

# QUALITY OF SERVICE ASSESSMENT

*Report of Survey for Basic Service (Wireline), Cellular Mobile (Wireless) and Broadband*

*for*

**J&K Service Area**

## **Assessment of:**

- (i) Customer Perception of Service and
- (ii) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007

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Report Prepared for: TRAI

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## 1.1 PREFACE

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 consumers 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 service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service”<sup>1</sup>.□

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 consumers 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 consumers.

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 **Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 dated 1<sup>st</sup> July 2005**.

In May 2007, TRAI further 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 service providers of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved consumers.

The salient feature of this regulation is listed below:

I. Each Telecom Service Provider would be required:

1. To set up 24x7 Toll Free Call Centre
2. To appoint one or more Nodal Officer in each licensed service area
3. To appoint one or more Appellate Authority in each licensed service area.

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<sup>1</sup> [www.trai.gov.in](http://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 consumers.

III. Each Service Provider 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.

For the year 2008, TRAI invited tenders from the reputed market agencies to carry out Customer Satisfaction Survey

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1<sup>st</sup> July 2005 and Broadband Service dated 6<sup>th</sup> October 2006.*

The interested market research agencies were required to submit separate tender for each of the four zones.

Each of the zone comprised of the following Telecom Circle/ Metro Service Areas.

**North Zone:** Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh –East and Uttar Pradesh - West (including Uttrakhand). For the cellular mobile telephone service the service area of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

**South Zone:** Chennai, Andhra Pradesh, Karnataka, Tamilnadu, (excluding Chennai) and Kerala.

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

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

As per the tender document, TRAI evaluated the technical bidding of the bidders and subsequently financial bids were opened in the presence of successful technical bidders.



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 eight states – Delhi, Haryana, Punjab, UP (E), UP (W), Rajasthan, Himachal Pradesh and Jammu & Kashmir by Telecom Regulatory Authority of India (TRAI) on 7<sup>th</sup> January 2008.

## 1.2 QUESTIONNAIRE BUILDING PROCESS

VOICE with other successful bidders – IMRB for East and South Zone and Market Pulse for West Zone – submitted their draft questionnaires to TRAI in the month of January 2008. TRAI organised a round table consultation with all the successful bidders and three sets of questionnaires were finalized as per the parameters laid down in the tender documents.

The Basic service (Wireline) and Cellular mobile questionnaires (**see Annexure 1.1**) were based on 7 broad parameters and 33 questions related to consumer perception on quality of services and other 22 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. In the case of Broadband, questionnaire was based on 7 broad parameters and 22 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Basic service (Wireline) and Cellular Mobile.

Broad parameters to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

### 1.2.1 Basic Service (Wireline)

	<b>Customer perception of service</b>	<b>Benchmark</b>
(i)	% satisfied with provision of services	>95%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>95%
(v)	% satisfied with maintainability	>95%
(vi)	Overall customer satisfaction	>95%
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95%

### 1.2.2 Basic services (wireless) and Cellular Mobile Telephone Service

	<b>Customer perception of service</b>	<b>Benchmark</b>
(i)	% satisfied with provision of services	>95%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>95%
(v)	% satisfied with maintainability	>95%
(vi)	Overall customer satisfaction	>95%
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95%

### 1.2.3 Broadband Service

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

## 1.3 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

Customers' perceptions of satisfaction level were calculated using two types of measures.

- 1.3.1 Calculation of Consumer satisfaction level
- 1.3.2 Calculation of percentage of Consumers satisfied.

### 1.3.1 Methodology for calculation of consumer satisfaction level

To measure the satisfaction across various QoS parameters a four-point Likert scale of “Very Satisfied”, “Satisfied”, “Dissatisfied” and “Very Dissatisfied” was used. Weights are assigned to all the four responses with “Very Satisfied” being assigned 4 and “Very Dissatisfied” being assigned 1.

Weighting is done in order to adequately account for the satisfaction levels of various consumers. Weighting is done according to the standard market research practices followed across the world.

The overall satisfaction score is ascertained using the following formula(s):

$$\text{Mean Score} = A / N$$

Where:

$A = (\text{No. of subscribers who have given a rating of "very satisfied"} * 4 + \text{No. of subscribers who have given a rating of "satisfied"} * 3 + \text{No. of subscribers who have given a rating of "dissatisfied"} * 2 + \text{No. of subscribers who have given a rating of "very dissatisfied"} * 1)$

$N = \text{Total sample size achieved}$

Now, overall weighted satisfaction score is calculated using the formula:

$$\text{Overall weighted satisfaction score} = \{(\text{Mean Score} - 1) / 3\} * 100$$

This implies that if all the customers are “Very Satisfied”, the operator can get a rating of 100%. On the other hand, if all the customers are “Very Dissatisfied”, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%.

### 1.3.2 Methodology for Calculation of percentage of Consumer satisfied.

To measure the percentage of consumers satisfied on various QoS parameters a simple addition method were applied by taking in to account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

% of satisfied consumers is ascertained using the following formula(s):

$$CS = (A / N) *100$$

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either “Very Satisfied” or “Satisfied” the operator can get a rating of 100%. On the other hand, if all the customers are “Dissatisfied” or “Very Dissatisfied”, the operator gets a score of 0%.

### 1.3.3 Comparison with the Benchmarking.

As per the tender document TRAI has fixed the benchmarks on broad parameters for Basic Service (Wirline), Basic (wireless) and Cellular Mobile and Broadband services. In the case of Basic Service (Wireline) and Basic (Wireless) & Cellular Mobile services, benchmark on all the broad parameter has been fixed relatively high at > 90%. Whereas, in the case of Broadband services, the benchmarks on three parameters – provision of services, billing performance and help services – has been fixed at >90%. In the case of other four parameters – network performance, maintainability, overall satisfaction and supplementary services – the benchmark has been set at >85%.

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of consumer satisfaction level as described in section 1.3.1. Therefore, no comparison with the benchmark will be done on the basis of % of consumer satisfied as described in the section 1.3.2.

## **2.1 INTRODUCTION**

It was decided to complete the survey of four Service Areas of Rajasthan, UP(w),Himachal Pardesh, and Jammu & Kashmir in the third quarter of 2008. Accordingly, the survey was carried out in Rajasthan, UP(w),Himachal Pardesh, and Jammu & Kashmir during the months of September – November 2008 for Basic Wireline, Cellular Mobile Telephone and Broadband services.

The present report, deals with Jammu & Kashmir Service Area only.

## **2.2 SAMPLING METHODOLOGY**

### **2.2.1 Basic Wireline**

As per the tender document, survey agencies were supposed to cover a total sample of 384 BSNL subscribers. This is shown in the table below. At the time of survey there was no other basic (wireline) service provider in J&K service area.

<b>Name of the Operators</b>	<b>Sample</b>
BSNL (Bharat Sanchar Nigam Limited)	384

The above sample represents the total operator wise subscribers in J&K Service Area with 95% confidence level and 5% interval.

As per the tender document, survey agencies were supposed to cover a total sample of 5% of exchanges of each BSO in the circle, covering a sample of 384 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

In J&K Service Area there are 371 total BSNL exchanges and 33 SDCAs. Therefore altogether 19 exchanges (5% of total exchanges) to be spread among 4 SDCAs (10% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 4 selected SDCAs are as follows:

1.Jammu, 2.Srinagar, 3.Udhampur, 4.Leh.

The list below also gives the list of exchanges selected under each of the selected SDCAs.

<b>J&amp;K Service Area: Name of SDCAs &amp; Exchanges covered</b>		
<b>SDCAs</b>	<b>Exchanges (19)</b>	<b>SELCTED EXCHANGES</b>
JAMMU	4	Gandhinagar, Gangyal, Transport Nagar, Shakti nagar
SRINAGAR	6	Dalgate, Indranagar, Nishat, Rajbagh, Sonamarg, Srinagar
UDHAMPUR	4	Battal, Balian, Garhi, Narota, Udhampur
LEH	5	Dumkhar, Leh, Nurla, Sakti, Temisgam

### Sample distribution in to SDCAs

The provider wise sample was distributed among the SDCAs based on the proportionate population of the district, where these SDCAs fall.

Therefore, the following table shows the BSNL SDCA/ district wise target sample distribution.

<b>J&amp;K Service Area: Basic (Wireline): Target Sample distribution in SDCAs/ districts covered.</b>			
<b>SDCAs/ Districts</b>	<b>Population</b>	<b>Population %</b>	<b>BSNL</b>
Jammu	1571911	42.9%	165
Srinagar	738965	20.2%	130
Udhampur	1238503	33.8%	77
Leh	117637	3.2%	12
<b>All Total</b>	<b>3667016</b>	<b>100.0%</b>	<b>384</b>

Note: Population Source: Census of India 2001

### 2.2.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. More than 75% of operator sample was covered through in-depth interview with the consumers' and rest 25% of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATT). The sample breakup with the modes of interviews is shown below:

<b>J&amp;K Service Area: Operator wise sample distribution with mode of interview</b>				
<b>Operators</b>		<b>Telephonic</b>	<b>In-Person</b>	<b>Total</b>
<b>BSNL</b>	Count	94	290	<b>384</b>
	%age	24.5%	75.5%	<b>100%</b>

### 2.2.1.2 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 officers appointed for each provider. The following table shows the operator wise pre-paid and post-paid division of sample.

<b>J&amp;K Service Area: Operator wise and user type wise sample distribution</b>				
<b>Operators</b>		<b>Prepaid</b>	<b>Postpaid</b>	<b>Total</b>
<b>BSNL</b>	Count	5	379	<b>384</b>
	%age	1.3%	98.7%	<b>100.0%</b>

### 2.2.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 1,202 subscribers, to be divided among the seven Operators. This is shown in the table below.

<b>Operators</b>	<b>Sample</b>
Airtel (Bharti Airtel Limited)	384
BSNL (Bharat Sanchar Nigam Limited)	384
Dishnet	384
Rel Comm (Reliance Communication)	50
<b>Total</b>	<b>1202</b>

The above sample represents the total operator wise subscribers in J&K service area with 95% confidential level and 5% interval.

#### 2.2.2.1 District wise sample distribution

As per the tender document the sample for cellular mobile telephone service subscribers shall be evenly spread in over 10% of district headquarters of a service area where services are commissioned.

In J&K there are altogether 20 districts. Therefore 2 districts areas – Srinagar and Leh, were selected. Therefore, Operators wise sample was distributed in these 2 districts/ areas on the basis of their proportionate population. The following table shows the district/ area wise and provider wise target sample distribution.

<b>J&amp;K Service Area: Cellular Mobile : Target sample distribution in to districts/area and Operators</b>							
<b>Districts/ area</b>	<b>Population</b>	<b>Population %</b>	<b>Total sample size</b>	<b>Bharti</b>	<b>BSNL</b>	<b>Dishnet</b>	<b>Rel Comm</b>
LEH	117637	8.7%	<b>103</b>	33	33	33	4
SRINAGAR	1238503	91.3%	<b>1099</b>	351	351	351	46
<b>ALL Total</b>	<b>1356140</b>	<b>100.0%</b>	<b>1202</b>	384	384	384	50

Note: Population Source: Census of India 2001

### 2.2.2.2 Area wise sample distribution

In order to make the sample wide spread in both the selected district headquarters, the selected areas were divided in to four to five quadrants and the localities were selected from each of the quadrants for administering the face to face interviews with the consumers. The following table shows the district wise area covered for administering the cellular mobile survey.

<b>J&amp;K Service Area: Cellular Mobile: Coverage Area</b>	
<b>District Headquarter/ area</b>	<b>Localities Covered</b>
LEH	Leh , Sabu, Sankar,lakir, Nimu, Sumodha
SRINAGAR	Lal Bazar, Srinagar main, Badmbagh, Aramwari, Badgam, Hafiz bagh, Badshah, Rainawari, Chandhihar, Batmalu, Jawahar Nagar, Malpura, Maharaj Ganj, Lamgaro Nagar, Kakar bagh, Khoja Bazar, SP college, Rathapura Gangabagh

### 2.2.2.3 Mode of interview

Two modes of interview were selected to cover the entire sample. More than 75% of operator sample was covered through in-depth interview with the consumers and rest of the sample was covered 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.

<b>J&amp;K Service Area: Operator wise sample distribution with mode of interview</b>				
		<b>Telephonic (CATI)</b>	<b>In-Person</b>	<b>Total</b>
<b>Bharti</b>	Count	86	298	384
	%age	22.5%	87.5%	100.0%
<b>BSNL</b>	Count	92	292	384
	%age	24.0%	86.0%	100.0%
<b>Dishnet</b>	Count	96	288	384
	%age	25.0%	75.0%	100.0%
<b>Rel Comm</b>	Count	12	38	50
	%age	24.5%	75.5%	100.0%
<b>Total</b>	<b>Count</b>	<b>286</b>	<b>916</b>	<b>1202</b>
	<b>%age</b>	<b>23.8%</b>	<b>86.2%</b>	<b>100.0%</b>



### 2.2.2.4 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 provider. The following table shows the operator wise pre-paid and post-paid division of sample.

<b>J&amp;K Service Area: Operator wise and user type wise sample distribution</b>				
		<b>Prepaid</b>	<b>Postpaid</b>	<b>Total</b>
<b>Bharti</b>	Count	369	15	384
	%age	96.1%	3.9%	100.0%
<b>BSNL</b>	Count	345	39	384
	%age	89.8%	10.2%	100.0%
<b>Dishnet</b>	Count	379	5	384
	%age	98.7%	1.3%	100.0%
<b>Rel Comm</b>	Count	43	7	50
	%age	86.0%	14.0%	100.0%
<b>Total</b>	<b>Count</b>	<b>1136</b>	<b>66</b>	<b>1202</b>
	<b>%age</b>	<b>94.5%</b>	<b>5.5%</b>	<b>100.0%</b>

### 2.2.3 Broadband

In the case of Broadband, survey agencies were required to obtain from Broadband Operators's Central ISP Node total number of subscribers in each circle and then work out the sample to be covered. At the time of survey there was only one operator, BSNL, providing broadband service in J&K service area.

VOICE contacted the BSNL to ascertain their number of POPs (Point of Presence) in J&K Service Area.

As per the tender document requirement, 10% of POPs of each of the operator was selected to carry out the survey.

The following table shows the Operators wise sample covered in J&K Service area.

<b>Sample Distribution</b>	
<b>Operator</b>	<b>Sample</b>
BSNL	384

The operator wise sample achieved represents the total operator wise subscribers in J&K Service Area with 95% confidence level and 5% confidence interval.

### 2.2.3.1 Area wise distribution:

Altogether 3 district of J&K were selected for the broadband survey, where the providers had their PoPs. The following table shows the district/ area wise and provider wise sample which was covered during the survey.

District	BSNL
Jammu	131
Srinagar	220
Udhampur	33
<b>Total</b>	<b>384</b>

### 2.2.3.1 Mode of Interview

As per the tender document, **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 developed a web based application and this was put on web site of VOICE in the month of February 2008. In order to publicize about the web based application, VOICE sent email to the data base received from few Operators and also the VOICE internal data base so that consumers can log on and fill the questionnaire. However, the number of responses to the email sent was abysmally low.

The following table show the actual Operators wise sample covered with the mode of interview.

J&K Service Area: Operator wise sample distribution with mode of interviews				
Operator		In-Person	Web/Online	Total
BSNL	Count	350	34	384
	%age	91.2%	8.8%	100.0%

- The table above shows that out of the total sample of 384, only 34 (8.8%) responses could be collected through web based online mechanism.
- **The possible reason, for such a low responses could be that the data base of email addresses were either non functional or not valid.**
- Therefore, VOICE decided to meet the rest of the sample through In-person interview. Accordingly 91.2% of the total sample was covered using In-person interview techniques.

### **3.1 EXECUTIVE SUMMARY**

#### **3.1.1 Customer Satisfaction Survey -Basic Service (Wireline)**

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **J&K Service Area** performance of operators, BSNL is the only operator which not meeting any of the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

##### **3.1.1.1: Overall Customer Satisfaction Level (Benchmark >95%)**

The customer perception of overall satisfaction level is poor in J&K Service Area as BSNL was not able to meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 66.8%.

##### **3.1.1.2: Network Performance (Benchmark >95%)**

The customer perception of the parameter network performance is poor in J&K Service Area as BSNL was not able to meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 68.5%.

##### **3.1.1.3: Billing (Benchmark >90%)**

The survey was conducted separately for post-paid and pre-paid customers. In the case of pre-paid segment BSNL was not able to meet the benchmark of 90%. Similar situation was found in post-paid segment where BSNL was not able to meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of BSNL, in the case of pre-paid segment, was 53.3%. Whereas in the case of post-paid, it was 69.0%.

##### **3.1.1.4: Maintainability (Benchmark >95%)**

The customer perception of the parameter maintainability is poor in J&K Service Area as BSNL was not able to meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 62.4%.

##### **3.1.1.5: Help Services/ Customer Care (Benchmark >90%)**

The customer perception of the parameter help service/ customer care is poor in J&K Service Area as BSNL was not able to meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 65.4%.

### **3.1.1.6: Consumers Protection and Redressal of Grievances**

- **Awareness about all the three stages of grievance Redressal mechanism** set up by their service providers was found to be low as this was reported by only 9.6% of BSNL consumers surveyed.
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 88.5% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by 2.1% and 1.3% of consumers respectively.
- Around 16.4% of BSNL consumers had made complaint within last six months to the toll free/ call centre/ customer care number.
- Overall 69.8% of BSNL subscribers confirmed that they received the docket number of most of their complaints.
- Around 65% of BSNL subscribers were satisfied (Very satisfied and Satisfied) with the resolution of complaints by call centre/ customer care..
- **Out of 8 respondents who were aware of nodal officers, none of them knew (were aware) about the contact details of Nodal Officers.**

### 3.1.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **J&K Service Area** performance of operators, none of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

#### 3.1.2.1: Overall Customer Satisfaction Level (Benchmark >95%)

The customer perception of overall satisfaction level is poor in J&K Service Area as out of 4 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 69.4% to 80.7% .
- The highest overall satisfaction level was achieved by Rel Comm (80.7%) followed by Aircel (73.2%) and Bharti (72.2%).
- The lowest overall satisfaction level was achieved by BSNL at 69.4%.

#### 3.1.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in J&K Service Area as out of 4 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 65.0% to 83.6%.
- The highest consumer satisfaction level on network performance was achieved by Rel Comm with 83.6% followed by Bharti (72.9%), Aircel (72.6%).
- The lowest consumer satisfaction level on network performance was achieved by BSNL (65.0%).

#### 3.1.2.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers.

In the case of pre-paid segment, none of the 4 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 4 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case **pre-paid segment**, ranged from 58.1% to 64.6%. Whereas in the case of post-paid, it ranged from 50.0% to 63.2%.
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by the consumers of Aircel (64.6%) followed by BSNL (63.6%) and Bharti (63.5%).
- In the case of **post paid segment**, highest level of consumer satisfaction was achieved by Aircel (63.2%) followed by Rel Comm (60.6%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by the consumers of Rel Comm(58.1%).
- In the case of **post-paid segment** the **lowest consumer satisfaction** level was attained by consumers of BSNL (50.0%) followed by Bharti (56.0%).

#### 3.1.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in J&K Service Area as out of 4 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 59.1% to 86.0%.
- The highest consumer satisfaction level on maintainability was achieved by Rel Comm (86.0%) followed by Aircel (72.4%) and Bharti (70.9%).
- The lowest consumer satisfaction level on maintainability was achieved by BSNL (59.1%).

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

The customer perception of the parameter help service/ customer care is significantly poor in J&K Service Area as out of 4 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 53.2% to 61.9%.
- Highest level of satisfaction was found by the consumers of Bharti (61.9%) followed by Aircel (60.8%).
- The lowest consumer satisfaction level on help services/ customer care was achieved by BSNL with 53.2%, followed by Rel Com (56.1%).

### 3.1.2.6: Consumers Protection and Redressal of Grievances

- In the case of cellular mobile service, **awareness about the three stages of grievance redressal mechanism** set up by their service providers was found to be low as only 9.0% of respondents reported that they were aware of the three stage grievance redressal mechanism set up by their service provider. And among the all Bharti (10.4%) have the highest percentages followed by BSNL and Aircel (8.3% each). Whereas, it was lowest in the case of Rel Comm (8.0%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 98.8% respondents. Whereas, only 13.5 % were aware of Nodal Officer and 7.2% on the Appellate Authority. However, 0.8% of respondents also indicated that they were not aware of any of the stage.
- Relatively low numbers of complaints were made by the respondents surveyed. Altogether only 19.1% of respondents had used call centre / help line telephone numbers for complaints in the last six months. Bharti (25.3%) had the highest percentages of complainants, followed by BSNL (18.8%) and Aircel (14.3%), who used this service for complaint within last six months. The minimum percentage of consumers who made complaints were found in the case of Rel Comm (12.0%)
- Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 230 respondents who had made a complaint, nearly half of them (49.1%) confirmed that they had received docket number for most of their complaints. However 42.2% indicated that they didn't receive any docket number for most of their complaints. 8.7% of respondents did not receive docket numbers even on request.
- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) with the resolution of complaint by call centre/ customer care were reported in the case of **Aircel (74.5%), followed by Bharti (67.0%) and Rel Comm (66.7%)**. Whereas the lowest were in the case of **BSNL (45.8%)**.
- **Out of 162 (13.5%) respondents who were aware of nodal officers, 34 (21%) respondent confirmed that they knew (were aware) about the contact details of nodal officers.**

### 3.1.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **J&K Service Area** performance of operators, BSNL was the only operator which was not meeting the prescribed parameter's benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

#### 3.1.3.1: Overall Customer Satisfaction Level (Benchmark 85%)

The customer perception of overall satisfaction level, in the case of broadband, is significantly poor in J&K Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 62.1%.

#### 3.1.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in J&K Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level with the network performance**, the achievement level of BSNL was 62.6%.

#### 3.1.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers.

In the case of pre-paid segment, BSNL was not able to meet the benchmark of 90%. Similar situation was found in post-paid segment where BSNL was not able to meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the BSNL, in the case of **pre-paid segment** was 61.1%. Whereas in the case of post-paid, it was 63.3%.

#### 3.1.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in J&K Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 63.6%.

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

The customer perception of the parameter help service/ customer care is significantly poor in J&K Service Area as BSNL was not able to meet the benchmark of 90%.



- In terms of **customer satisfaction level**, the achievement level of BSNL was 52.8%.

### **3.1.3.6: Consumers Protection and Redressal of Grievances**

- **Awareness about all the three stages of grievance redressal mechanism** set up by their service providers was found to be low as this was reported by only 15.6% of BSNL consumers surveyed.
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 95% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by 6.6% and 5.0% of consumers respectively.
- Only 9.3% of BSNL subscriber had made complaints to the call centre, within last six months.
- Overall 50.0% of BSNL subscribers confirmed that they received the docket number of most of their complaints.
- Over 71% of BSNL complainants were satisfied (Very satisfied and satisfied) with the resolution of complaints by call centre/ customer care.
- **Out of 20 respondents who were aware of nodal officers, none of them knew (were aware) about the contact details of Nodal Officers.**

## **4 DETAIL REPORT**



## **4.1 PERFORMANCE COMPLIANCE**

As discussed in the Chapter 1 that the comparison with the benchmarking, set up by the TRAI for service provisions will be done on the basis of consumer satisfaction level as described in the methodology section 1.3.1. Accordingly the benchmarking on various service provisions of all the service providers was done, using the same criteria. This has been shown below separately for all the three services – Basic Wireline, Cellular mobile and Broadband.

However, the calculation of percentage of satisfied consumer on various service provisions as described in methodology section 1.3.2 was also carried out in order to understand the service providers wise total percentage of satisfied consumers on various service provisions. The analysis for all three services – Basic Wireline, Cellular Mobile and Broadband – has been shown separately. In this analysis, the outcome has not been compared with the benchmarking set up by the TRAI for various service provisions.



#### 4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline)

4.1.1.1 The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Basic Service (Wireline) Service Area J&K - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% Satisfacti on With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfacti on with Maintain -ability	% Satisfacti on with Supple- mentary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
<b>SERVICE AREA: J&amp;K</b>									
J&K	384								
BSNL	384	68.6%	69.0%	53.3%	65.4%	68.5%	62.4%	63.2%	66.8%

The table above shows that BSNL was unable to meet the benchmark on any of the parameter set up by the TRAI. However, **maximum level of satisfaction** was found in the case of **postpaid billing services** (69%) followed by satisfaction with provision of services (68.6%) and network (68.5%). Whereas, it was **lowest** in the case of **prepaid billing services** (53.3%)

4.1.1.2 The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters.

Basic Service (Wireline) (Service Area J&K) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintain- ability	% of Satisfied customers with Supple- mentary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
<b>SERVICE AREA: J&amp;K</b>									
J&K	384								
BSNL	384	93.8%	94.4%	60.0%	86.7%	92.8%	85.9%	81.3%	95.6%

The table above shows that out of the 7 parameters (excluding % satisfied with overall services), maximum percentages of BSNL satisfied consumers were found in the case of postpaid billing services (94.4%), followed by provision of services (93.8%). Whereas, it was **lowest** in the case of **prepaid billing services** (60%).

