manager: _____