#### 4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile

4.1.2.1 The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Cellular Mobile, Service Area – J&K - Parameter Based Performance Compliance									
Name of the Service Provider	Sample Size	% Satisfaction with Provision of service	% Satisfaction with Billing Performance		% Satisfaction with Help Service	% Satisfaction with Network Performance, Reliability and Availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary service	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
SERVICE AREA – J&K									
J&K	1202								
Bharti	384	65.0%	56.0%	63.5%	61.9%	72.9%	70.9%	65.2%	72.2%
BSNL	384	64.2%	50.0%	63.6%	53.2%	65.0%	59.1%	67.5%	69.4%
RelComm	50	66.7%	60.6%	58.1%	56.1%	83.6%	86.0%	72.2%	80.7%
Aircel	384	64.9%	63.2%	64.6%	60.8%	72.6%	72.4%	66.7%	73.2%

- The table above shows that none of the service providers were able to meet the benchmark on any of the parameter, set up by the TRAI.
- However, performance of Rel Comm was found to be better than others, as it has achieved highest score on 4 out of 7 parameters, excluding satisfaction with overall services. It also achieved second highest on 1 parameter. On the other 2 parameters its performance was average and below average. In fact on 1 of the parameter it scored the lowest.
- Rel Comm was followed by Aircel as it has also achieved highest and second highest score on 2 parameters each. On rest of the 3 parameters it scored average (third position).
- Bharti achieved highest score on 1 parameter and second highest on other 2 parameters but average score on 3 of the 7 parameters. However, it also achieved lowest score on one of the parameter.
- Performance of BSNL was below the other three providers. Although BSNL was able to achieve second highest score on 2 of the parameter, its performance score on other 5 of the parameters were the lowest.
- **Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Rel Comm mobile were found to be relatively better than the other service providers.**

4.1.2.2 The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters.

Cellular Mobile, Service Area – J&K - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
<b>SERVICE AREA – J&amp;K</b>									
<b>J&amp;K</b>	<b>1202</b>								
<b>Bharti</b>	384	81.2%	68.0%	83.7%	74.4%	96.4%	92.8%	87.0%	96.6%
<b>BSNL</b>	384	86.6%	58.3%	88.1%	53.6%	84.7%	72.7%	92.9%	97.4%
<b>Rel Comm</b>	50	77.8%	77.3%	60.5%	68.2%	98.0%	98.0%	83.3%	98.0%
<b>Aircel</b>	384	82.0%	68.4%	87.9%	71.5%	97.1%	96.2%	93.2%	98.2%

- The analysis reveals that in terms of satisfied customers, Aircel had the highest percentages of satisfied consumers on 2 parameters. On other 5 parameters it has achieved second highest percentage of satisfied consumers.
- Aircel is followed by Rel Comm. It has achieved highest percentage of satisfied consumers on 3 parameters. On rest of the 4 parameters it achieved average and below average percentages.
- Bharti achieved highest percentage of satisfied consumers on 1 of the parameters. On rest of the 6 parameters it had average percentages (third position).
- Although BSNL achieved highest percentages on 2 of the parameters and also second highest another 1 parameter, on rest of the 4 parameters, it achieved lowest percentages.

The analysis reveals that in terms of percentage of satisfied consumers Aircel emerged as the number one service provider, followed by Rel Com. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of customer satisfaction.

#### 4.1.3: PERFORMANCE COMPLIANCE CSS – Broadband

4.1.3.1: The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Broadband (SERVICE AREA – J&K) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% Satisfaction on With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary services	% Satisfaction with overall services
			Postpaid	Prepaid					
<b>Benchmark</b>		<b>&gt;90%</b>	<b>&gt;90%</b>	<b>&gt;90%</b>	<b>&gt;90%</b>	<b>&gt;85%</b>	<b>&gt;85%</b>	<b>&gt;85%</b>	<b>&gt;85%</b>
SERVICE AREA - J&K									
<b>J&amp;K</b>	<b>384</b>								
BSNL	384	65.6%	63.3%	61.1%	52.8%	62.6%	63.6%	63.6%	62.1%

The table above shows that BSNL was unable to meet the benchmark on any of the parameter set up by the TRAI. However, **maximum level of satisfaction** was found in the case of **provision of services** (65.6%) followed by satisfaction with supplementary services and maintainability (63.6% each). Whereas, it was **lowest** in the case of **help services (52.8%)**

4.1.3.2: The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters

Broadband (SERVICE AREA – J&K) - Parameter Based Performance Compliance									
Name of the Service Providers	Sample Size	% of Satisfied customers With Provision of service	% of satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Post paid	Prepaid					
SERVICE AREA - J&K									
<b>J&amp;K</b>	<b>384</b>								
BSNL	384	95.5%	88.0%	66.7%	60.0%	85.9%	84.8%	81.8%	87.7%

The table above shows that out of the 7 parameters (excluding % satisfied with overall services), maximum percentages of BSNL satisfied consumers were found in the case of provision of services (95.5%), followed by satisfaction with post paid billing services (88%). Whereas, it was **lowest** in the case of **help services (60%)**.

## **4.2 Graphical Presentation**



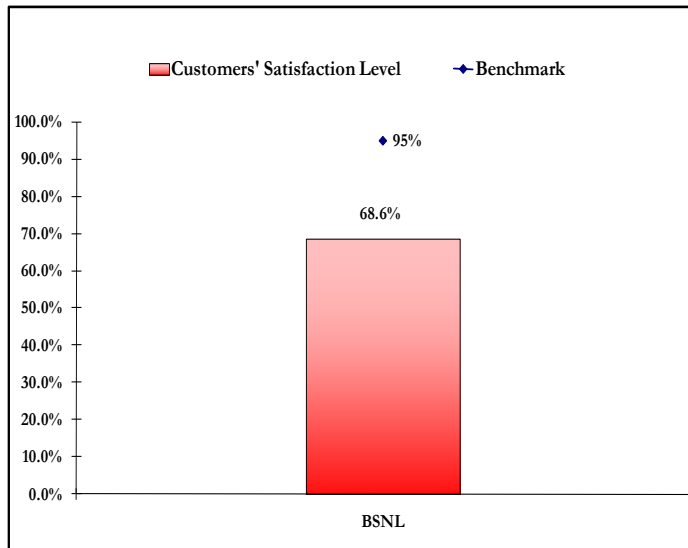


#### 4.2.1 BASIC SERVICES (WIRE LINE) – J&K Service Area

There was only one operator in the basic (wireline) service in Jammu and Kashmir (J&K) service area.

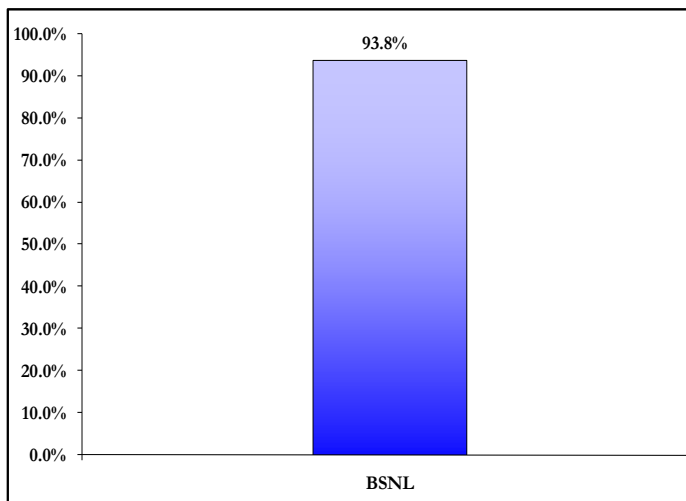
##### 4.2.1.1 SATISFIED WITH PROVISION OF SERVICES

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with the provision of service.



On the parameter of **provision of services**, BSNL in J&K Service Area was not meeting the benchmark of >95%. It attained 68.6% against the benchmark of 95%.

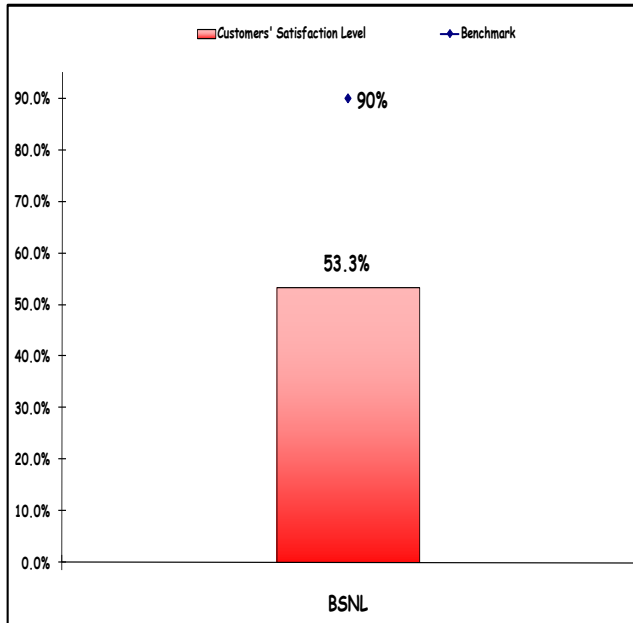
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.



In terms of **satisfied consumers**, 93.8% of BSNL consumers were satisfied **with provision of service**.

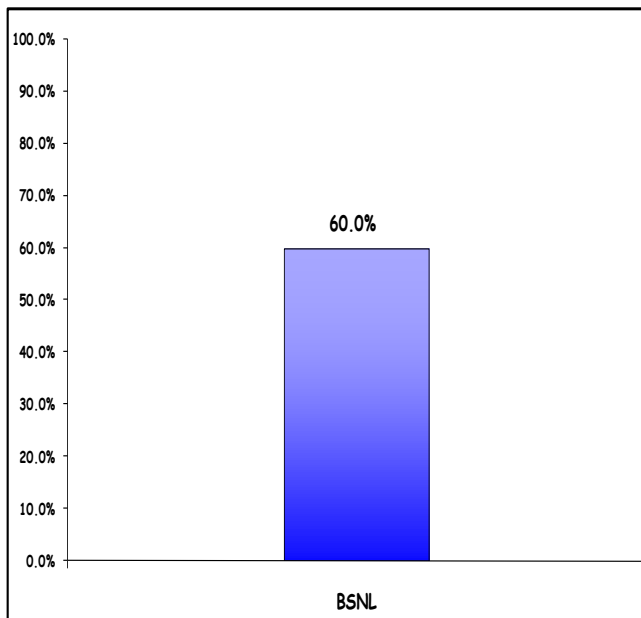
#### 4.2.1.2 SATISFIED WITH PREPAID BILLING SERVICES

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with the prepaid billing services.



On the parameter of **pre paid billing services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained 53.3% against the benchmark of 90%.

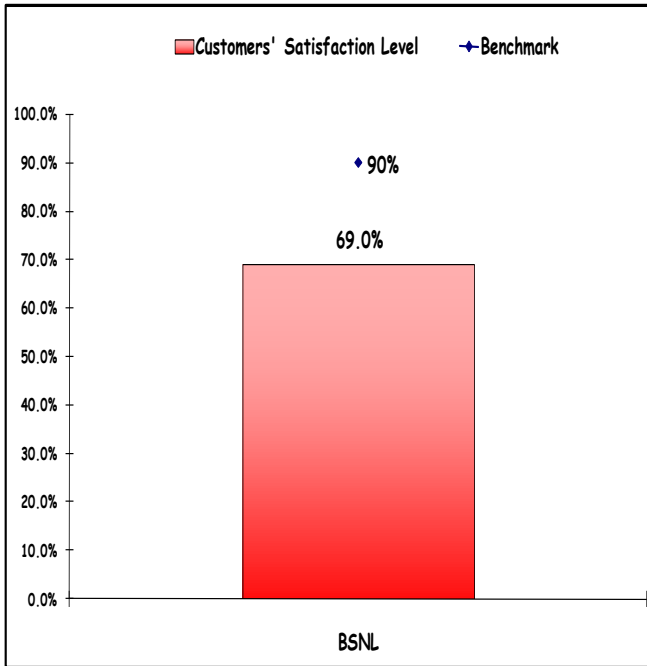
**Percent of satisfied consumers:** The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.



In terms of **satisfied consumers**, only 60% of BSNL customers were satisfied with pre paid billing service.

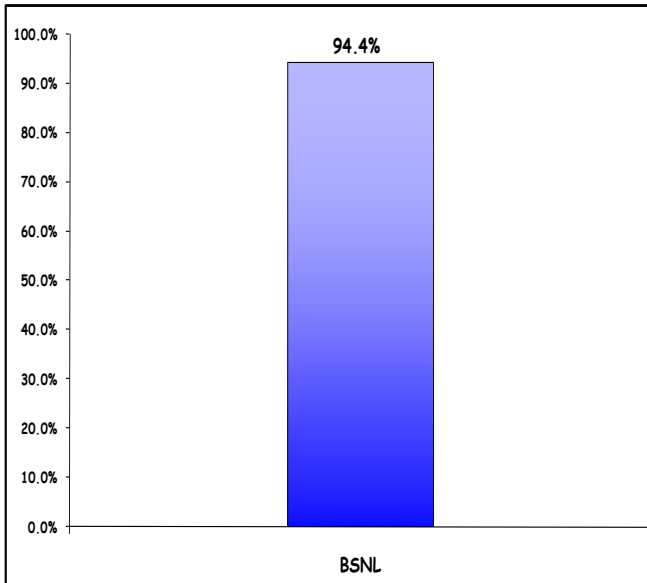
### 4.2.1.3 SATISFIED WITH POSTPAID BILLING SERVICES

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with the post-paid billing services.



On the parameter of **post paid billing services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained 69% against the benchmark of 90%.

**Percent of satisfied consumers:** The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

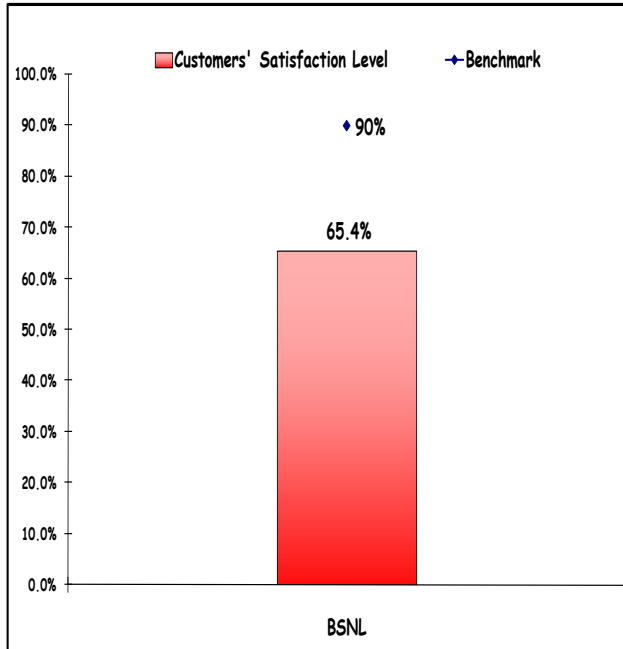


In terms of **satisfied consumers**, 94.4% of BSNL customers were satisfied with **post paid billing service**.



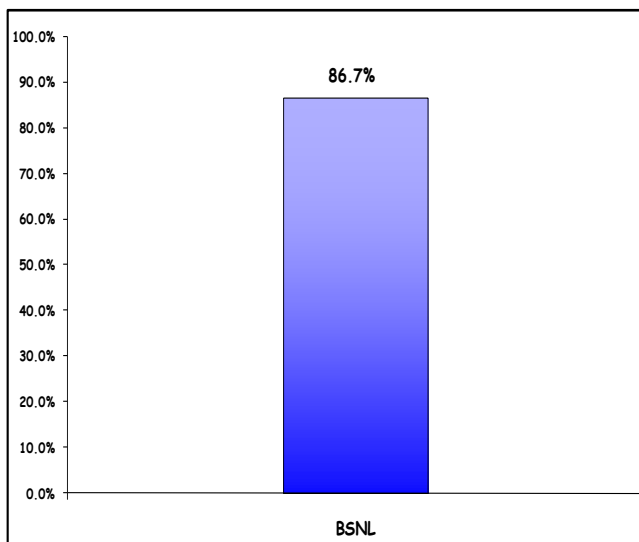
#### 4.2.1.4 SATISFIED WITH HELP SERVICES

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with the help service.



On the parameter of **help services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained 65.4% against the benchmark of 90%.

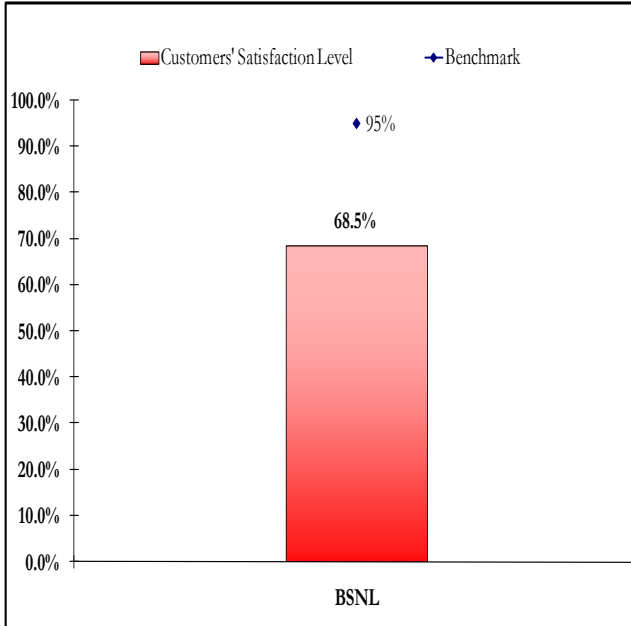
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.



In terms of **satisfied consumers**, 86.7% of BSNL customers were satisfied **with help services**.

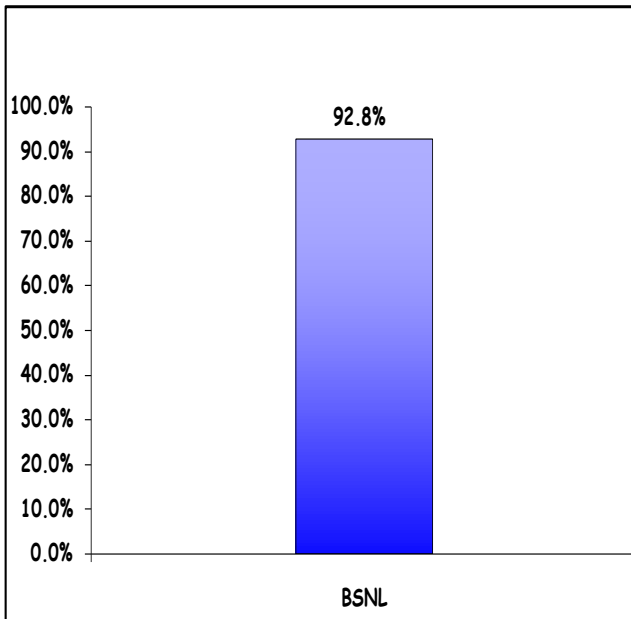
#### 4.2.1.5 SATISFIED WITH NETWORK PERFORMANCE

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with network performance.



On the parameter of **network performance**, BSNL in J&K Service Area was not meeting the benchmark of >95%. It attained 68.5% against the benchmark of 95%.

**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.

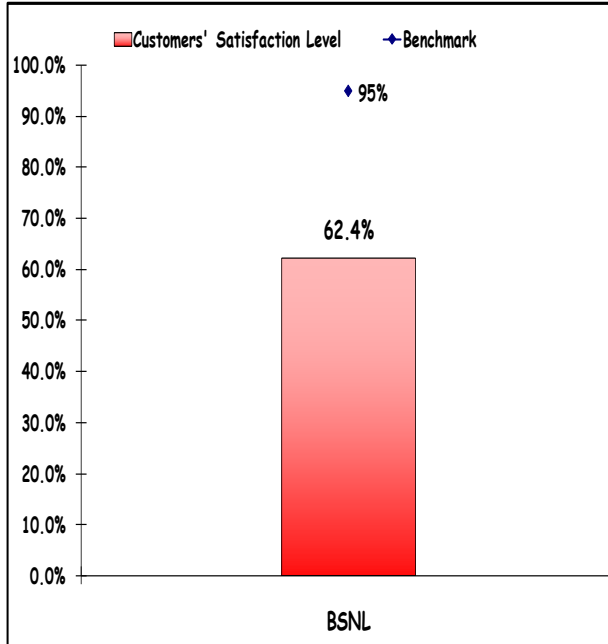


In terms of **satisfied consumers**, 92.8% of BSNL customers were satisfied with **network performance**.



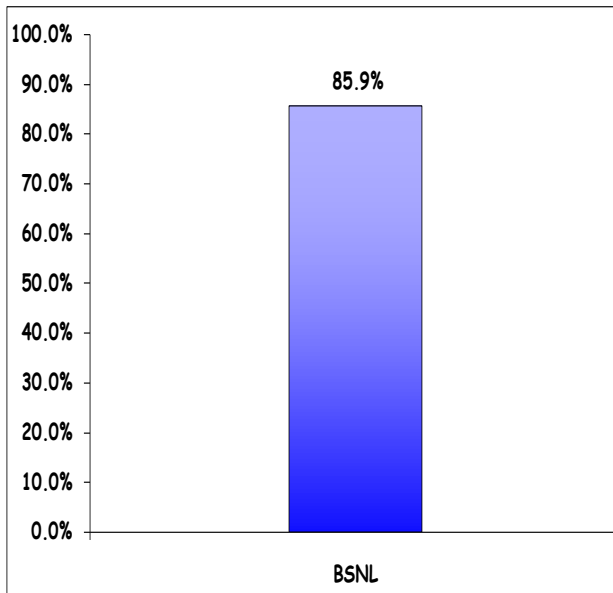
#### 4.2.1.6 SATISFIED WITH MAINTAINABILITY

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with maintainability



On the parameter of **maintainability**, BSNL in J&K Service Area was not meeting the benchmark of >95%. It attained 62.4% against the benchmark of 95%.

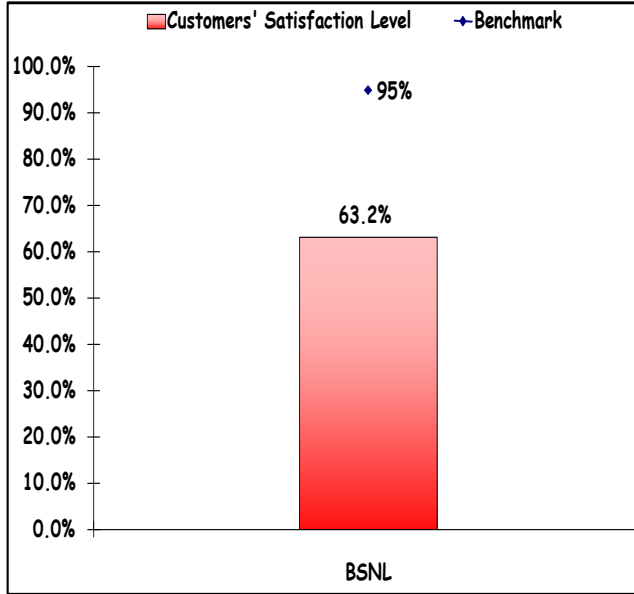
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.



In terms of **satisfied consumers**, 85.9% of BSNL customers were satisfied with **maintainability**.

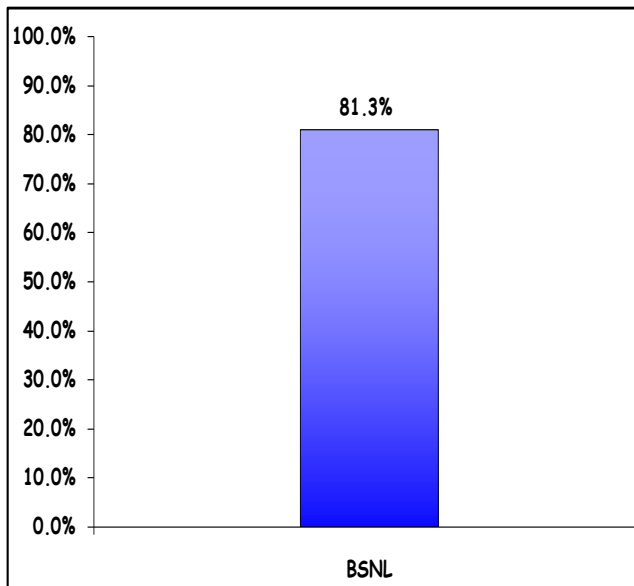
#### 4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with Supplementary services.



On the parameter of **supplementary services**, BSNL in J&K Service Area was not meeting the benchmark of >95%. It attained 63.2% against the benchmark of 95%.

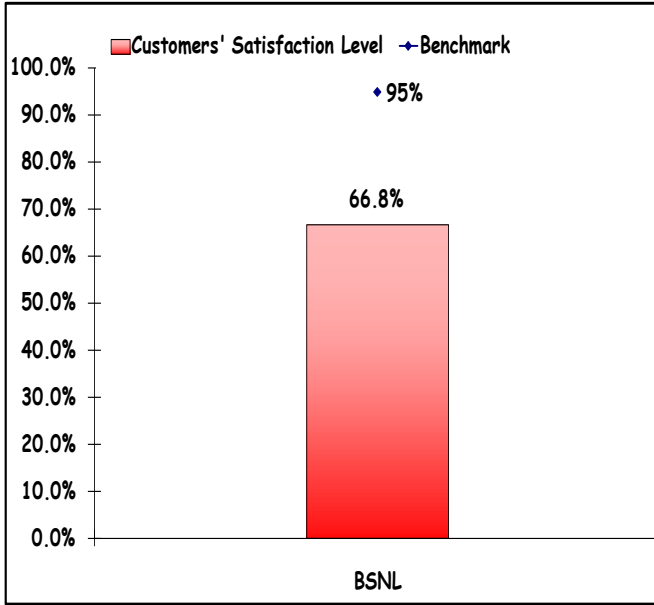
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.



In terms of **satisfied consumers**, 81.3% of BSNL customers were satisfied **with supplementary services**.

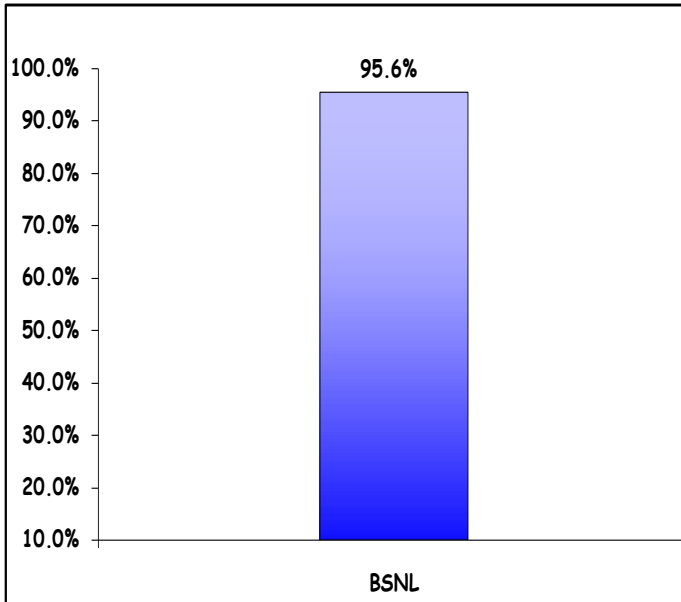
#### 4.2.1.8 OVERALL CUSTOMER SATISFACTION

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with overall services.



On the parameter of **customer satisfaction with overall services**, BSNL in J&K Service Area was not meeting the benchmark of >95%. It attained 66.8% against the benchmark of 95%.

**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with overall services.



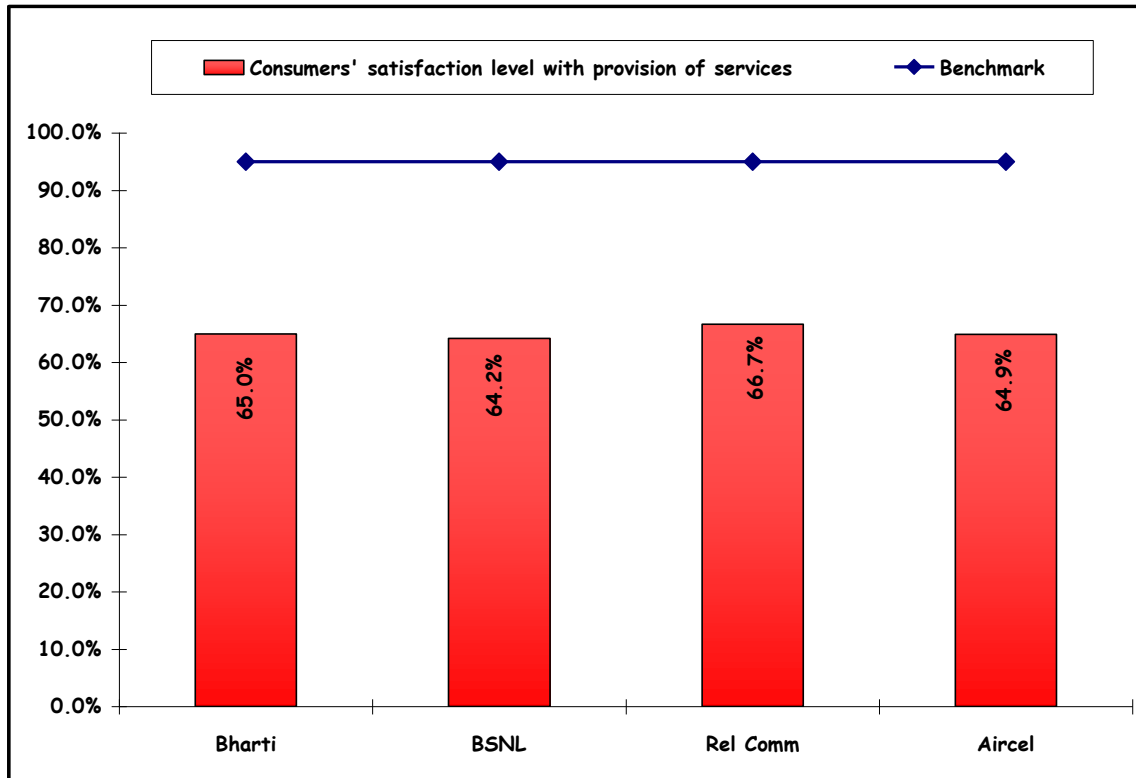
In terms of **satisfied consumers**, 95.6% of BSNL customers were satisfied **with overall services**.



## 4.2.2 CELLULAR SERVICES – J&K SERVICE AREA

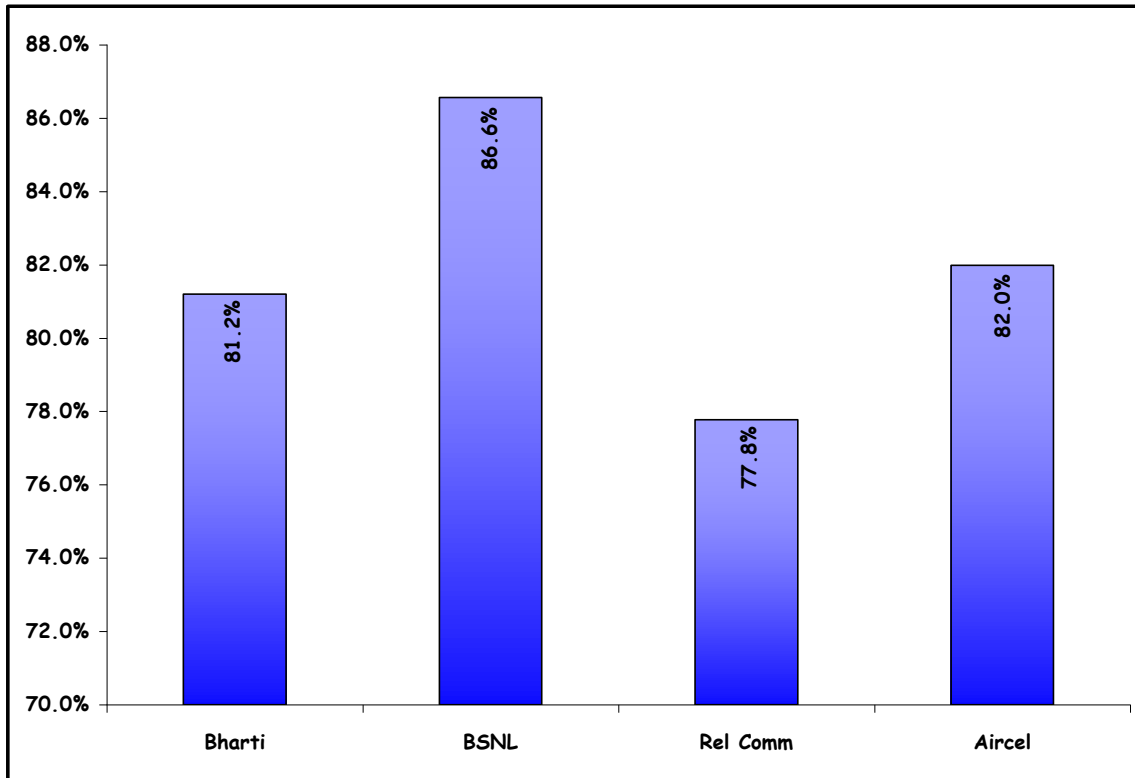
### 4.2.2.1 SATISFIED WITH PROVISION OF SERVICES

**Consumer satisfaction level:** The following graph shows the consumers' satisfaction level with provision of services.



- Audit conducted for 4 operators providing services in J&K Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 4 operators ranged from 64.2% to 66.7%.
- Highest level of satisfaction was found by the consumers of Rel Comm (66.7%), followed by Bharti (65.0%) and Aircel (64.9%).
- The lowest level of satisfaction was attained by the consumers of BSNL (64.2%).

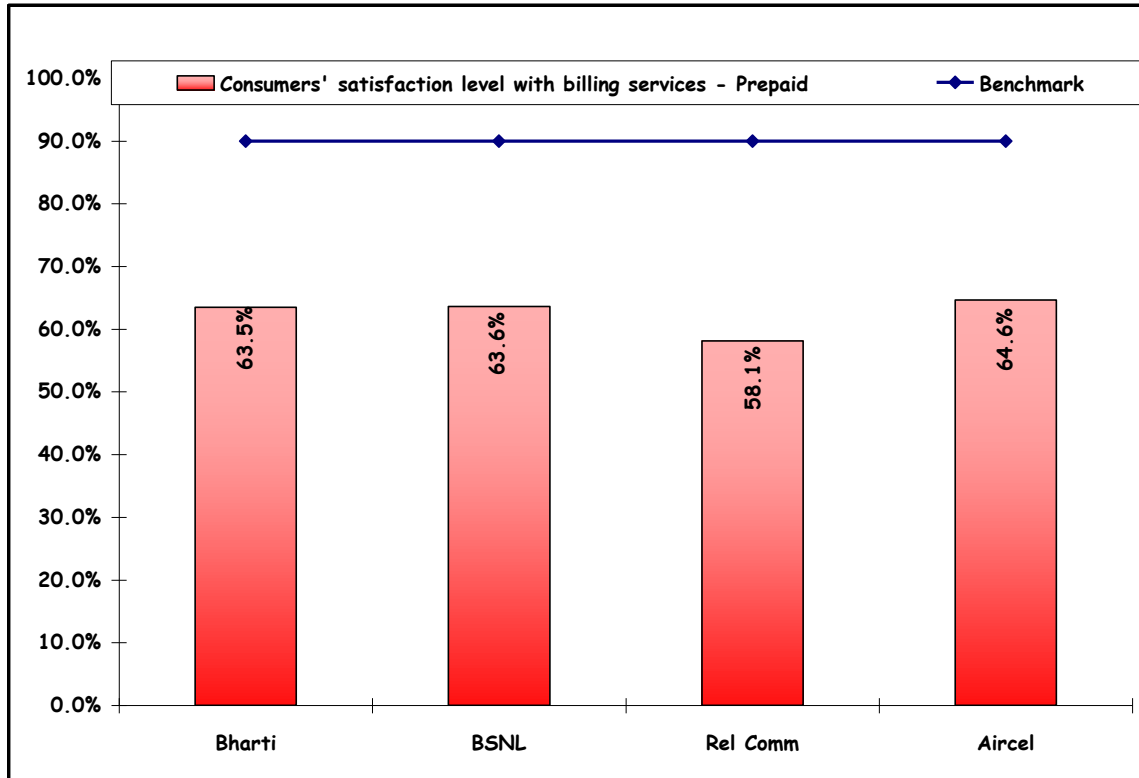
**Percent of Satisfied Customers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.



- Audit conducted for 4 operators providing services in J&K Service Area.
- In the case of 3 operator >80% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of BSNL (86.6%) followed by Aircel (82.0%) and Bharti (81.2%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Comm (77.8%).

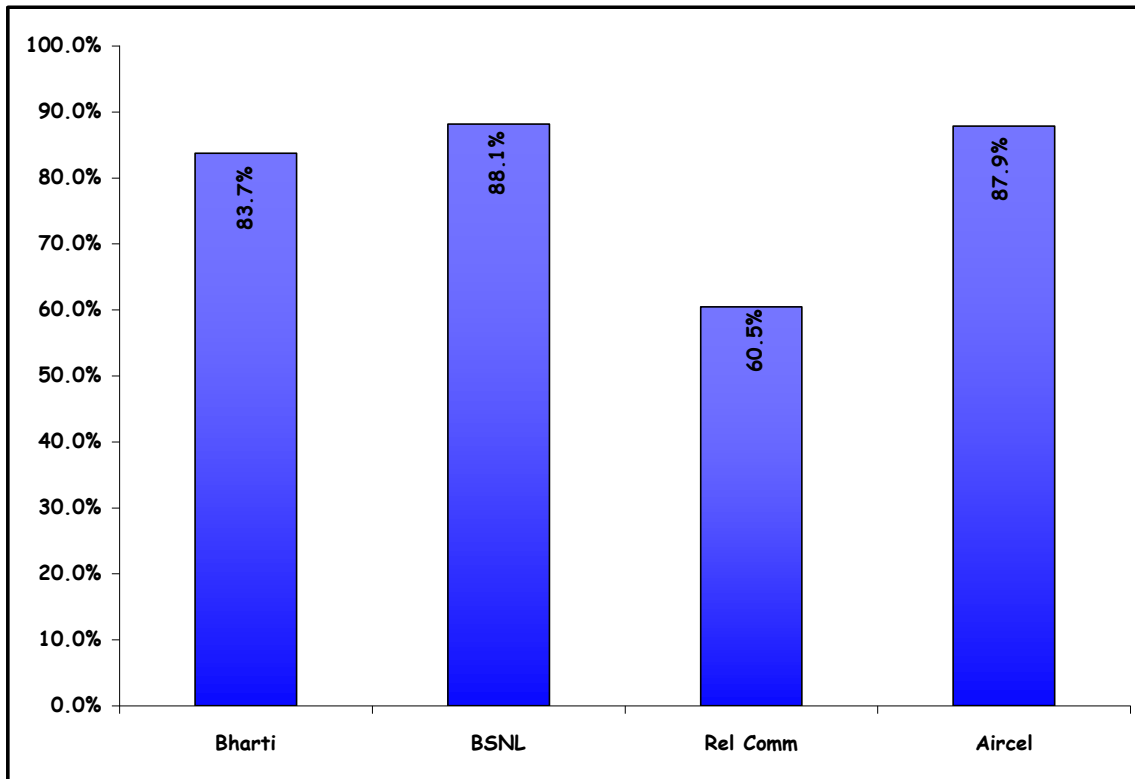
#### 4.2.2.2 SATISFIED WITH PREPAID BILLING SERVICES

**Consumer satisfaction level:** The following graph shows the prepaid consumers' satisfaction level with the prepaid billing services.



- Audit conducted for 4 operators providing services in J&K Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For Customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 4 operators ranged from 58.1% to 64.6%.
- Highest level of satisfaction was found by the consumers of Aircel (64.6%) followed by BSNL (63.6%), Bharti (63.5%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (58.1%).

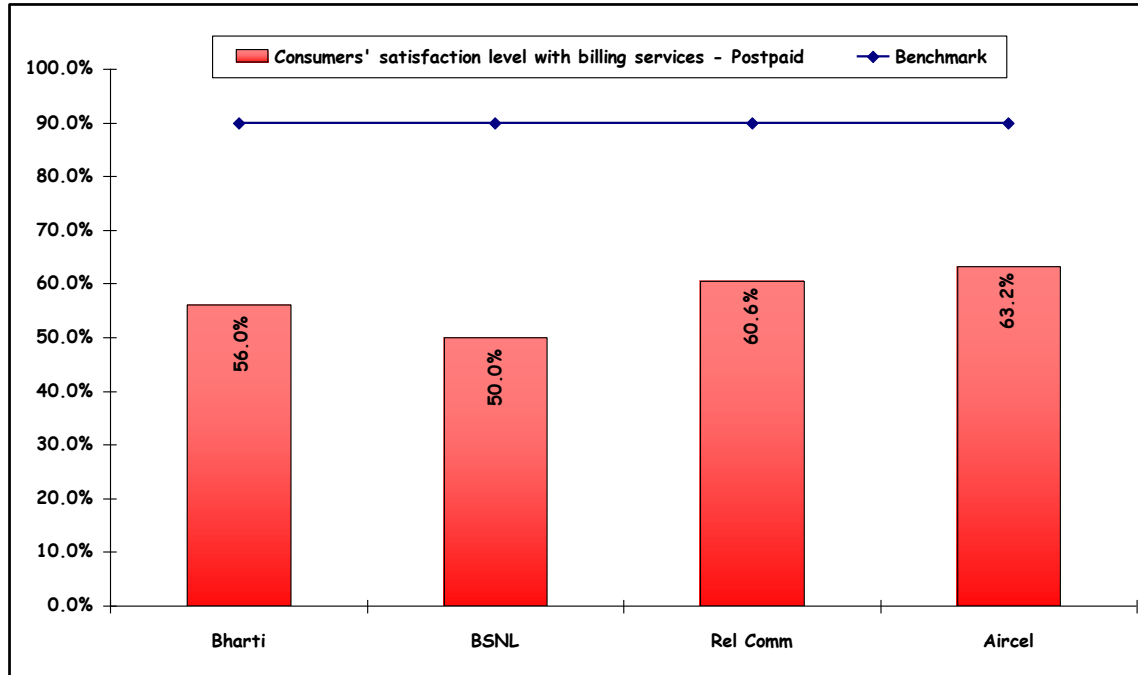
**Percent of satisfied consumers:** The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.



- Audit conducted for 4 operators providing services in J&K Service Area.
- In the case of 3 operators >80% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of BSNL (88.1%) closely followed by Aircel (87.9%) and Bharti (83.7%).
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Comm (60.5%).

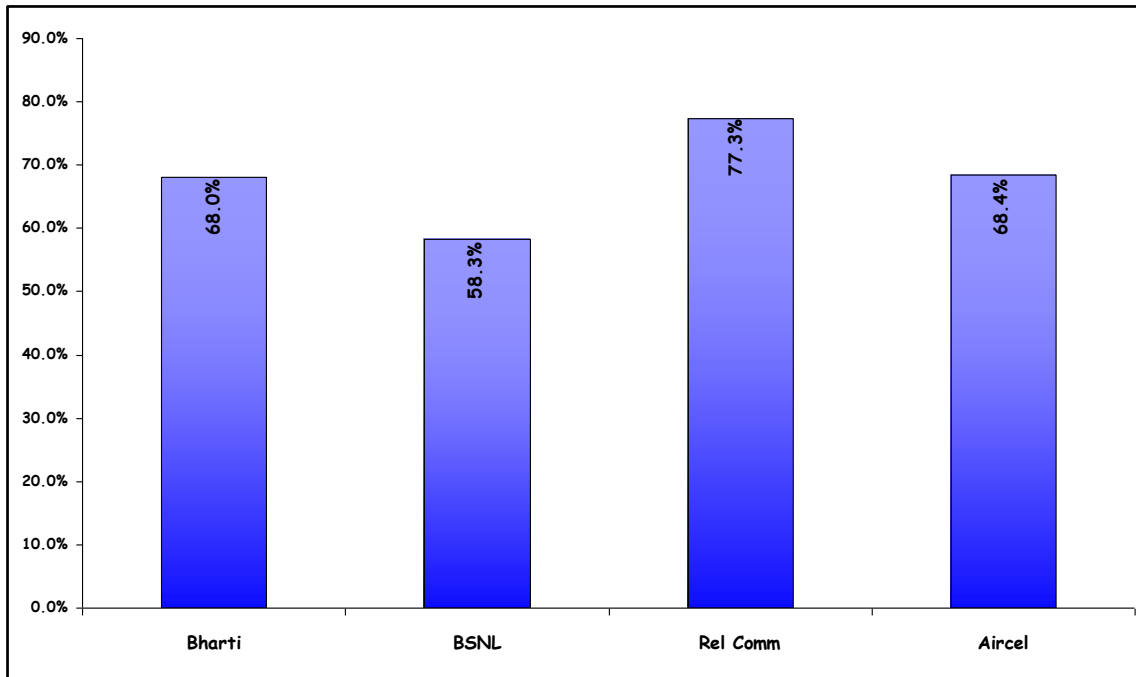
#### 4.2.2.3 SATISFIED WITH POSTPAID BILLING SERVICES

**Consumer satisfaction level:** The following graph shows the postpaid consumers' satisfaction level with billing services.



- Audit conducted for 4 operators providing services in J&K Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 4 operators ranged from 50.0% to 63.2%.
- Highest level of satisfaction was found by the consumers of Aircel (63.2%) followed by Rel Comm (60.6%).
- The lowest level of satisfaction was attained by the consumers of BSNL (50.0%) followed by Bharti (56.0%).

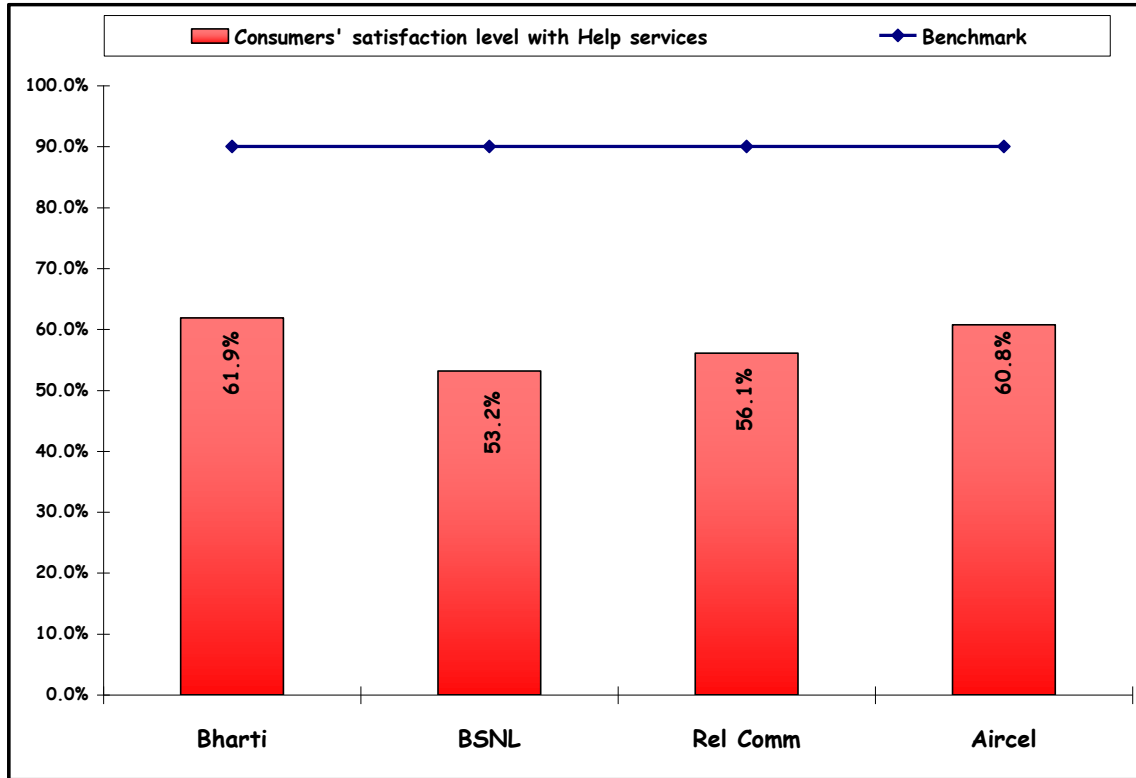
**Percent of satisfied consumers:** The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.



- Audit conducted for 4 operators providing service in J&K Service Area.
- In the case of 3 operators >60% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case Rel Comm (77.3%) followed by Aircel (68.4%) and Bharti (68.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (58.3%).

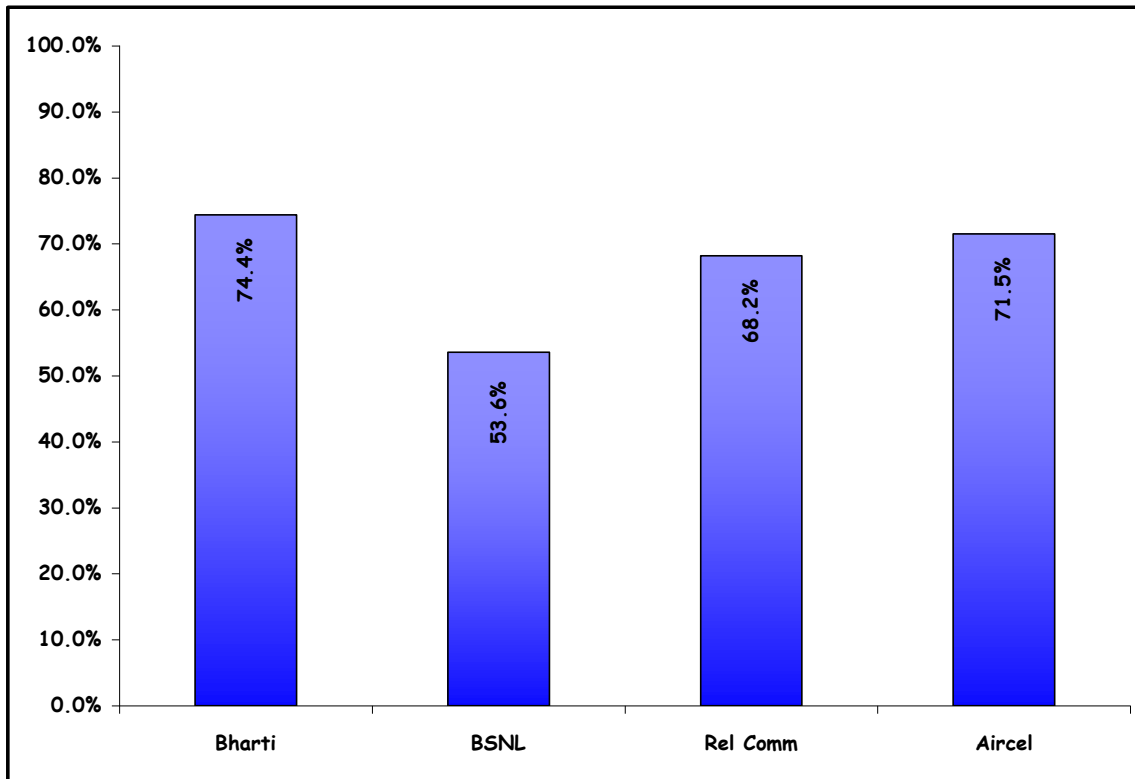
#### 4.2.2.4 SATISFIED WITH HELP SERVICES

**Consumer satisfaction level:** The following graph shows the consumers' satisfaction level with help services.



- Audit conducted for 4 operators providing services in J&K Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 4 operators ranged from 53.2% to 61.9%.
- Highest level of satisfaction was found by the consumers of Bharti (61.9%) followed by Aircel (60.8%).
- The lowest level of satisfaction was shared by the consumers of BSNL with 53.2% followed by Rel Com (56.1%).

**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.

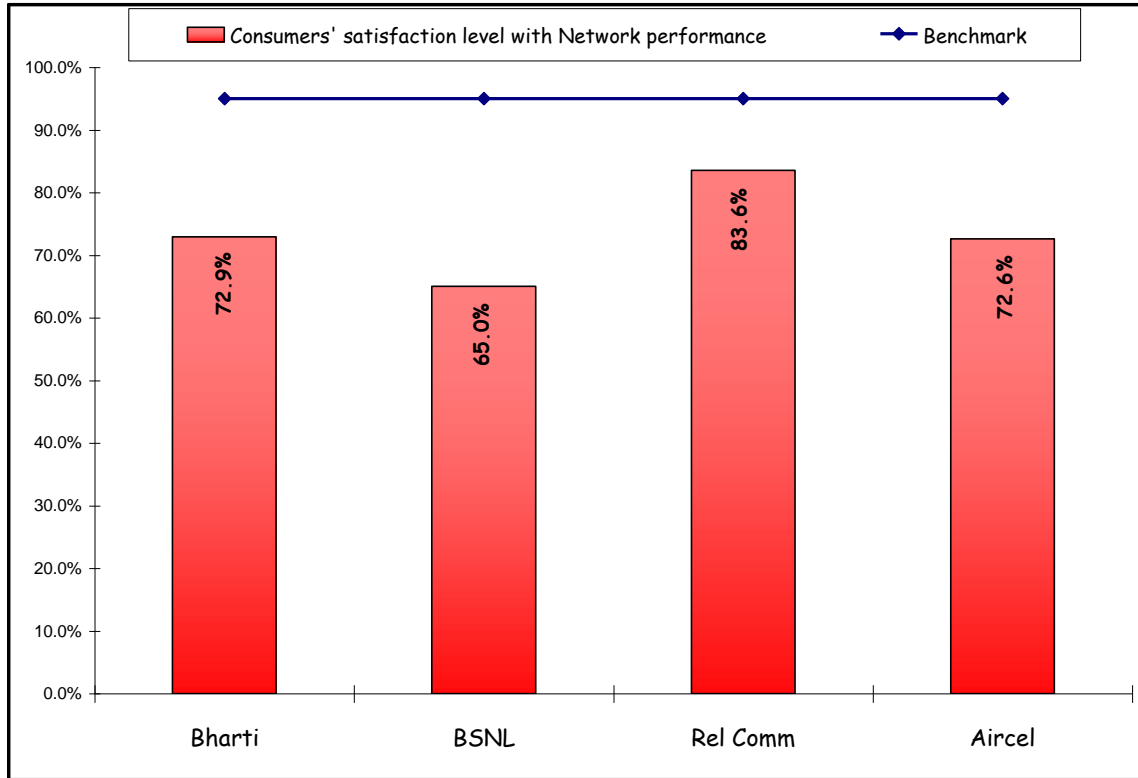


- Audit conducted for 4 operators providing services in J&K Service Area.
- In the case of 2 operators >70% of subscribers were satisfied with help services.
- Highest percentage of satisfied customers were found in the case of Bharti (74.4%) followed by Aircel (71.5%) and Rel Comm (68.2%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (53.6%).



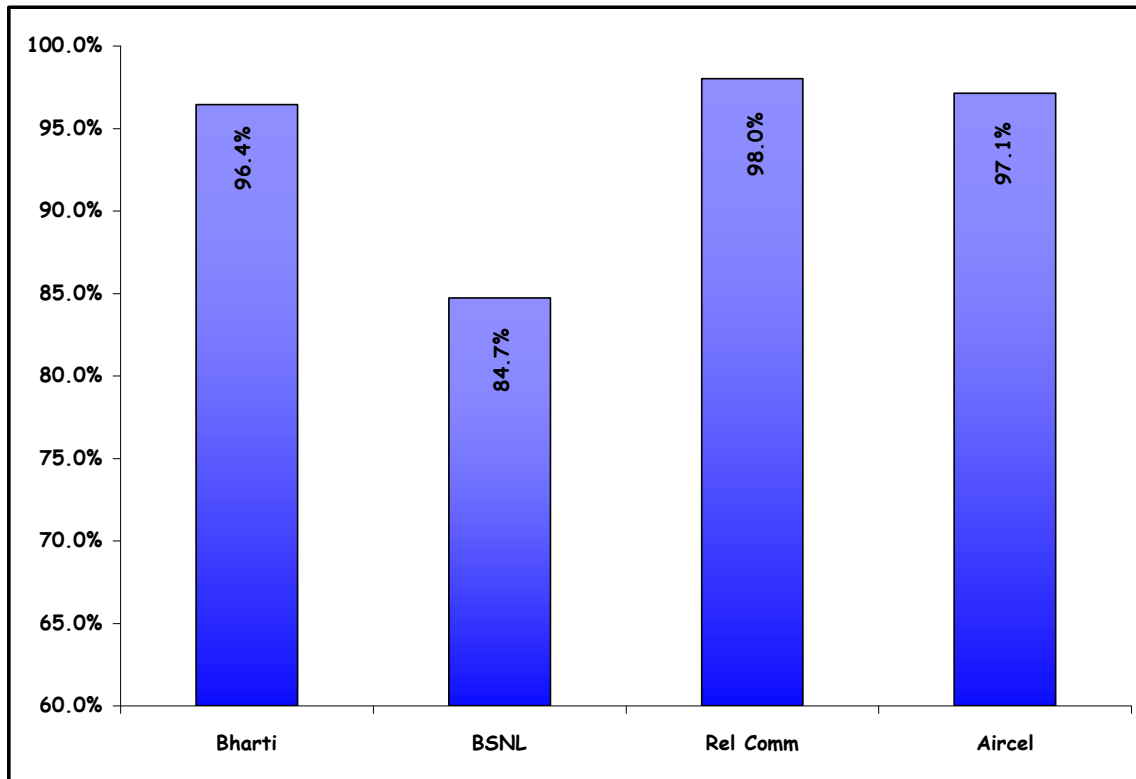
#### 4.2.2.5 SATISFIED WITH NETWORK PERFORMANCE

**Consumer satisfaction level:** The following graph shows the consumers' satisfaction level with network performance.



- Audit conducted for 4 operators providing services in J&K Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 4 operators ranged from 65.0% to 83.6%.
- Highest level of satisfaction was attained by the consumers of Rel Comm (83.6%) followed by Bharti (72.9%) and Aircel (72.6%).
- Whereas, the lowest level of satisfaction was attained by the consumers of BSNL (65.0%).

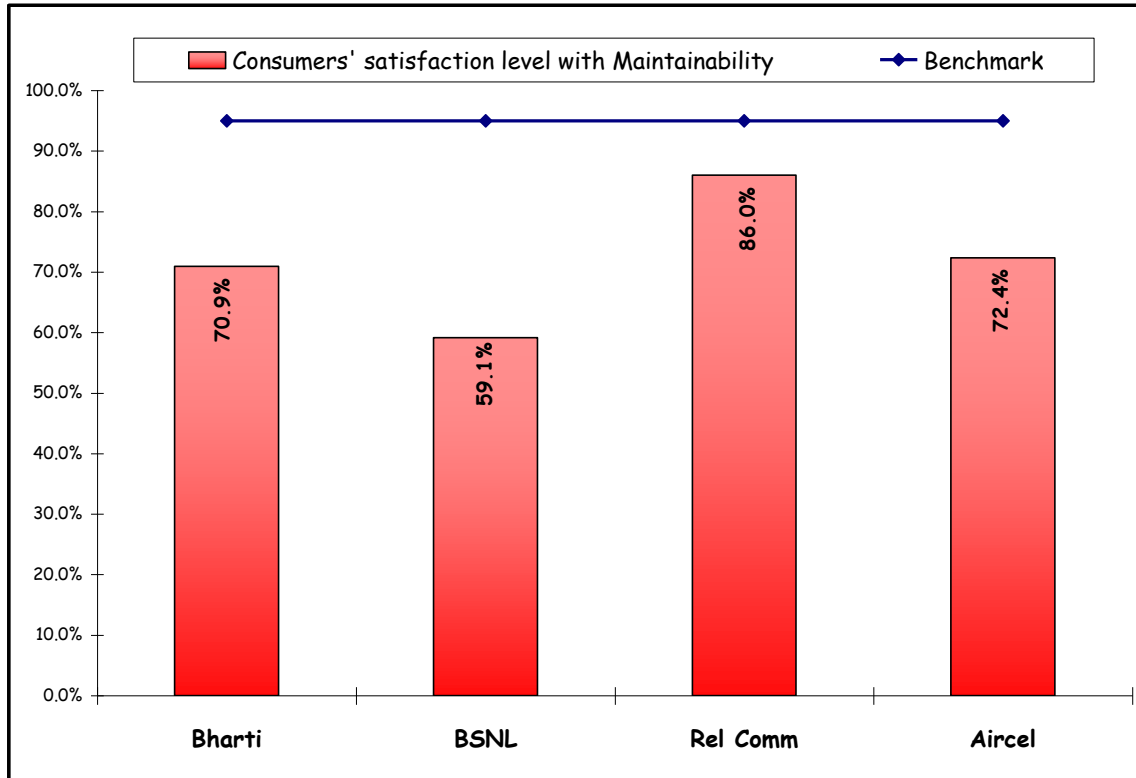
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.



- Audit conducted for 4 operators providing service in J&K Service Area.
- In the case of 3 operators >95% of subscribers were satisfied with network performance
- Highest percentage of satisfied customers were found in the case of Rel Comm (98.0%) followed by Aircel (97.1%) and Bharti (96.4%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (84.7%).

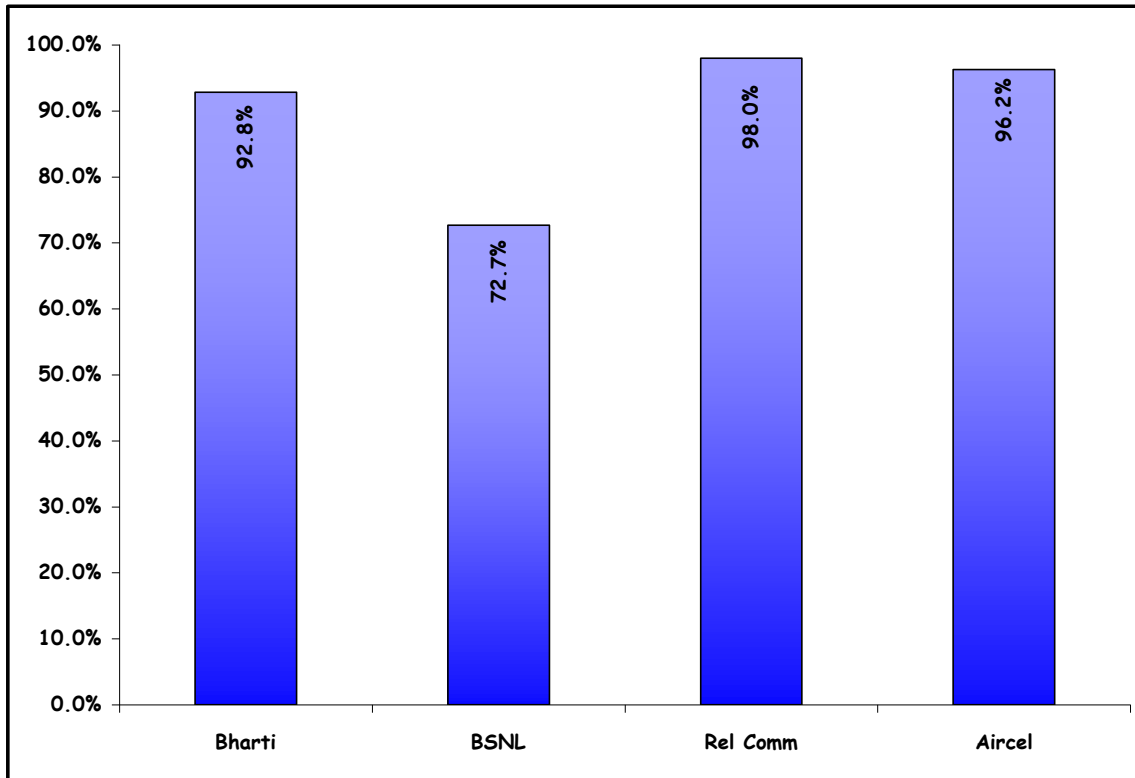
#### 4.2.2.6 SATISFIED WITH MAINTAINABILITY

**Consumer satisfaction level:** The following graph shows the consumers' satisfaction level with Maintainability.



- Audit conducted for 4 operators providing service in J&K Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 4 operators ranged from 59.1% to 86.0%.
- Highest level of satisfaction was found by the consumers of Rel Comm (86.0%) followed by Aircel (72.4%) and Bharti (70.9%).
- The lowest level of satisfaction was attained by the consumers of BSNL (59.1%).

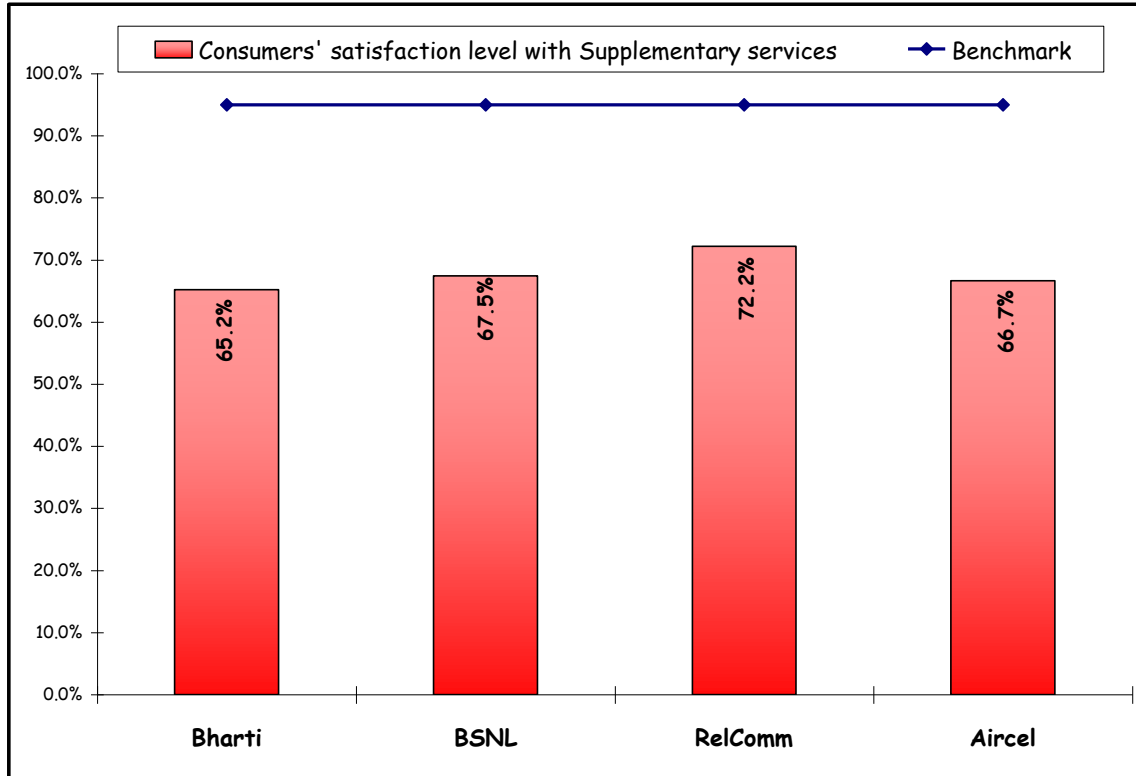
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.



- Audit conducted for 4 operators providing service in J&K Service Area.
- In the case of 3 operator >90% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Rel Comm (98.0%) followed by Aircel (96.2%) and Bharti (92.8%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL (72.7%).

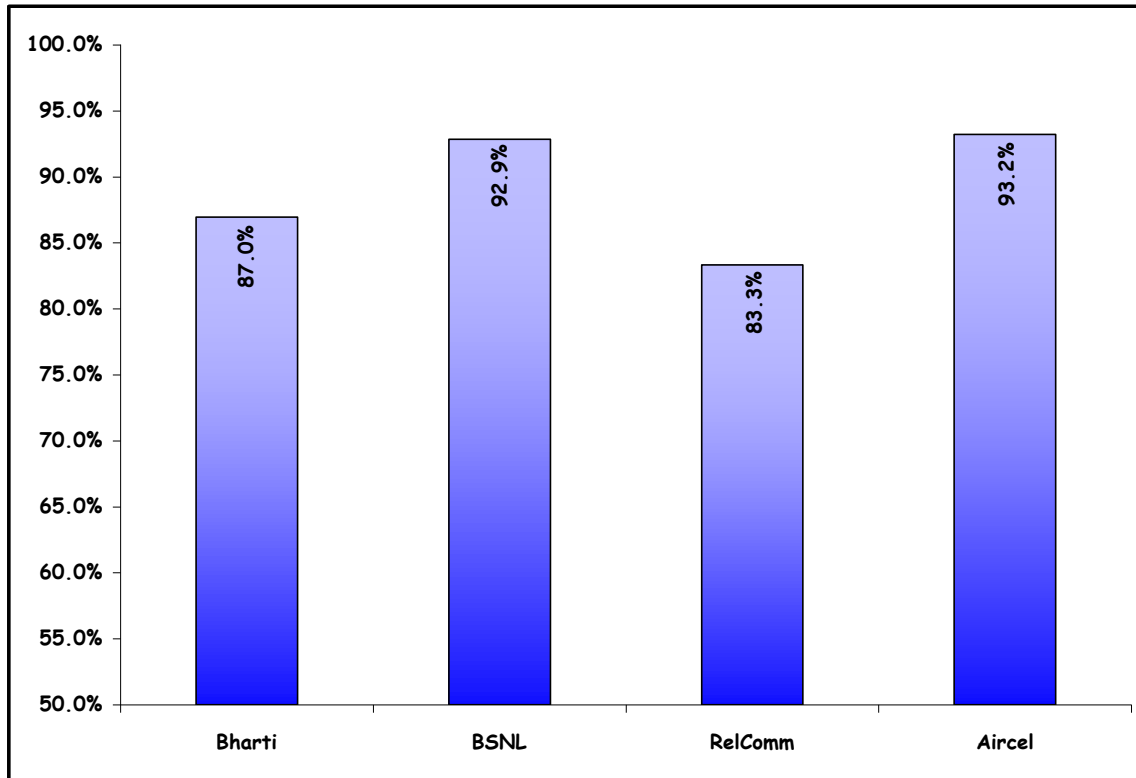
#### 4.2.2.7 SATISFIED WITH SUPPLEMENTARY SERVICES

**Consumer satisfaction level:** The following graph shows the consumers' satisfaction level with supplementary services.



- Audit conducted for 4 operators providing service in J&K Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary services, achievement level of all the 4 operators ranged from 65.2% to 72.2%.
- Highest level of satisfaction was found by the consumers of Rel Comm (72.2%) followed by BSNL (67.5%) and Aircel (66.7%).
- The lowest level of satisfaction was attained by the consumers of Bharti (65.2%).

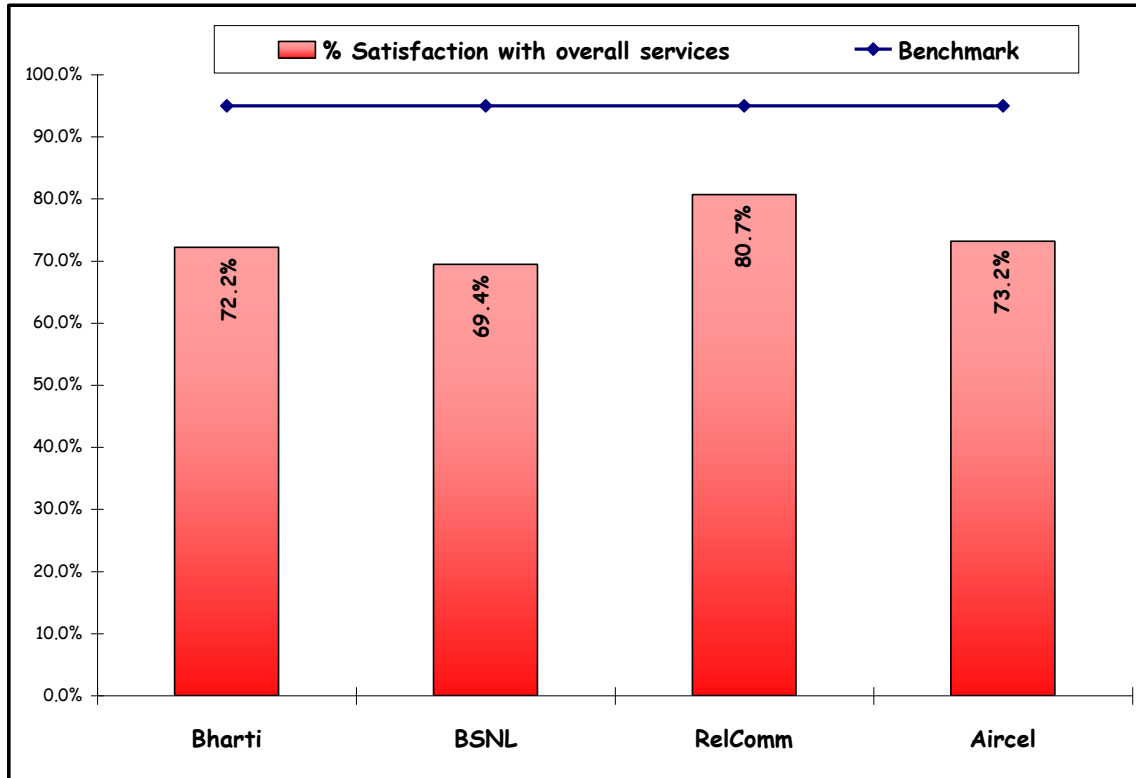
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.



- Audit conducted for 4 operators providing service in J&K Service Area.
- In the case of 2 operators >90% of subscribers were satisfied with supplementary services.
- Highest percentage of satisfied customers were found in the case of Aircel (93.2%) followed by BSNL (92.9%).
- Whereas, the lowest percentages of satisfied customers were found in the case of Rel Comm (83.3%) followed by Bharti (87.0%).

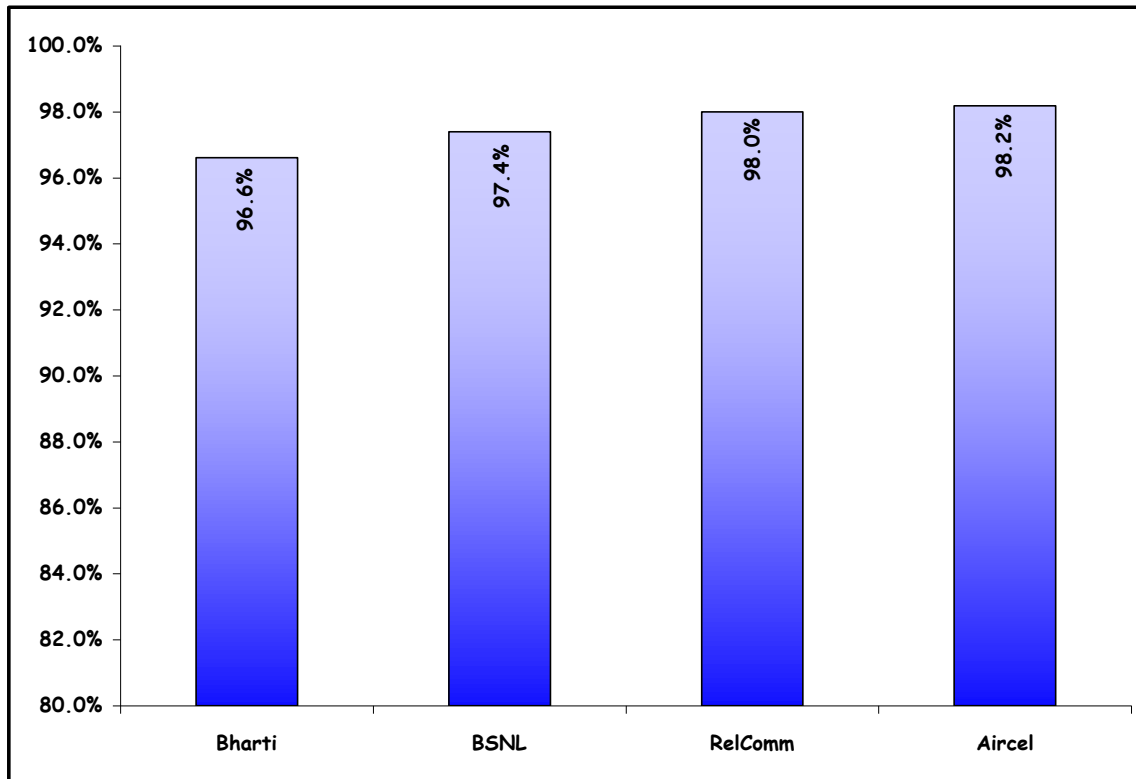
#### 4.2.2.8 OVERALL CUSTOMER SATISFACTION

**Consumer satisfaction level:** The following graph shows the consumers' overall satisfaction level.



- Audit conducted for 4 operators providing service in J&K Service Area.
- None of the operators were found to be meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 4 operators ranged from 69.4% to 80.7%.
- Highest level of satisfaction was achieved by the consumers of Rel Comm (80.7%) followed by Aircel (73.2%) and Bharti (72.2%).
- The lowest level of satisfaction was attained by the consumers of BSNL (69.4%).

**Percent of satisfied consumers:** The following graph shows the percentage of overall satisfied (highly satisfied and satisfied) consumers.



- Audit conducted for 4 operators providing service in J&K Service Area.
- In case of all the operators >95% of subscribers were overall satisfied with overall services.
- Highest percentage of satisfied customers were found in the case of Aircel (98.2%) closely followed by Rel Comm (98.0%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Bharti (96.6%) followed by BSNL (97.4%).

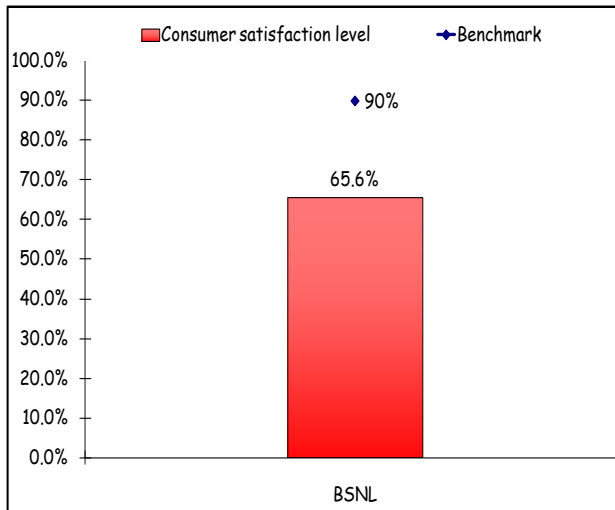


### 4.2.3 Broadband services – J&K SERVICE AREA

BSNL is the only operator in the broadband service in Jammu and Kashmir (J&K) service area.

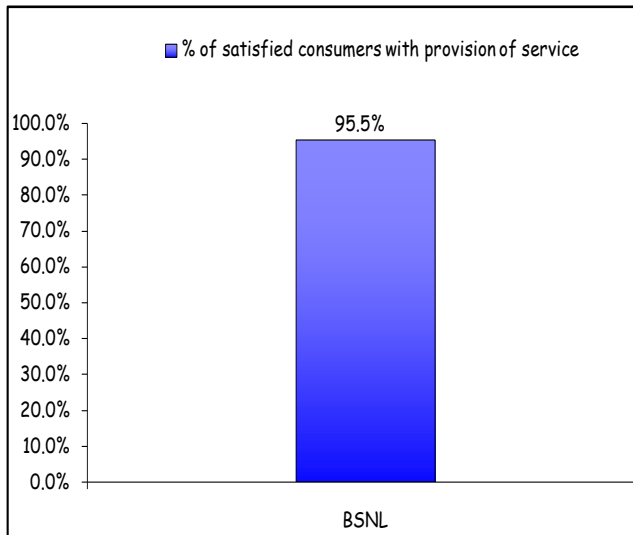
#### 4.2.3.1 SATISFIED WITH PROVISION OF SERVICES

**Consumer Satisfaction level:** The following graph shows the consumer satisfaction level with the provision of services.



On the parameter of **provision of services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained 65.6% against the benchmark of 90%.

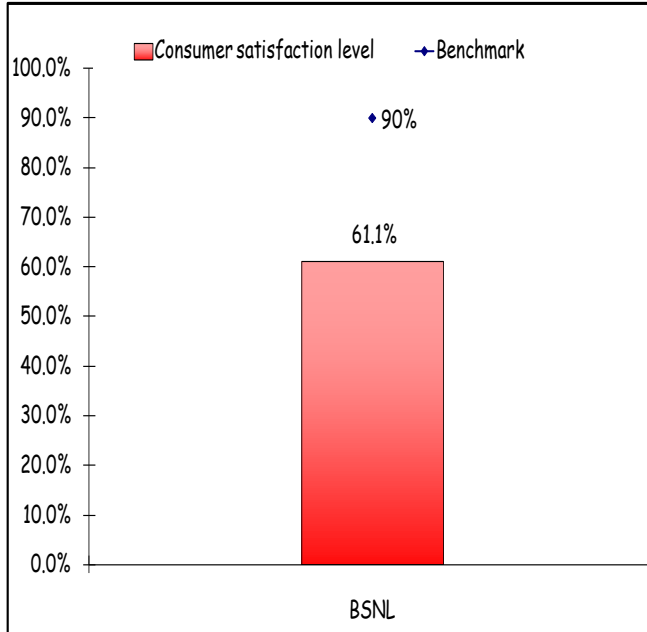
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.



In terms of **satisfied consumers**, 95.5% of BSNL consumers were satisfied **with provision of service**.

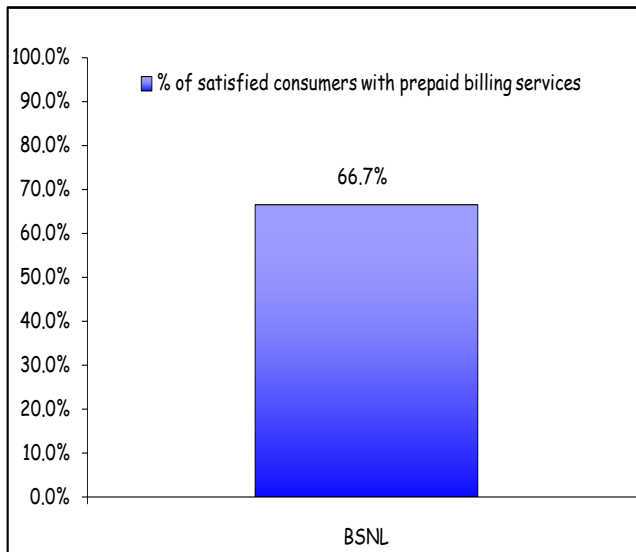
#### 4.2.3.2 SATISFIED WITH PREPAID BILLING SERVICES

**Consumer Satisfaction level:** The following graph shows the consumer satisfaction level with the prepaid billing services.



On the parameter of **pre paid billing services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained 61.1% against the benchmark of 90%.

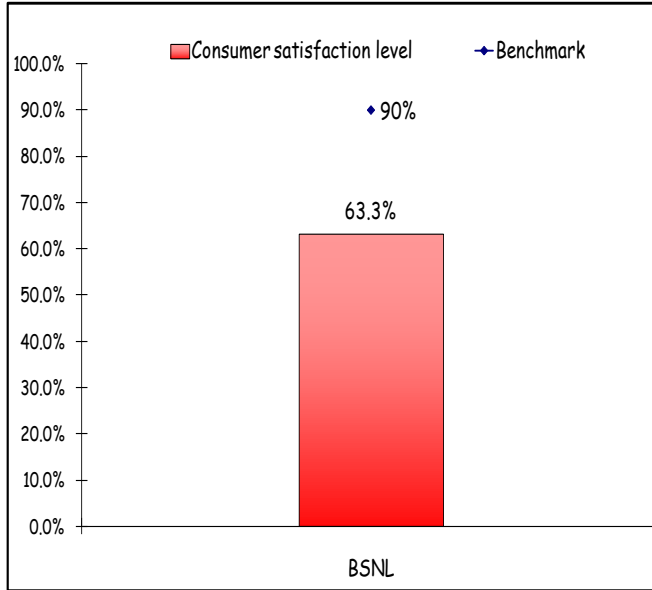
**Percent of satisfied consumers:** The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.



In terms of **satisfied consumers**, only 66.7% of BSNL consumers were satisfied with **pre paid billing services**.

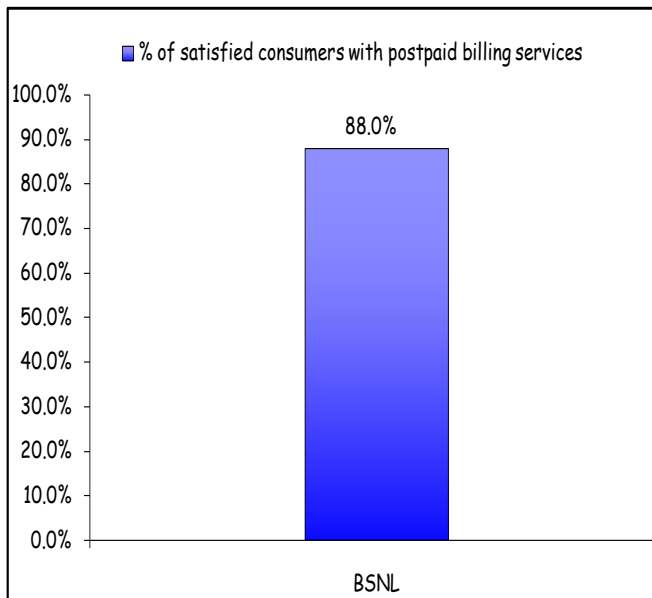
### 4.2.3.3 SATISFIED WITH POSTPAID BILLING SERVICES

**Consumer Satisfaction level:** The following graph shows the consumer satisfaction level with the postpaid billing services.



On the parameter of **post paid billing services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained 63.3% against the benchmark of 90%.

**Percent of satisfied consumers:** The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

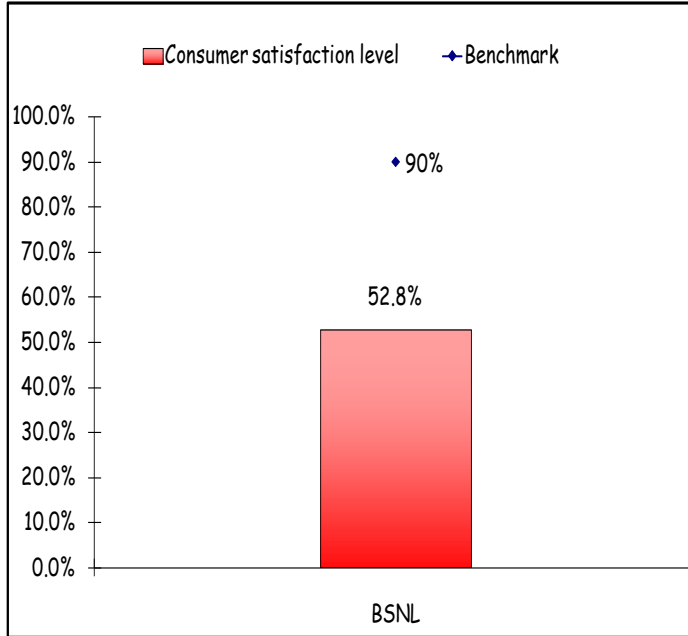


In terms of **satisfied consumers**, 88% of BSNL consumers were satisfied with **post paid billing services**.



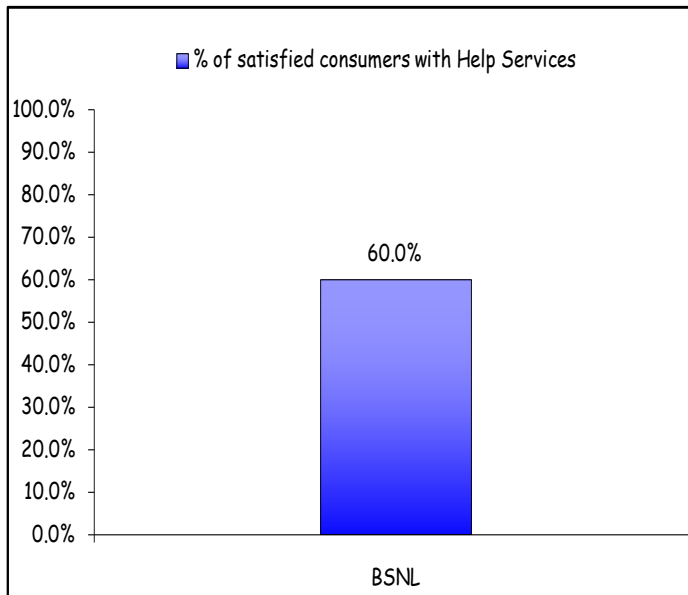
#### 4.2.3.4 SATISFIED WITH HELP SERVICES

**Consumer Satisfaction level:** The following graph shows the consumer satisfaction level with the help services.



On the parameter of **help services**, BSNL in J&K Service Area was not meeting the benchmark of >90%. It attained only 52.8% against the benchmark of 90%.

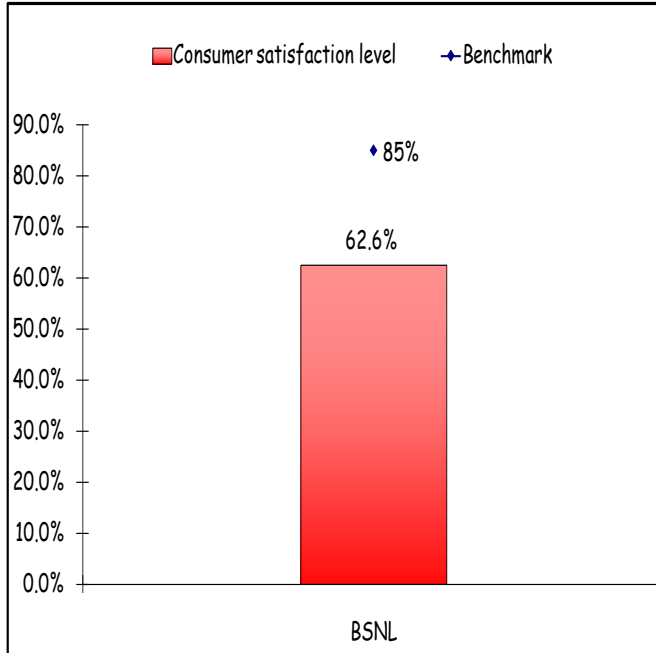
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.



In terms of **satisfied consumers**, only 60% of BSNL consumers were satisfied with help services.

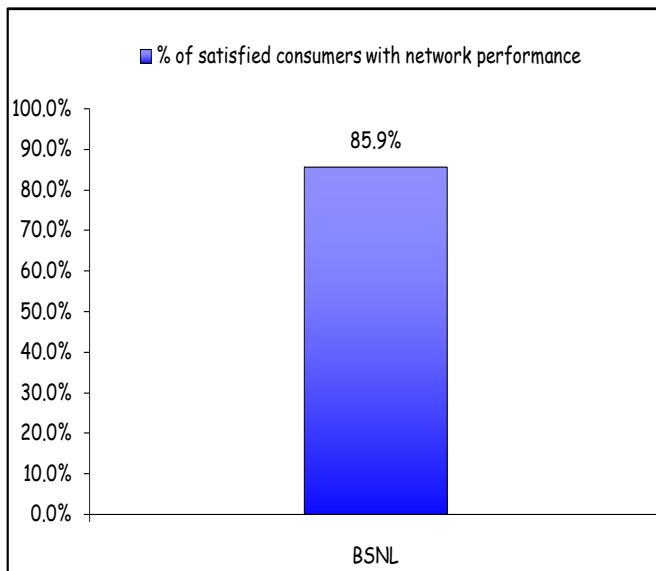
#### 4.2.3.5 SATISFIED WITH NETWORK PERFORMANCE

**Consumer Satisfaction level:** The following graph shows the consumer satisfaction level with the network performance.



On the parameter of **network performance**, BSNL in J&K Service Area was not meeting the benchmark of >85%. It attained only 62.6% against the benchmark of 85%.

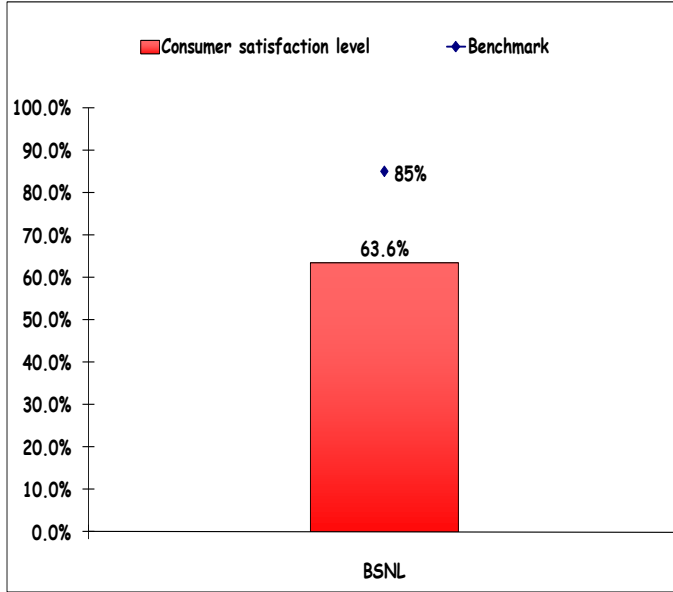
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.



In terms of **satisfied consumers**, 85.9% of BSNL customers were satisfied with **network performance**.

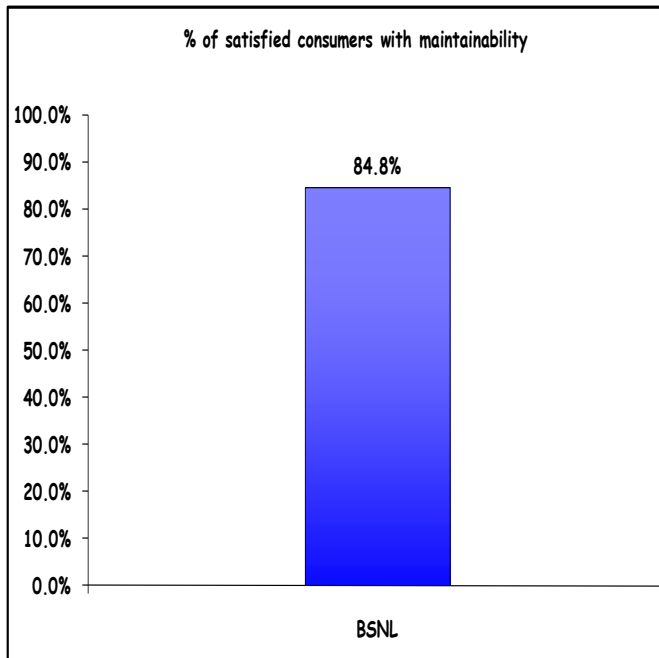
#### 4.2.3.6 SATISFIED WITH MAINTAINABILITY

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with maintainability.



On the parameter of **maintainability**, BSNL in J&K Service Area was not meeting the benchmark of >85%. It attained only 63.6% against the benchmark of 85%.

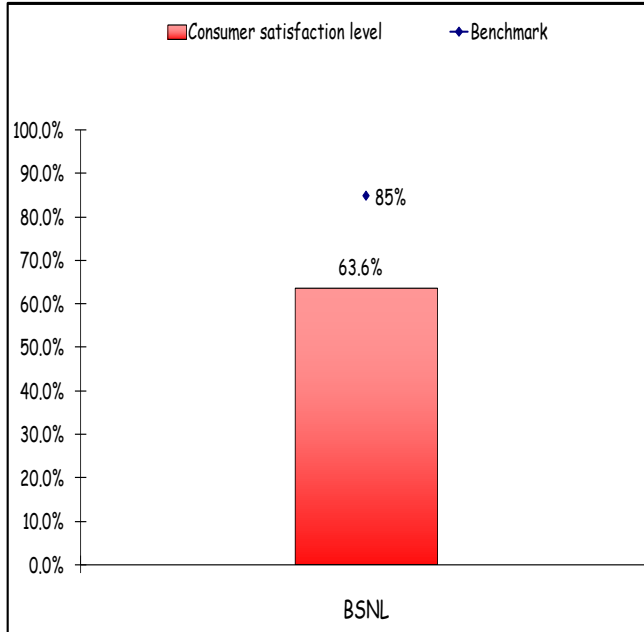
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.



In terms of **satisfied consumers**, 84.8% of BSNL customers were satisfied with **maintainability**.

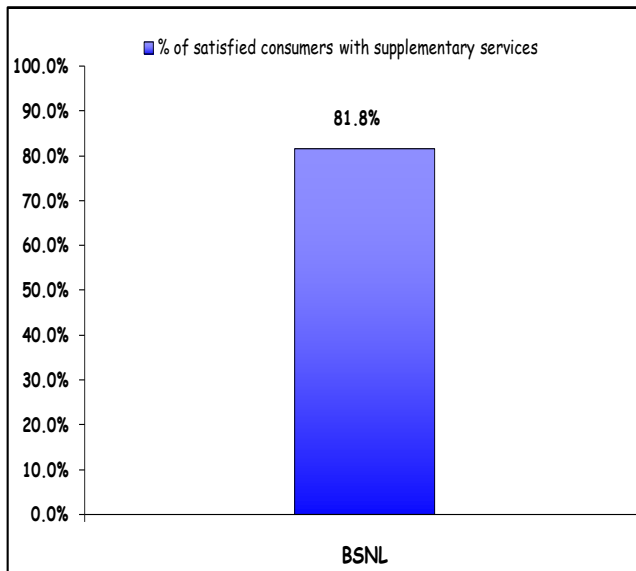
#### 4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with supplementary services.



On the parameter of **supplementary services**, BSNL in J&K Service Area was not meeting the benchmark of >85%. It attained only 63.6% against the benchmark of 85%.

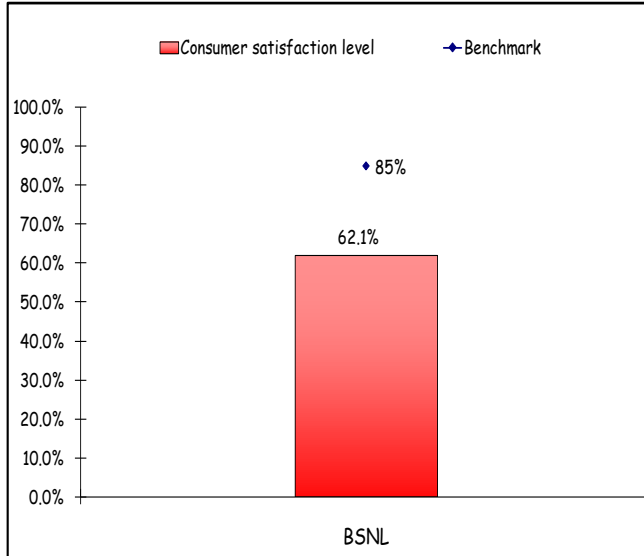
**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.



In terms of **satisfied consumers**, 81.8% of BSNL customers were satisfied with supplementary services.

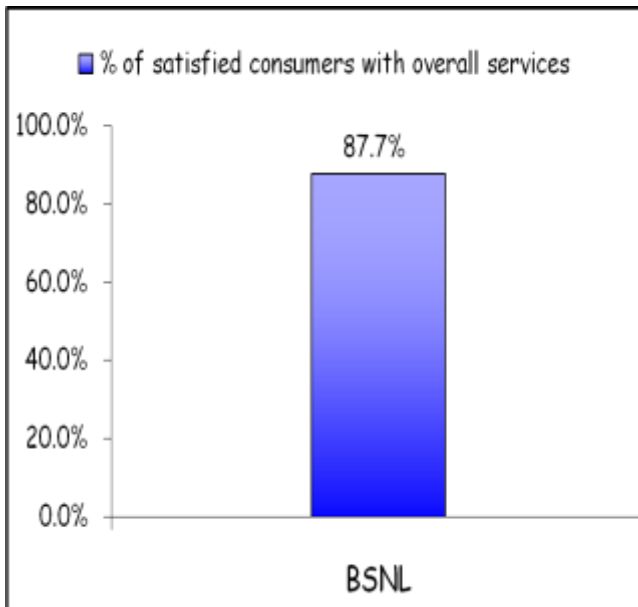
#### 4.2.3.8 OVERALL CUSTOMER SATISFACTION

**Consumer satisfaction level:** The following graph shows the consumer satisfaction level with overall services.



On the parameter of **overall satisfaction with services**, BSNL in J&K Service Area was not meeting the benchmark of >85%. It attained only 62.1% against the benchmark of 85%.

**Percent of satisfied consumers:** The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with overall services.



In terms of **satisfied consumers**, 87.7% of BSNL customers were overall satisfied with services.



**4.3 ASSESSMENT OF IMPLEMENTATION AND  
EFFECTIVENESS OF TELECOM CONSUMER  
PROTECTION AND REDRESSAL OF  
GRIEVANCES REGULATION, 2007.**



### 4.3.1 BASIC SERVICE WIRELINE – J&K Service Area

BSNL is the only operator in the basic (wireline) service in Jammu and Kashmir (J&K) service area.

**4.3.1.1: Awareness about redressal system:** In the Basic services (wireline), altogether 384 consumers of BSNL were interviewed. Among them only 37 (9.6%) were aware of three stages of grievance redressal mechanism set up by their service providers.

Table 4.3.1.1: Are you aware of the three stage grievance Redressal mechanism set up by your telecom service provider based on the regulations of TRAI for Redressal of your grievances?				
Operator		Yes	No	Total
BSNL	Count	37	347	384
	%age	9.6%	90.4%	100.0%

**4.3.1.2: Awareness about three stages of redressal system:** The respondents were also asked about the three stages of redressal mechanism by naming them – call centre, Nodal officers and Appellate authority. The following table shows their awareness level with respect to each of the stage mentioned above.

Table 4.3.1.2. Which all stages of the three stage grievance mechanism process set up by your telecom service provider for Redressal of grievances of telecom consumers are you aware of?						
Operator		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
BSNL	Count	340	8	5	43	384
	% age	88.5%	2.1%	1.3%	11.2%	

\*Multi Responded

Out of 384 respondents targeted, 88.5% were aware of call centers of their service provider. Whereas, only 2.1% and 1.5% were aware of Nodal Officers and Appellate Authority respectively. 43 respondents (11.2%) were not aware about the three stages of Redressal mechanism by naming them – call centre, Nodal officers and Appellate authority.

**4.3.1.3: Consumers' complaints about services:** Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. Altogether, 63 (16.4%) of BSNL consumers surveyed confirmed that they had made complaints to the call centre.

Table 4.3.1.3 Have you made any complaint within last 6 months to the toll free call centre/customer care/ helpline telephone number?				
Operator		Yes	No	Total
BSNL	Count	63	321	384
	% age	16.4%	83.6%	100.0%

**4.3.1.4: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 63 respondents who had made a complaint, 69.8% confirmed that they received docket number for most of the complaints. Nearly 29 % indicated that they didn't receive any docket number for most of the complaints. The table also shows 1.6% of respondents also reported that docket number was not given for their complaints even on request.

Operator		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL	Count	1	18	44	63
	% age	1.6%	28.6%	69.8%	100.0%

**4.3.1.5: Feed back from Call Centre:** The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 63 respondents, 52.4% had reported that they were informed by call center for the action taken on their complaints.

Operator		Yes	No	Total
BSNL	Count	33	30	63
	% age	52.4%	47.6%	100.0%

**4.3.1.6: Satisfaction with the resolution of complaints:** The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Operator		Very dissatisfied	Dissatisfied	Very Dissatisfied + dissatisfied	Satisfied	Very satisfied	Very satisfied + satisfied	Total
BSNL	Count	4	18	22	33	8	41	63
	% age	6.3%	28.6%	34.9%	52.4%	12.7%	65.1%	100.0%

- Altogether 65.1% of **satisfied consumers (very satisfied and satisfied) were found in the case of BSNL. 12.7% were very satisfied consumers.**
- As far as **dissatisfaction (very dissatisfied and dissatisfied)** is concerned, this was reported by 34.9% of BSNL consumers. 6.3% **were very dissatisfied.**

**4.3.1.7: Reasons for dissatisfaction with the resolution of complaints:** Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

4.3.1.7. Please specify the reason(s) for your dissatisfaction							
Operator		Difficult to connect to the call center executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call center for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
BSNL	Count	17	3	8	9	3	22
	% age	77.3%	13.6%	36.4%	40.9%	13.6%	

Majority of BSNL consumers (77.3%) reported that it is **“Difficult to connect to the call centre executive”**. Similarly **“Time taken by call center for redressal of complaint is too long”** was also cited by nearly 41% of dissatisfied consumers of BSNL. Another important reason cited by 36.4% of the BSNL consumers related to **“Customer care executive not equipped with adequate information”**. Nearly 14% also cited that **“Customer care executive was unable to understand the problem”** and **“Customer care executives were not polite/ courteous”**.

**4.3.1.8 Resolution of billing complaints:** The following table shows that out of 63 respondents who had complained to call center/customer care, 61 had billing related complaints. Out of these 9 (14.8%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint.

Table 4.3.1.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?				
Operator		Yes	No	Total
BSNL	Count	9	52	61
	% age	14.8%	85.2%	100.0%

**4.3 1.9.: Awareness about the contact details of nodal officers:** The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25). 8 respondents had reported that they were aware about Nodal officers. However, none of them were aware about the contact detail of Nodal officer.

**Table 4.3.1.10: Awareness about the contact details of Appellate Authority:** As regard to the awareness about the contact details of the Appellate Authority, 5 respondents had reported that they were aware about Appellate Authority but none of them were aware about the contact detail of the same.

**4.3.1.11: Awareness about item wise charges of prepaid services:** All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on

request. Out of 5 prepaid customers of 1 provider targeted, 4 (80.0%) reported that they were aware of this facility.

Table 4.3.1.12. Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Operator		Yes	No	Total
BSNL	Count	4	1	5
	% age	80.0%	20.0%	100.0%

\*Only for Prepaid customer

**4.3.1.12: Denial of itemized usage charges detail:** There were 4 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. None of them had requested for item-wise usage charges.

**4.3.1.13: Provision of Manual of Practice by the Service Provider:** TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 23 new customers (Subscribed in last 6 months), 3 (13.0%) indicated that they have not been provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection. 87.0% confirmed of receiving the manual.

Table 4.3.3.13. Have you been provided the manual of Practice containing the term and conditions of services, grievance Redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
BSNL	Count	20	3	23
	% age	87.0%	13.0%	100.0%

## Overall Score – Telecom Consumer Protection and Redressal of Grievances

### BASIC SERVICES-WIRELINE

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

S.N.	Sub Parameter	Bharti
1	Awareness of three stage grievance mechanism	9.6%
2	For pre-paid customers awareness about item-wise usage charge details on request	80.0%
3	If aware (for pre-paid customers ) ever denied of item wise usage charge details for pre paid connection	NA*
4	For new customers provisioning of "Manual of practice while taking the new connection	87.0%
5	Awareness of call center for redressing grievances	88.5%
6	Penetration of consumers made any complaint to the toll free number within last six months	16.4%
7	Call center informing about the action taken on complaint	52.4%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	14.8%
9	Percentage satisfied with complaint resolution by call center	65.1%
10	Awareness of nodal officer for redressing grievances	2.1%
11	Awareness of appellate authority for redressing grievances	1.3%

*\*None of the pre paid aware subscribers had requested for item usage charges*

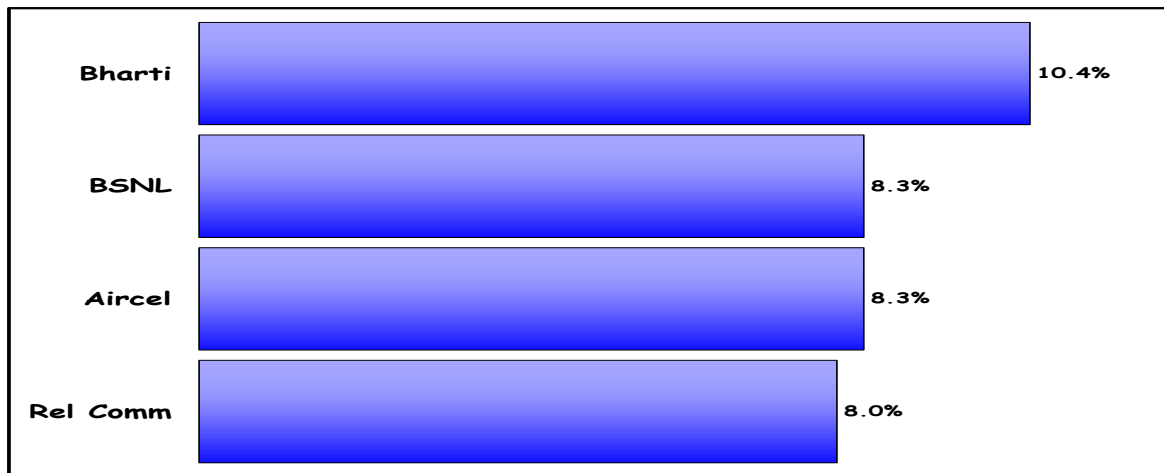
- Awareness level on the three stages of consumer grievances Redressal mechanism was found to be low among BSNL consumers as this was reported by only 9.6%.
- Awareness level was found high (88.5%) in the case of call centre/ customer care help line number as compared to Nodal Officer (2.1%) and Appellate Authority (1.3%).
- Out of 384 BSNL consumers surveyed, 16.4% had made complaints to the call centre, within last six months.
- Around 80% of the prepaid subscribers were aware that they can get item wise usage charges on request.

**4.3.2: CELLULAR MOBILE – J&K Service Area**

**4.3.2.1: Awareness about redressal system:** In the Cellular Mobile Service, altogether 1202 consumers were interviewed for Service Area. Overall only 9.0 % respondents reported that they were aware of the three stage grievance redressal mechanism set up by their service provider. Bharti (10.4%) had the highest percentage of aware subscribers followed by BSNL & Aircel (8.3%each) and Rel Comm (8.0%).

Table 4.3.2.1. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?				
Service provider		Yes	No	Total
Bharti	Count	40	344	384
	%age	10.4%	89.6%	100.0%
BSNL	Count	32	352	384
	%age	8.3%	91.7%	100.0%
Rel Comm	Count	4	46	50
	%age	8.0%	92.0%	100.0%
Aircel	Count	32	352	384
	%age	8.3%	91.7%	100.0%
Total	Count	108	1094	1202
	%age	9.0%	91.0%	100.0%

**Graphical representation:** The following graph shows the percentage of respondents who were aware about three stages of grievance redressal mechanism.

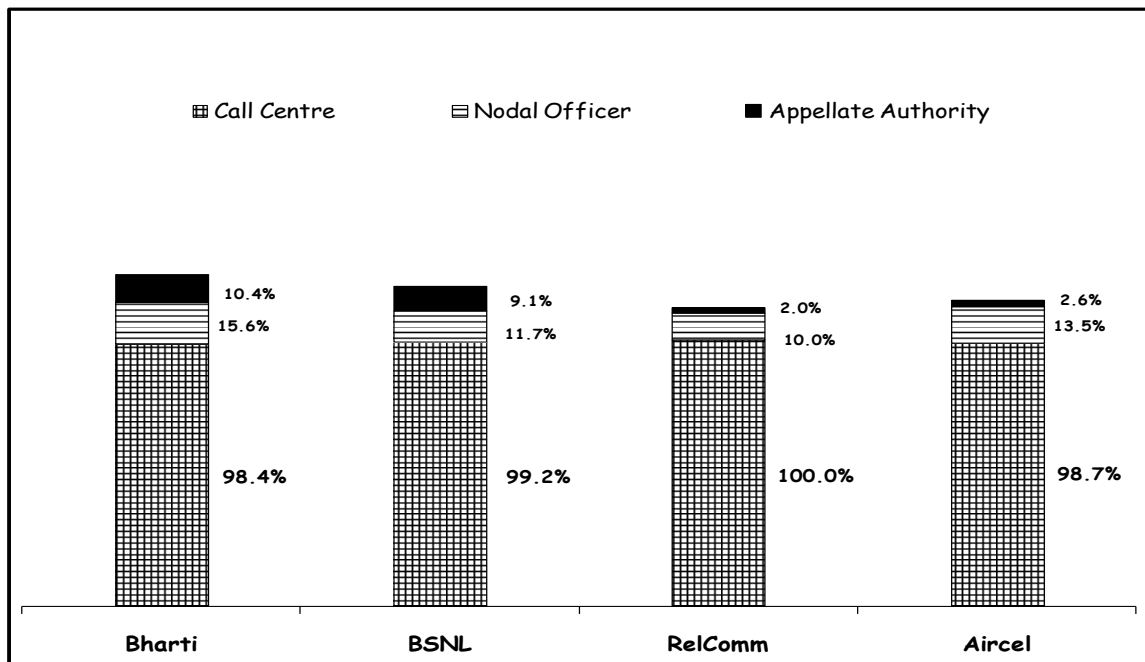


**4.3.2.2: Awareness about three stages of redressal system:** The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal Officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 1202 respondents, 98.8% respondents indicated that they were aware of call center. Whereas, only 13.5 % were aware of Nodal Officer and 7.2% on the Appellate Authority. However, 0.8% of respondents also indicated that they were not aware of any of the stage.

4.3.2.2 Which all stages of the three stage grievance mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?						
Service provider		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	378	60	40	4	384
	%age	98.4%	15.6%	10.4%	1.0%	
BSNL	Count	381	45	35	3	384
	%age	99.2%	11.7%	9.1%	0.8%	
Rel Comm	Count	50	5	1	0	50
	%age	100.0%	10.0%	2.0%	0.0%	
Aircel	Count	379	52	10	3	384
	%age	98.7%	13.5%	2.6%	0.8%	
Total	Count	1188	162	86	10	1202
	%age	98.8%	13.5%	7.2%	0.8%	

\*Multi Responded

**Graphical representation:** The following graph shows the operator wise percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.

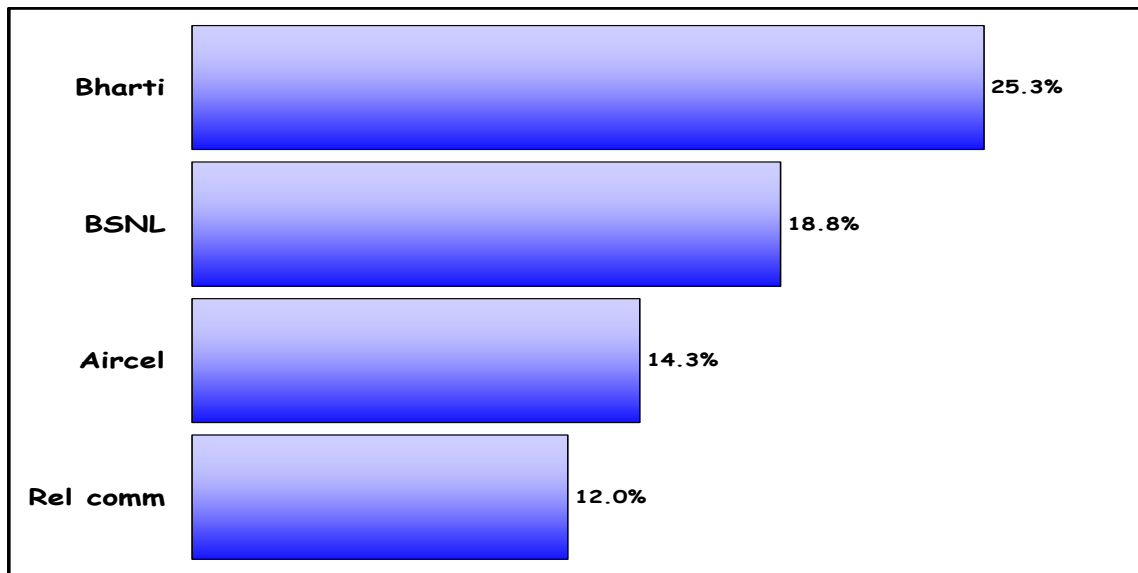




**4.3.2.3: Consumers' complaints about services:** The table below shows that out of 1202 respondents, only 19.1% of respondents had used call centre / help line telephone numbers for complaints in the last six months. Bharti (25.3%) had the highest percentages of complainants, followed by BSNL (18.8%) and Aircel (14.3%), who used this service for complaint within last six months. The minimum percentage of consumers who made complaints were found in the case of Rel Comm (12.0)

<b>4.3.2.3. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number; Service provider wise</b>				
<b>Service provider</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Bharti	Count	97	287	384
	%age	25.3%	74.7%	100.0%
BSNL	Count	72	312	384
	%age	18.8%	81.3%	100.0%
Rel Comm	Count	6	44	50
	%age	12.0%	88.0%	100.0%
Aircel	Count	55	329	384
	%age	14.3%	85.7%	100.0%
<b>Total</b>	<b>Count</b>	<b>230</b>	<b>972</b>	<b>1202</b>
	<b>%age</b>	<b>19.1%</b>	<b>80.9%</b>	<b>100.0%</b>

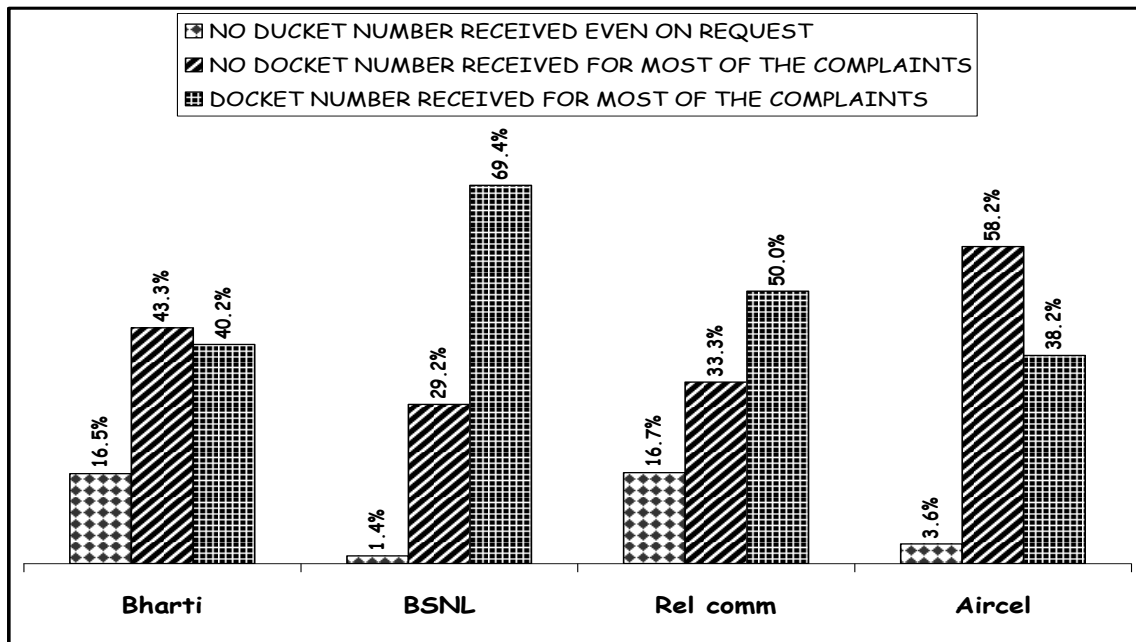
**Graphical representation:** The graph below shows the percentage of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/ Helpline telephone number of their service provider.



**4.3.2.4: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 230 respondents who had made complaints, 49.1% confirmed that they had received docket number for most of their complaints. However 42.2% indicated that they didn't receive any docket number for most of their complaints. The table also shows 8.7% of respondents did not receive docket numbers even on request.

Table 4.3.2.4. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.					
Service provider		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	16	42	39	97
	%age	16.5%	43.3%	40.2%	100.0%
BSNL	Count	1	21	50	72
	%age	1.4%	29.2%	69.4%	100.0%
Rel Comm	Count	1	2	3	6
	%age	16.7%	33.3%	50.0%	100.0%
Aircel	Count	2	32	21	55
	%age	3.6%	58.2%	38.2%	100.0%
Total	Count	20	97	113	230
	%age	8.7%	42.2%	49.1%	100.0%

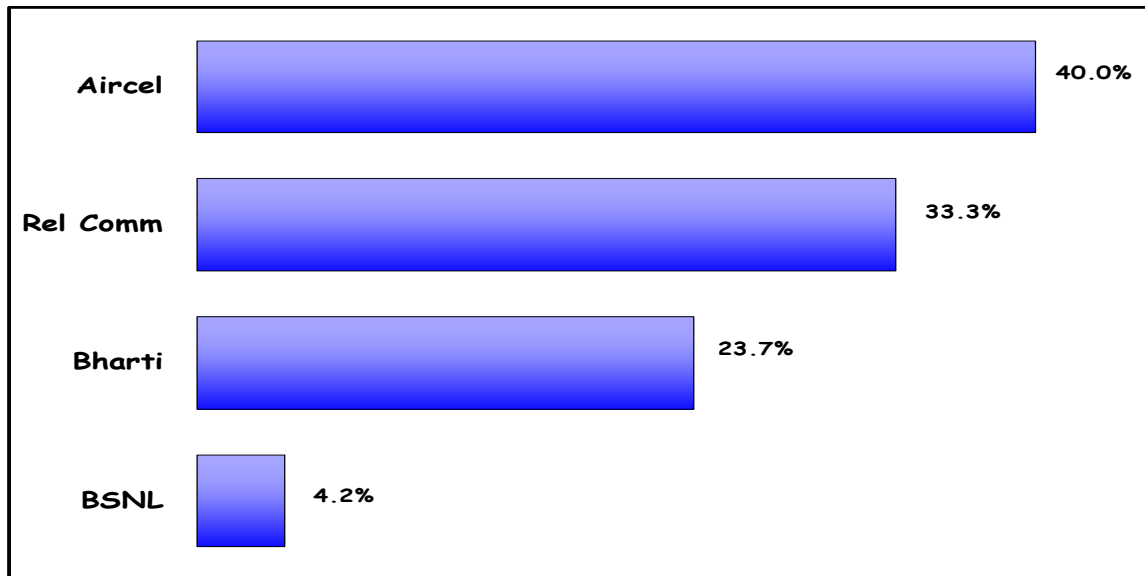
**Graphical representation:** The graphs show that highest number of respondents who had reported that they received docket number.



**4.3.2.5: Feed back from Call Centre:** The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 230 respondents, 20.9% had reported that they were informed by call center for the action taken on their complaints. This was found to be highest in the case of Aircel (40.0%), followed by Rel Comm (33.3%) and Bharti (23.7%). In the case BSNL only 4.2% complainants confirmed that got the feed back from call centre.

4.3.2.5 Did the call centre inform you the action taken on your complaint?				
Service provider		Yes	No	Total
Bharti	Count	23	74	97
	%age	23.7%	76.3%	100.0%
BSNL	Count	3	69	72
	%age	4.2%	95.8%	100.0%
Rel Comm	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Aircel	Count	22	33	55
	%age	40.0%	60.0%	100.0%
Total	Count	48	182	230
	%age	20.9%	79.1%	100.0%

**Graphical representation:** The graph below shows the provider wise percentage of respondents who confirmed that they were informed by the call centre of the action taken on their complaints.

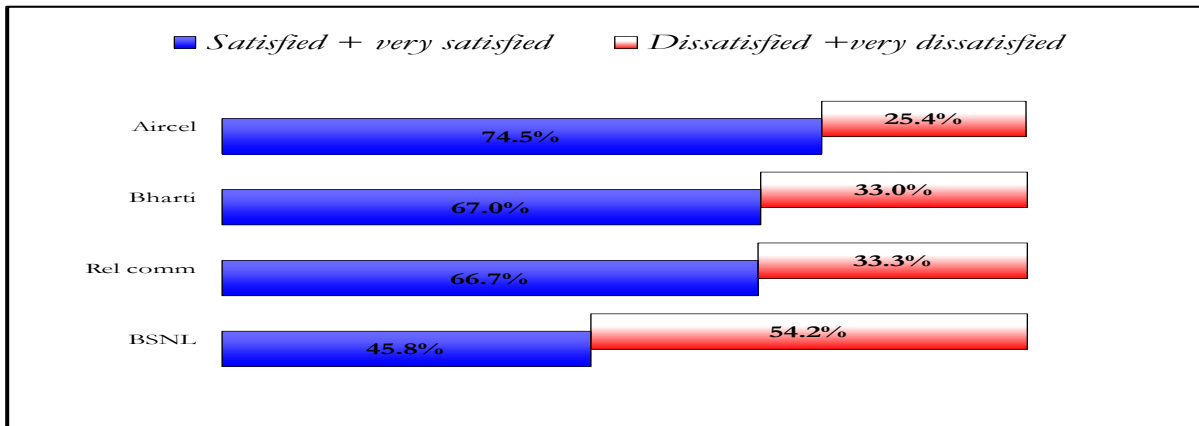


**4.3.2.6: Satisfaction with the resolution of complaints:** The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

Service provider		Total	Dissatisfied + very Dissatisfied	Very Dissatisfied	Dissatisfied	Satisfied + Very satisfied	Satisfied	Very Satisfied
Bharti	Count	97	32	2	30	65	62	3
	%age	100.0%	33.0%	2.1%	30.9%	67.0%	63.9%	3.1%
BSNL	Count	72	39	2	37	33	33	0
	%age	100.0%	54.2%	2.8%	51.4%	45.8%	45.8%	0.0%
Rel Comm	Count	6	2	0	2	4	3	1
	%age	100.0%	33.3%	0.0%	33.3%	66.7%	50.0%	16.7%
Aircel	Count	55	14	1	13	41	35	6
	%age	100.0%	25.4%	1.8%	23.6%	74.5%	63.6%	10.9%
Total	Count	230	87	5	82	143	133	10
	%age	100.0%	37.9%	2.2%	35.7%	62.1%	57.8%	4.3%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) were reported in the case of **Aircel (74.5%)**, followed by **Bharti (67.0%)** and **Rel Comm (66.7%)**. Whereas the lowest were in the case of **BSNL (45.8%)**.
- The highest percentage of **very satisfied consumers** was found in the case of **Rel Comm (16.7%)**, which was followed by **Aircel (10.9%)**.
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **BSNL (54.2%)** followed by **Rel Comm (33.3%)**, **Bharti (33.0%)**. Whereas the lowest were in the case of **Aircel (25.4%)**.
- The highest percentage of **very Dissatisfied consumers** was found in the case of **BSNL (2.8%)**, which was followed by **Bharti (2.1%)**.

**Graphical representation:** The graph below shows the provider wise percentage of satisfied and dissatisfied consumers with resolution of their complaints by the call centre.



**4.3.2.7: Reasons for dissatisfaction with the resolution of complaints:** Respondents who were dissatisfied or very dissatisfied (Question No. 39) were asked to specify the reasons for their dissatisfaction.

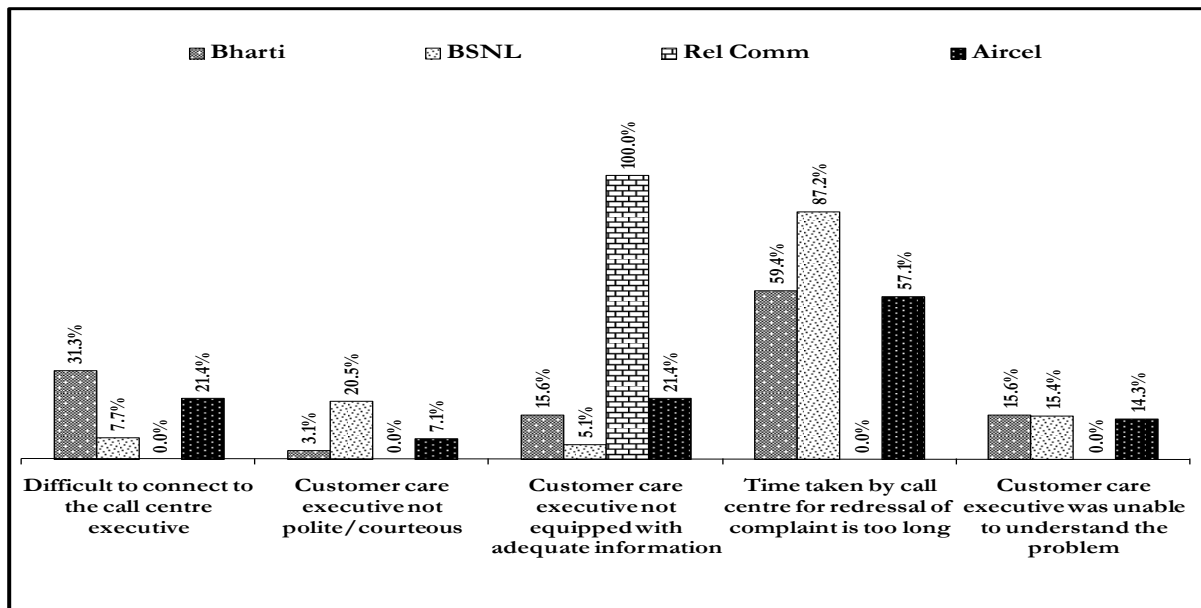
**Table 4.3.2.7 Please specify the reason(s) for your dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline**

Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for Redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	10	1	5	19	5	32
	%age	31.3%	3.1%	15.6%	59.4%	15.6%	
BSNL	Count	3	8	2	34	6	39
	%age	7.7%	20.5%	5.1%	87.2%	15.4%	
Rel Comm	Count	0	0	2	0	0	2
	%age	0.0%	0.0%	100.0%	0.0%	0.0%	
Aircel	Count	3	1	3	8	2	14
	%age	21.4%	7.1%	21.4%	57.1%	14.3%	
<b>Total</b>	<b>Count</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>61</b>	<b>13</b>	<b>87</b>
	<b>%age</b>	<b>18.4%</b>	<b>11.5%</b>	<b>13.8%</b>	<b>70.1%</b>	<b>14.9%</b>	

*Note: sum may not add because of multiple response*

Various reasons were specified by the consumers. Among them “**time taken by call center for Redressal of complaint is too long**” was cited as the main reason – almost by 70.1% of dissatisfied consumers. Other important reasons were cited as “**difficult to connect to the call centre executive**” (18.4%), “**Customer Care executive was unable to understand the problem**” (14.9%), “**Customer care executive not equipped with adequate information**” (13.8%) of dissatisfied consumers and “**Customer care executive not polite/courteous** (11.5%) of dissatisfied consumers.

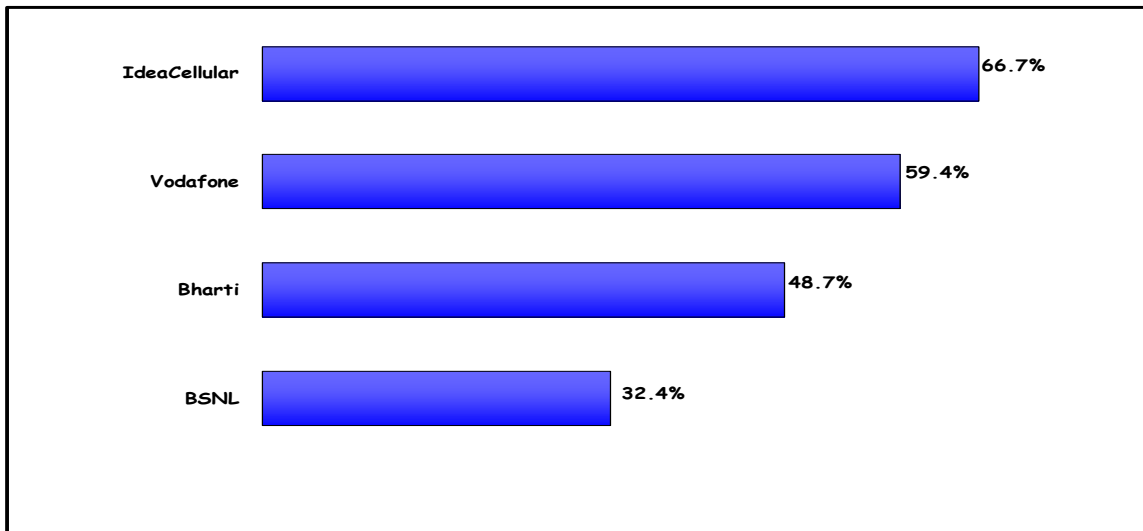
**Graphical representation:** The graph below shows the provider wise **Reasons for dissatisfaction with the resolution of complaints** by the call centre.



**4.3.2.8: Resolution of billing complaints:** The following table shows that out of 230 respondents who had complained to call center/customer care, 114 had billing related complaints. Out of these 54, (47.4%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging the complaint. This was found to be highest in the case of Rel Comm (66.7%) followed by BSNL (59.4%) and Bharti (48.7%). In the case of Aircel this was confirmed by only 32.4% of customers.

Service provider		Yes	No	Total
Bharti	Count	19	20	39
	%age	48.7%	51.3%	100.0%
BSNL	Count	19	13	32
	%age	59.4%	40.6%	100.0%
Rel Comm	Count	4	2	6
	%age	66.7%	33.3%	100.0%
Aircel	Count	12	25	37
	%age	32.4%	67.6%	100.0%
<b>Total</b>	<b>Count</b>	<b>54</b>	<b>60</b>	<b>114</b>
	<b>%age</b>	<b>47.4%</b>	<b>52.6%</b>	<b>100.0%</b>

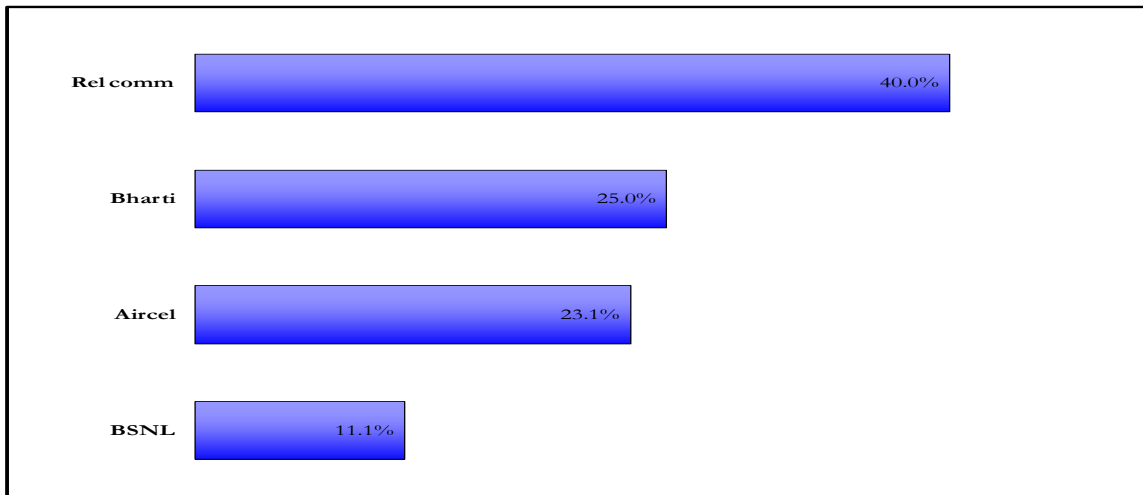
**Graphical representation:** The percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer cared with four weeks after lodging the complaint.



**4.3.2.9: Awareness about the contact details of nodal officers:** The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35). 162 (13.5%) respondents had reported that they were aware about Nodal officers. However, awareness about the contact details of nodal officers was found to be abysmally low. Only 34(21.0%) knew about their contact details.

Service provider		Yes	No	Total
Bharti	Count	15	45	60
	%age	25.0%	75.0%	100.0%
BSNL	Count	5	40	45
	%age	11.1%	88.9%	100.0%
Rel Comm	Count	2	3	5
	%age	40.0%	60.0%	100.0%
Aircel	Count	12	40	52
	%age	23.1%	76.9%	100.0%
<b>Total</b>	<b>Count</b>	<b>34</b>	<b>128</b>	<b>162</b>
	<b>%age</b>	<b>21.0%</b>	<b>79.0%</b>	<b>100.0%</b>

**Graphical representation:** The percentage of respondents who confirmed that they Are aware of the contact details of the Nodal Officer; Service providers wise.



**4.3.2.10 Complaints to Nodal officer:**

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal Officers, which were not resolved or unsatisfactorily resolved by customer care executive/ call centre. Therefore, the analysis of redressal mechanism with the Nodal Officer could not be ascertained.

**4.3.2.11: Awareness about the contact details of Appellate Authority:**

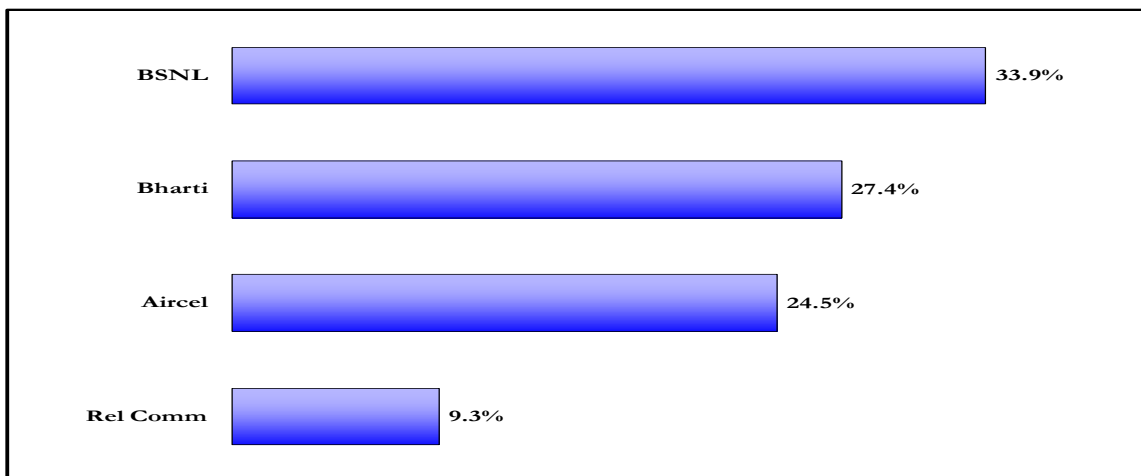
As regard to the awareness about the contact details of the Appellate Authority out of 86 respondents who had reported that they were aware about Appellate Authority, none of them were aware about their contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

**4.3.2.12: Awareness about item wise charges of prepaid services:** All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 1136 prepaid customers of 4 providers targeted, only 315(27.7%) reported that they were aware of this facility. Therefore around 72.3% customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of BSNL (33.9%) followed by Bharti (27.4%),Aircel(24.5%)and RelComm(9.3%).

Table 4.3.2.12.Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Service provider		Yes	No	Total
Bharti	Count	101	268	369
	%age	27.4%	72.6%	100.0%
BSNL	Count	117	228	345
	%age	33.9%	66.1%	100.0%
Rel Comm	Count	4	39	43
	%age	9.3%	90.7%	100.0%
Aircel	Count	93	286	379
	%age	24.5%	75.5%	100.0%
Total	Count	315	821	1136
	%age	27.7%	72.3%	100.0%

\*Only for Prepaid customer

**Graphical representation:** The following graph shows the operator wise percentage of prepaid subscribers who were aware that they can get item wise usage charge details, request.

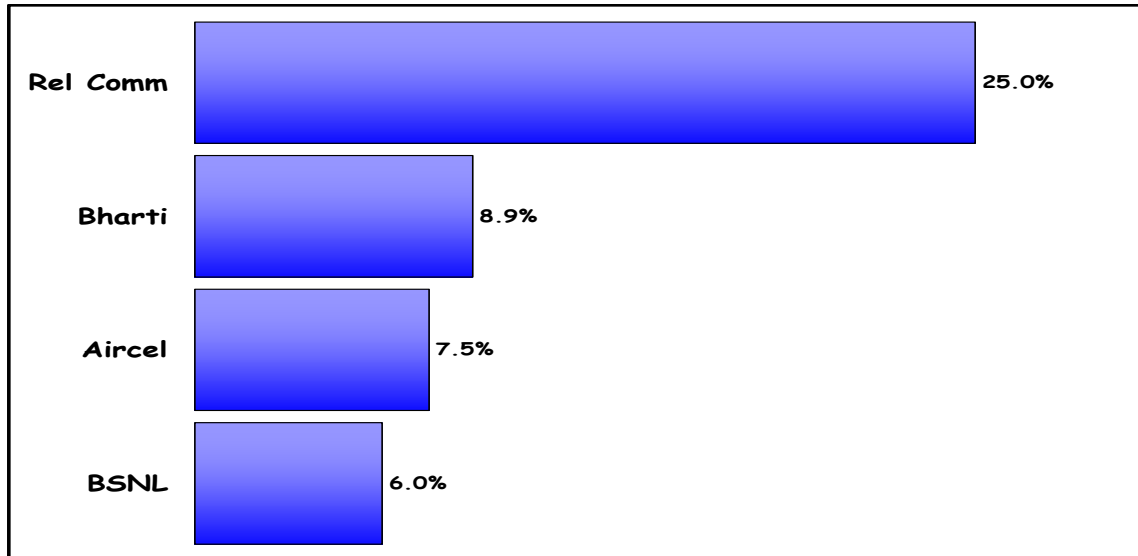




**4.3.2.13: Denial of itemized usage charges detail:** There were 315 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Nearly 7.6% of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge.

Service provider		Yes	No	Total
Bharti	Count	9	92	101
	%age	8.9%	91.1%	100.0%
BSNL	Count	7	110	117
	%age	6.0%	94.0%	100.0%
Rel Comm	Count	1	3	4
	%age	25.0%	75.0%	100.0%
Aircel	Count	7	86	93
	%age	7.5%	92.5%	100.0%
<b>Total</b>	<b>Count</b>	<b>24</b>	<b>291</b>	<b>315</b>
	<b>%age</b>	<b>7.6%</b>	<b>92.4%</b>	<b>100.0%</b>

**Graphical representation:** The following graph shows the operator wise percentage of prepaid subscribers who were denied of their request for itemized usage charge for their pre paid connection from their service charge.



**4.3.2.14: Reason (s) for Denial of itemized usage charges detail:** Out of these 24 respondents, who reported about denial of itemized usage charges details, 6 (25.0%) reported that they were given the reason as technical problem while the rest 18 (75.0%) reported that they were given no reason for denial of itemized usage charges details

Service provider		No reason given	Technical Problem	Total
Bharti	Count	6	3	9
	%age	66.7%	33.3%	100.0%
BSNL	Count	6	1	7
	%age	85.7%	14.3%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Aircel	Count	6	1	7
	%age	85.7%	14.3%	100.0%
<b>Total</b>	<b>Count</b>	<b>18</b>	<b>6</b>	<b>24</b>
	<b>%age</b>	<b>75.0%</b>	<b>25.0%</b>	<b>100.0%</b>

**4.3.2.15: Provision of Manual of Practice by the Service Provider:** TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 88 new respondents, who had subscribed in last 6 months, 48 (54.5%) indicated that they have not been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism while taking the connection. Among the 48 respondents who got the manual of practice, Rel Comm topped with 100% followed by Bharti (54.3%), Aircel(51.3%) and BSNL (50%).

Service provider		Yes	No	Total
Bharti	Count	19	16	35
	%age	54.3%	45.7%	100.0%
BSNL	Count	5	5	10
	%age	50.0%	50.0%	100.0%
Rel Comm	Count	4	0	4
	%age	100.0%	0.0%	100.0%
Aircel	Count	20	19	39
	%age	51.3%	48.7%	100.0%
<b>Total</b>	<b>Count</b>	<b>48</b>	<b>40</b>	<b>88</b>
	<b>%age</b>	<b>54.5%</b>	<b>45.5%</b>	<b>100.0%</b>

**Overall Score – Telecom Consumer Protection and Redressal of Grievances  
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 Parameter	Bharti	BSNL	Rel Comm	Aircel
1	Awareness of three stage grievance mechanism	10.4%	8.3%	8.0%	8.3%
2	For pre-paid customers awareness about item-wise usage charge details on request	27.4%	33.9%	9.3%	24.5%
3	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	8.9%	6.0%	25.0%	7.5%
4	For new customers provisioning of "Manual of practice while taking the new connection	54.3%	50.0%	100.0%	51.3%
5	Awareness of call center for redressing grievances	98.4%	99.2%	100.0%	98.7%
6	Penetration of consumers made any complaint to the toll free number within last six months	25.3%	18.8%	12.0%	14.3%
7	Call center informing about the action taken on complaint	23.7%	4.2%	33.3%	40.0%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	48.7%	59.4%	66.7%	32.4%
9	Percentage satisfied with complaint resolution by call center	67.0%	45.8%	66.7%	74.5%
10	Awareness of nodal officer for redressing grievances	15.6%	11.7%	10.0%	13.5%
11	Awareness of appellate authority for redressing grievances	10.4%	9.1%	2.0%	2.6%

- Awareness level on the three stages of consumer grievances redressal mechanism was found in the range of 8.0% to 10.4%. The highest percentage of aware subscribers were found in the case of Bharti (10.4%) followed by Aircel and BSNL (8.3%each) and the lowest percentages of aware consumers were found in the case of Rel Comm (8.0%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 98.4% to 100%. This was found to be highest in the case of Rel Comm (100%) followed by BSNL (99.2%), Aircel (98.7%). Lowest percentage of aware consumers was found in the case of Bharti (98.4%).
- Awareness about the Nodal Officer ranged between 10% (Rel Comm) to 15.6% (Bharti).
- Awareness was found to be low in the case of Appellate Authority, which ranged between 2.0% (Rel Comm) to 10.4% (Bharti).
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Bharti (25.3%), followed by BSNL (18.8%), Aircel (14.3%), and Rel Comm (12%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of BSNL (33.9%) followed by Bharti (27.4%), Aircel (24.5%). It was lowest in the case of Rel Comm (9.3%).

### 4.3.3: BROADBAND– J&K Service Area

**BSNL is the only operator in the broadband service in Jammu and Kashmir (J&K) service area.**

**4.3.3.1: Awareness about redressal system:** For the Broadband services, altogether 302 consumers of BSNL were interviewed for the J&K Service Area. Out of these only 47 (15.6%) respondents were aware of the three stage grievance redressal mechanism set up by their service provider.

Table 4.3.3.1 Are you aware of the three stage grievances redressed mechanism set up by your telecom service provider based on the regulation of TRAI for redressal of your grievances?				
Operator		Yes	No	Total
BSNL	Count	47	255	302
	%age	15.6%	84.4%	100.00%

**4.3.3.2: Awareness about three stages of redressal system:** The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. Out of 302 respondents targeted, 287 (95.0%) were aware of call centers of BSNL. In the case of Nodal officers and Appellate Authority awareness was reported by 6.6% and 5% of respondents respectively.

Table 4.3.3.2. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?						
Operator		Call centre	Nodal Officer	Appellate Authority	None of these	Total
BSNL	Count	287	20	15	10	302
	%age	95.0%	6.6%	5.0%	3.3%	

\*Multiple response therefore sum may not add

**4.3.3.3: Consumers' complaints about services:** The Respondents were asked if they had made any complaints within last six months to call centre/helpline number. The table below shows that out of 302 BSNL respondents, only 28 (9.3%) respondents had used this facility.

Table 4.3.3.3. Have you made any complain within 6 month to the toll free call center/customer care/ helpline telephone number?				
Operator		Yes	No	Total
BSNL	Count	28	274	302
	%age	9.3%	90.7%	100.00%

**4.3.3.4: Receipt of docket number against complaints:** Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 28 respondents who had made a complaint, 50% confirmed that they had received docket number for most of their complaints. However 25.0 % indicated that they didn't receive any docket number for most of their complaints. Other & (25%) also reported that they did not get the docket number even on request.

Operator		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL	Count	7	7	14	28
	%age	25.0%	25.0%	50.0%	100.00%

**4.3.3.5: Feed back from Call Centre:** The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 28 respondents, 7 (25.0%) had reported that they were informed by call center for the action taken on their complaints.

Operator		Yes	No	Total
BSNL	Count	7	21	28
	%age	25.0%	75.0%	100.0%

**4.3.3.6: Satisfaction with the resolution of complaints:** The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

Operator		Very Dissatisfied +Dissatisfied	Very Dissatisfied	Dis-satisfied	Very Satisfied + Satisfied	Satisfied	Very Satisfied	Total
BSNL	Count	8	1	7	20	17	3	28
	%age	28.6%	3.6%	25.0%	71.4%	60.7%	10.7%	100.0%

- Altogether 71.4% of **satisfied consumers (very satisfied and satisfied) were found in the case of BSNL.** 10.7% were very satisfied consumers.
- As far as **dissatisfaction (very dissatisfied and dissatisfied)** is concerned, this was reported by 28.6% of BSNL consumers. 3.6% were very dissatisfied.

**4.3.3.7: Reasons for dissatisfaction with the resolution of complaints:** Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

Table 4.3.3.7 Please specify the reason(s) for your dissatisfaction.							
Operator		Difficult to connect to the call center executive	customer care executive not polite\courteous	customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is long	Customer care executive was unable to understand the problem	Total
BSNL	Count	4	3	3	2	1	8
	%age	50.0%	37.5%	37.5%	25.0%	12.5%	

Majority of BSNL complainants (50%) cited **“Difficult to connect to the call center executive”** as the main reason. This was followed by **“Customer care executive not equipped with adequate information”** and **“Customer care executive not polite/courteous”** which was reported by 37.5% in each of the cases. Other important reason cited were **time taken by call center for redressal of complaint is too long (25%)** and **Customer care executive was unable to understand the problem” (12.5%)**.

**4.3.3.8: Resolution of billing complaints:** The following table shows that out of 28 respondents who had complained to call center/customer care, 6 had billing related complaints. Out of these 6, only 2 had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging of the complaint.

Table 4.3.3.8 Was your billing resolved satisfactorily by call center/customer care within four weeks after lodging of the complain?				
Operator		Yes	No	Total
BSNL	Count	2	4	6
	%age	33.3%	66.7%	100.00%

**4.3.3.9: Awareness about the contact details of nodal officers:** The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25). 20 respondents had reported that they were aware about Nodal officers. However, none of them were aware about the contact details of nodal officer.

**4.3.3.10 Complaints to Nodal officer:** Since none of the customers was aware of the contact details of nodal officer Therefore, the analysis of redressal mechanism with the Nodal officer could not be ascertained.

**4.3.3.11: Awareness about the contact details of Appellate Authority:**

As regard to the awareness about the contact details of the Appellate Authority. Out of 15 respondents who had reported that they were aware about Appellate Authority, none of them were aware about their contact details for filing of appeals on complaints which were not

resolved or unsatisfactorily resolved by Nodal officer. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained

**4.3.1.12: Awareness about item wise charges of prepaid services:** All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 6 prepaid customers of BSNL targeted, 4 of them were aware of this facility.

4.3.12. Are you aware that a prepaid customer can get item wise usage charges details on request?				
Operator		Yes	No	Total
BSNL	Count	4	2	6
	%age	66.7%	33.3%	100.0%

\*Only for Prepaid customer

**4.3.3.13: Denial of itemized usage charges detail:** None of the aware customers had requested for itemized usage charge for their pre paid connection from their service provider.

**4.3.3.14: Reason (s) for Denial of itemized usage charges detail:** Since none of the aware customers had availed the facility, therefore, this could not be ascertained.

**4.3.3.15: Provision of Manual of Practice by the Service Provider:** TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 178 new respondents, who had subscribed in last 6 months, 110 (61.8%) indicated that they have not been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism while taking the connection.

4.3.3.15. Have you been provided the manual of practice containing the terms and condition of service, grievance Redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
BSNL	Count	110	68	178
	%age	61.8%	38.2%	100.0%

**Overall Score – Telecom Consumer Protection and Redressal of Grievances  
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 Parameter	BSNL
1	Awareness of three stage grievance mechanism	15.6%
2	For pre-paid customers awareness about item-wise usage charge details on request	66.7%
3	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	NA*
4	For new customers provisioning of "Manual of practice while taking the new connection	61.8%
5	Awareness of call center for redressing grievances	95.0%
6	Penetration of consumers made any complaint to the toll free number within last six months	9.3%
7	Call center informing about the action taken on complaint	25.0%
8	Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	33.3%
9	Percentage satisfied with complaint resolution by call center	71.4%
10	Awareness of nodal officer for redressing grievances	6.6%
11	Awareness of appellate authority for redressing grievances	5.0%
*None of the aware subscribers had requested item wise usage charges		

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low among BSNL consumers as this was reported by only 15.6%.
- Awareness level was found high (95%) in the case of call centre/ customer care help line number as compared to Nodal Officer (6.6%) and Appellate Authority (5%).
- Out of 302 BSNL consumers surveyed, only 9.3% had made complaints to the call centre, within last six months.
- Around 67% of the prepaid subscribers were aware that they can get item wise usage charges on request.



## 5. Conclusion and Recommendations

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

3. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
4. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1<sup>st</sup> July 2005 and Broadband Service dated 6<sup>th</sup> October 2006*.

Therefore, the present report deals with the subject matter as listed above of the three services – Basic Wireline, Cellular Mobile and Broadband – in **Jammu and Kashmir (J&K) Service Area**.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. The satisfaction level was measured by using these weights and calculating the mean score. Therefore overall satisfaction was calculated using the following formula:

Overall weighted satisfaction score =  $\{(\text{Mean Score} - 1) / 3\} * 100$

The analysis revealed that none of the services providers operating in J&K Service Area of all the three services – Basic Wireline, Cellular Mobile and Broadband – were able to meet the benchmarks as set up the TRAI for the defined parameter. This has been briefly explained in the section below.

### 5.1 Key Takeout

#### 5.1.1 Basic Wireline:

1. Only 1 operator – BSNL – is providing basic service (wireline) in J&K service area and it was not able to meet the benchmark on any of the 7 parameters set up the TRAI. Not only was that it not near benchmark on any of the parameter. The maximum score it could score was on **postpaid billing services (69%)** followed by provision of services (68.6%) and network (68.5%). **Its performance was critical on prepaid billing services (53.3%)**.
2. **With regard to the implementation and effectiveness of grievance redressal mechanism**, the performance level of BSNL, the only provider, was found to be low as overall less than 10% of consumers were aware about the three stages of redressal mechanism set up by the service providers. The awareness level with regard to Nodal Officers and Appellate Authority was abysmally low. Most of the consumers know about only one stage – call centre or customer care facility set up by service provider. As per the TRAI regulations, the contact details of Nodal officers and Appellate Authority should be clearly mentioned on bills and service providers should widely publicize these details through various modes.



### 5.1.2 Cellular Mobile

- 1) There four operators providing cellular service in J&K service area. However, none of them were able to meet the benchmark on any of the 7 parameters set up by the TRAI.
- 2) **The performance of Aircel was found to be better than others** as it scored relatively higher on all the 7 parameters.
- 3) The performance of Rel Com was relatively better than 2 of the service providers covered in the study. Its performance was found to be highest on billing services and maintainability. However, **its performance on provision of services, supplementary services and help services was found to be critically low.**
- 4) In the case of Bharti, its performance on network was found to be higher than other cellular providers in J&K Service Area. However, **its performance on the on all the other parameters was low.**
- 5) The performance of Tata Teleservices was found to be better in the case of service provisioning. **However, its performance on supplementary services was found be lowest as compared to other providers. Similarly its performance on billing service (both post-paid and pre-paid), maintainability was found to be below average.**
- 6) In the case of BSNL, its performance was better than others only on two parameters – provision of services and help services. Even on supplementary services its performance was better than at least two of the operators. **However, the performance level was found to be critically low in the area of billing services, network and maintainability.**
- 7) **With regard to the implementation and effectiveness of grievance redressal mechanism,** the performance level of all the service providers were considered to be low as less than 10% of consumers were aware about the three stages of redressal mechanism set up by the service providers. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective service providers. The awareness level about the Nodal Officers could be gauged from the fact that only 13% of respondents were aware about the Nodal Officers and out of these only 34 (21%) knew about their contact details. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and service providers should widely publicize these details.
- 8) The performance of BSNL was found to be lower than other providers on most of the parameters. The possible reason could be the low level satisfaction on resolution of complaint. More than half of the complainants were not satisfied with their resolution of complaints.

### 5.1.3 Broadband

1. Only 1 operator – BSNL – is providing broadband service in J&K service area and it was not able to meet the benchmark on any of the 7 parameters set up the TRAI. Not only that, it not near benchmark on any of the parameter. The maximum score it could score was on **provision of services** (65.6%) followed by supplementary services (68.6%) and maintainability (68.5%). **Its performance was critical on help services (53.3%).**
2. **With regard to the implementation and effectiveness of grievance redressal mechanism**, the performance level of BSNL, the only provider, was found to be low as only 15% of consumers were aware about the three stages of redressal mechanism set up by the service providers. The awareness level with regard to Nodal Officers and Appellate Authority was abysmally low. Most of the consumers know about only one stage – call centre or customer care facility set up by service provider. As per the TRAI regulations, the contact details of Nodal officers and Appellate Authority should be clearly mentioned on bills and service providers should widely publicize these details through various modes.

## 5.2 Recommendations

### 5.2.1 Basic Wireline:

- 1) BSNL, the only operator in J&K service area should improve its service on all the parameters as its performance was found be too low and also critical on some of the parameters such as **pre paid billing service**. Delivering bills on time and transparency should be adopted so that consumers are aware about the charges they are paying. Most of the operators was spreading their infrastructure to enter in J&K. In order to stay in the market BSNL should enhance its all round performance.

### 5.2.2 Cellular Mobile

- 1) Aircell, though rated higher on most of the parameters, has been able to score highest on only 1 parameter – supplementary services. There is still lot of scope on improving its services such as network, maintainability, billing etc. The accounting system related to billing and charges should be made more transparent so that customer could avail the itemized usage charges.
- 2) Rel Comm and Bharti should improve provisioning of services, help services and supplementary services. For help services the operators are also required to enhance the skill of call centre executive so that they can better understand the consumers' problem.
- 3) BSNL and Bharti should address the grievances of post paid billing complaints. Although, the share of post paid subscribers were found to be low as compared to pre paid, it requires a separate mechanism to redress their grievances. They should also improve their maintainability services. Setting up the instruments and getting it activated

is the only half of the service provided. The operator should regularly maintain their services so that consumer could avail the services on regular basis with minimum interruption. Trained manpower should be employed and continuous feedback from the consumer on line quality should be done on periodic basis.

### **5.2.2.3 Broadband**

- 1) At the time of survey BSNL was the only operator in J&K service area. It should improve its service on all the parameters as its performance was found be too low and also critical on some of the parameters such as **help services**. This requires improving call centre infrastructure and also skill of the call centre executives. It will enhance the accessibility and better understanding the consumers' problems.

## 6. ANNEXURE -TABLES



## 6.1 Basic Service (Wireline)

### A. Service Provision

Q1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
BSNL	Count	23	86	275	384
	%age	6.0%	22.4%	71.6%	100.0%

Q2. How much time was taken to get the telephone connection installed and activated after you applied for it?						
Service Provider		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
BSNL	Count	2	9	39	59	109
	%age	1.8%	8.3%	35.8%	54.1%	100.0%

Q3. How satisfied are you with time taken to provide working phone connection?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
BSNL	Count	3	15	91	0	109
	%age	2.8%	13.8%	83.5%	0.0%	100.0%

Q4. How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	0	137	32	169
	%age	0.0%	0.0%	81.1%	18.9%	100.0%

Q5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	9	152	30	193
	%age	1.0%	4.7%	78.8%	15.5%	100.0%

### B. Billing Related (only for postpaid customers)

Q6. How satisfied are you with the timely delivery of bills?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	12	306	61	379
	%age	0.0%	3.2%	80.7%	16.1%	100.0%

Q7 (a). How satisfied are you with the accuracy of the bills?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	22	294	63	379
	%age	0.0%	5.8%	77.6%	16.6%	100.0%
Total	Count	0	22	294	63	379
	%age	0.0%	5.8%	77.6%	16.6%	100.0%

Q 7(b). Please specify the reason(s) for your dissatisfaction.						
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Charges for calls/services not made/ used	Total
BSNL	Count	14	11	8	19	22
	%age	63.6%	50.0%	36.4%	86.4%	
Q8. Have you made any billing related complaints in last 12 months?						
Service Provider		Yes	No	Total		
BSNL	Count	83	296	379		
	%age	21.9%	78.1%	100.0%		

Q9. How satisfied are you with the process of resolution of billing complaints?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	3	11	65	4	83
	%age	3.6%	13.3%	78.3%	4.8%	100.0%

Q10 (a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	20	329	30	379
	%age	0.0%	5.3%	86.8%	7.9%	100.0%

6.1.2.7 Please specify the reason(s) for your dissatisfaction.						
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local ,std,	Total
BSNL	Count	9	6	11	14	20
	%age	45.0%	30.0%	55.0%	70.0%	100.0%

**Billing Related (only for prepaid customers)**

Q11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%

**C. Help Service/Customer Care**

Q12. Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service Provider		Yes	No	Total
BSNL	Count	107	277	384
	%age	27.9%	72.1%	100.0%

Q13. How satisfied are you with the ease of access of call center/customer care or helpline?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	17	76	14	107
	%age	0.0%	15.9%	71.0%	13.1%	100.0%

Q14. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	13	85	9	107
	%age	0.0%	12.1%	79.4%	8.4%	100.0%

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	15	83	9	107
	%age	0.0%	14.0%	77.6%	8.4%	100.0%

Q16. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	12	86	9	107
	%age	0.0%	11.2%	80.4%	8.4%	100.0%



### D. Network Performance, Reliability & Availability

Q17. How satisfied are you with the availability of working telephone (dial tone)?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	1	23	305	55	384
	%age	0.3%	6.0%	79.4%	14.3%	100.0%

Q18. How satisfied are you with the ability to make or receive calls easily?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	0	30	307	47	384
	%age	0.0%	7.8%	79.9%	12.2%	100.0%

Q19. How satisfied are you with the voice quality?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	1	28	307	48	384
	%age	0.3%	7.3%	79.9%	12.5%	100.0%

### E. Maintainability

Q20. Have you experienced fault in your telephone connection in the last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	71	313	384
	%age	18.5%	81.5%	100.0%

Q21. How many times your telephone became faulty in the last one month?						
Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
BSNL	Count	2	13	38	18	71
	%age	2.8%	18.3%	53.5%	25.4%	100.0%

Q22. How long did it take generally for repairing the fault after lodging complaint?						
Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
BSNL	Count	5	22	32	12	71
	%age	7.0%	31.0%	45.1%	16.9%	100.0%

Q23. How satisfied are you with the fault repair service?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	1	9	59	2	71
	%age	1.4%	12.7%	83.1%	2.8%	100.0%

## F. Supplementary Services

Q24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
BSNL	Count	48	336	384
	%age	12.5%	87.5%	100.0%

Q25. How satisfied are you with the quality of the supplementary services provided?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	9	35	4	48
	%age	0.0%	18.8%	72.9%	8.3%	100.0%

## G. Overall Satisfaction

Q26. How satisfied are you with the overall quality of your telephone service?						
Service Provider		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BSNL	Count	1	16	347	20	384
	%age	0.3%	4.2%	90.4%	5.2%	100.0%

## H. General Information

Q27. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service Provider		Yes	No	Total
BSNL	Count	97	12	109
	%age	89.0%	11.0%	100.0%

Q28. Have you terminated your mobile phone connection in last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	0	109	109
	%age	0.0%	100.0%	100.0%

Q29. Have you registered your telephone number for do not call(DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?					
Service Provider		Do not mind receiving such calls/SMS	Yes	No	Total
BSNL	Count	142	68	174	384
	%age	37.0%	17.7%	45.3%	100%

Q30. Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS.					
		Continuing receiving	Slight decrease	Stopped receiving	Total
BSNL	Count	12	33	23	68
	%age	17.6%	48.5%	33.8%	100%

6.1.8.5 Have you made any complaint to your service provider on getting such unsolicited calls/SMS after registering for NDNC registry?			
		No	Total
BSNL	Count	12	12
	%age	100.0%	100.0%

## 6.1 Cellular Services

### A. Service Provision

#### 6.2.1.1 When did you last apply for a phone connection?

Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	35	60	289	384
	%age	9.1%	15.6%	75.3%	100.0%
BSNL	Count	10	28	346	384
	%age	2.6%	7.3%	90.1%	100.0%
Rel Comm	Count	4	7	39	50
	%age	8.0%	14.0%	78.0%	100.0%
Aircel	Count	39	58	287	384
	%age	10.2%	15.1%	74.7%	100.0%
Total	Count	88	153	961	1202
	%age	7.3%	12.7%	80.0%	100.0%

Q2. How much time was taken to get the telephone connection (activation) after you applied and completed all formalities?

Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	1	13	52	29	95
	%age	1.1%	13.7%	54.7%	30.5%	100.0%
BSNL	Count	0	3	28	7	38
	%age	0.0%	7.9%	73.7%	18.4%	100.0%
Rel Comm	Count	0	0	6	5	11
	%age	0.0%	0.0%	54.5%	45.5%	100.0%
Aircel	Count	3	9	62	23	97
	%age	3.1%	9.3%	63.9%	23.7%	100.0%
Total	Count	4	25	148	64	241
	%age	1.7%	10.4%	61.4%	26.6%	100.0%

Q3. How satisfied are you with time taken to activate the mobile connection, after you applied and completed all formalities?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	15	62	15	95
	%age	3.2%	15.8%	65.3%	15.8%	100.0%
BSNL	Count	0	2	33	3	38
	%age	0.0%	5.3%	86.8%	7.9%	100.0%
Rel Comm	Count	0	3	3	5	11
	%age	0.0%	27.3%	27.3%	45.5%	100.0%
Aircel	Count	2	16	64	15	97
	%age	2.1%	16.5%	66.0%	15.5%	100.0%
Total	Count	5	36	162	38	241
	%age	2.1%	14.9%	67.2%	15.8%	100.0%

Q4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	3	13	5	22
	%age	4.5%	13.6%	59.1%	22.7%	100.0%
BSNL	Count	0	7	21	1	29
	%age	0.0%	24.1%	72.4%	3.4%	100.0%
Rel Comm	Count	1	0	6	0	7
	%age	14.3%	0.0%	85.7%	0.0%	100.0%
Aircel	Count	1	1	10	2	14
	%age	7.1%	7.1%	71.4%	14.3%	100.0%
Total	Count	3	11	50	8	72
	%age	4.2%	15.3%	69.4%	11.1%	100.0%

## B. Billing related - Prepaid Customers

Q5 (a). How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	14	46	270	39	369
	%age	3.8%	12.5%	73.2%	10.6%	100.0%
BSNL	Count	20	21	275	29	345
	%age	5.8%	6.1%	79.7%	8.4%	100.0%
Rel Comm	Count	6	11	14	12	43
	%age	14.0%	25.6%	32.6%	27.9%	100.0%
Aircel	Count	13	33	297	36	379
	%age	3.4%	8.7%	78.4%	9.5%	100.0%
Total	Count	53	111	856	116	1136
	%age	4.7%	9.8%	75.4%	10.2%	100.0%

Q5 (b) Please specify the reason(s) for your dissatisfaction.

Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	12	7	36	7	60
	%age	20.0%	11.7%	60.0%	11.7%	100.0%
BSNL	Count	6	7	24	4	41
	%age	14.6%	17.1%	58.5%	9.8%	100.0%
Rel Comm	Count	0	3	14	0	17
	%age	0.0%	17.6%	82.4%	0.0%	100.0%
Aircel	Count	4	6	30	6	46
	%age	8.7%	13.0%	65.2%	13.0%	100.0%
Total	Count	22	23	104	17	164
	%age	13.4%	14.0%	63.4%	10.4%	100.0%

### C. BILLING RELATED –Postpaid Customers

Q6. How satisfied are you with the timely delivery of bills?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	11	1	15
	%age	0.0%	20.0%	73.3%	6.7%	100.0%
BSNL	Count	1	17	20	1	39
	%age	2.6%	43.6%	51.3%	2.6%	100.0%
Rel Comm	Count	0	1	6	0	7
	%age	0.0%	14.3%	85.7%	0.0%	100.0%
Aircel	Count	0	1	2	2	5
	%age	0.0%	20.0%	40.0%	40.0%	100.0%
Total	Count	1	22	39	4	66
	%age	1.5%	33.3%	59.1%	6.1%	100.0%

Q7 (a). How satisfied are you with the accuracy of the bills?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	2	10	2	15
	%age	6.7%	13.3%	66.7%	13.3%	100.0%
BSNL	Count	11	9	16	3	39
	%age	28.2%	23.1%	41.0%	7.7%	100.0%
Rel Comm	Count	0	1	3	3	7
	%age	0.0%	14.3%	42.9%	42.9%	100.0%
Aircel	Count	0	1	2	2	5
	%age	0.0%	20.0%	40.0%	40.0%	100.0%
Total	Count	12	13	31	10	66
	%age	18.2%	19.7%	47.0%	15.2%	100.0%

**Q8: Have you made any billing related complaints in last 12 months?**

Service provider		Yes	No	Total
Bharti	Count	5	10	15
	%age	33.3%	66.7%	100.0%
BSNL	Count	3	36	39
	%age	7.7%	92.3%	100.0%
Rel Comm	Count	1	6	7
	%age	14.3%	85.7%	100.0%
Aircel	Count	4	1	5
	%age	80.0%	20.0%	100.0%
Total	Count	13	53	66
	%age	19.7%	80.3%	100.0%

**Q9: How satisfied are you with the process of resolution of billing complaints?**

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	1	0	5
	%age	0.0%	80.0%	20.0%	0.0%	100.0%
BSNL	Count	0	2	1	0	3
	%age	0.0%	66.7%	33.3%	0.0%	100.0%
Rel Comm	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Aircel	Count	1	1	1	1	4
	%age	25.0%	25.0%	25.0%	25.0%	100.0%
Total	Count	1	7	4	1	13
	%age	7.7%	53.8%	30.8%	7.7%	100.0%

**Q 10 (a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?**

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	3	8	1	15
	%age	20.0%	20.0%	53.3%	6.7%	100.0%
BSNL	Count	3	7	28	1	39
	%age	7.7%	17.9%	71.8%	2.6%	100.0%
Rel Comm	Count	2	1	4	0	7
	%age	28.6%	14.3%	57.1%	0.0%	100.0%
Aircel	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Total	Count	9	12	42	3	66
	%age	13.6%	18.2%	63.6%	4.5%	100.0%

Q 10 (b). Please specify the reason(s) for your dissatisfaction.

Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD,ISD calls and charges thereon not given	Total
Bharti	Count	2	1	1	3	6
	%age	33.3%	16.7%	16.7%	50.0%	100.0%
BSNL	Count	3	0	0	8	10
	%age	30.0%	0.0%	0.0%	80.0%	100.0%
Rel Comm	Count	0	0	0	3	3
	%age	0.0%	0.0%	0.0%	100.0%	100.0%
Aircel	Count	0	1	2	0	2
	%age	0.0%	50.0%	100.0%	0.0%	100.0%
Total	Count	5	2	3	14	21
	%age	23.8%	9.5%	14.3%	66.7%	100.0%

#### D. Help Services/ Customer Care

Q11. Did you make a complain or make a query in the last 12 months to the customer care/ helpline/ call center toll free number of your service provider?

Service provider		Yes	No	Total
Bharti	Count	118	266	384
	%age	30.7%	69.3%	100.0%
BSNL	Count	84	300	384
	%age	21.9%	78.1%	100.0%
Rel Comm	Count	11	39	50
	%age	22.0%	78.0%	100.0%
Aircel	Count	79	305	384
	%age	20.6%	79.4%	100.0%
Total	Count	292	910	1202
	%age	24.3%	75.7%	100.0%

Q12. How satisfied are you with the ease of access of call center/customer care or helpline?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	27	60	30	118
	%age	0.8%	22.9%	50.8%	25.4%	100.0%
BSNL	Count	1	38	30	15	84
	%age	1.2%	45.2%	35.7%	17.9%	100.0%
Rel Comm	Count	2	2	6	1	11
	%age	18.2%	18.2%	54.5%	9.1%	100.0%
Aircel	Count	4	15	46	14	79
	%age	5.1%	19.0%	58.2%	17.7%	100.0%
Total	Count	8	82	142	60	292
	%age	2.7%	28.1%	48.6%	20.5%	100.0%

**Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?**

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	23	81	10	118
	%age	3.4%	19.5%	68.6%	8.5%	100.0%
BSNL	Count	4	34	37	9	84
	%age	4.8%	40.5%	44.0%	10.7%	100.0%
Rel Comm	Count	1	2	6	2	11
	%age	9.1%	18.2%	54.5%	18.2%	100.0%
Aircel	Count	4	19	44	12	79
	%age	5.1%	24.1%	55.7%	15.2%	100.0%
Total	Count	13	78	168	33	292
	%age	4.5%	26.7%	57.5%	11.3%	100.0%

**Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?**

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	25	77	13	118
	%age	2.5%	21.2%	65.3%	11.0%	100.0%
BSNL	Count	4	36	40	4	84
	%age	4.8%	42.9%	47.6%	4.8%	100.0%
Rel Comm	Count	2	1	7	1	11
	%age	18.2%	9.1%	63.6%	9.1%	100.0%
Aircel	Count	4	18	46	11	79
	%age	5.1%	22.8%	58.2%	13.9%	100.0%
Total	Count	13	80	170	29	292
	%age	4.5%	27.4%	58.2%	9.9%	100.0%

**Q15. How satisfied are you with the time taken by a Call centre/customer care to resolve your complaint?**

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	36	70	10	118
	%age	1.7%	30.5%	59.3%	8.5%	100.0%
BSNL	Count	3	36	41	4	84
	%age	3.6%	42.9%	48.8%	4.8%	100.0%
Rel Comm	Count	1	3	5	2	11
	%age	9.1%	27.3%	45.5%	18.2%	100.0%
Aircel	Count	3	23	41	12	79
	%age	3.8%	29.1%	51.9%	15.2%	100.0%
Total	Count	9	98	157	28	292
	%age	3.1%	33.6%	53.8%	9.6%	100.0%



### E. Network Performance, Reliability and Availability

Q16. How satisfied are you with the availability of signal of your service provider in your locality?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	19	251	113	384
	%age	0.3%	4.9%	65.4%	29.4%	100.0%
BSNL	Count	29	38	246	71	384
	%age	7.6%	9.9%	64.1%	18.5%	100.0%
Rel Comm	Count	1	1	23	25	50
	%age	2.0%	2.0%	46.0%	50.0%	100.0%
Aircel	Count	3	12	283	86	384
	%age	0.8%	3.1%	73.7%	22.4%	100.0%
Total	Count	34	70	803	295	1202
	%age	2.8%	5.8%	66.8%	24.5%	100.0%

Q17. How satisfied are you with the ability to make or receive calls easily?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	7	296	78	384
	%age	0.8%	1.8%	77.1%	20.3%	100.0%
BSNL	Count	26	29	265	64	384
	%age	6.8%	7.6%	69.0%	16.7%	100.0%
Rel Comm	Count	0	0	19	31	50
	%age	0.0%	0.0%	38.0%	62.0%	100.0%
Aircel	Count	2	8	293	81	384
	%age	0.5%	2.1%	76.3%	21.1%	100.0%
Total	Count	31	44	873	254	1202
	%age	2.6%	3.7%	72.6%	21.1%	100.0%

Q18. How often does your call drops during conversation?

Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	1	7	240	136	384
	%age	0.3%	1.8%	62.5%	35.4%	100.0%
BSNL	Count	3	13	253	115	384
	%age	0.8%	3.4%	65.9%	29.9%	100.0%
Rel Comm	Count	0	1	10	39	50
	%age	0.0%	2.0%	20.0%	78.0%	100.0%
Aircel	Count	1	5	242	136	384
	%age	0.3%	1.3%	63.0%	35.4%	100.0%
Total	Count	5	26	745	426	1202
	%age	0.4%	2.2%	62.0%	35.4%	100.0%

Q19. How satisfied are you with the voice quality?

Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	1	7	240	136	384
	%age	0.3%	1.8%	62.5%	35.4%	100.0%
BSNL	Count	3	13	253	115	384
	%age	0.8%	3.4%	65.9%	29.9%	100.0%
Rel Comm	Count	0	1	10	39	50
	%age	0.0%	2.0%	20.0%	78.0%	100.0%
Aircel	Count	1	5	242	136	384
	%age	0.3%	1.3%	63.0%	35.4%	100.0%
Total	Count	5	26	745	426	1202
	%age	0.4%	2.2%	62.0%	35.4%	100.0%



## F. Maintainability

### Q20. How often your mobile handsets faces problem of signal?

Service provider		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	6	217	161	384
	%age	0.0%	1.6%	56.5%	41.9%	100.0%
BSNL	Count	4	15	220	145	384
	%age	1.0%	3.9%	57.3%	37.8%	100.0%
Rel Comm	Count	0	0	8	42	50
	%age	0.0%	0.0%	16.0%	84.0%	100.0%
Aircel	Count	1	4	224	155	384
	%age	0.3%	1.0%	58.3%	40.4%	100.0%
Total	Count	5	25	669	503	1202
	%age	0.4%	2.1%	55.7%	41.8%	100.0%

### Q21. How satisfied are you with the availability of network signal?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	24	292	67	384
	%age	0.3%	6.3%	76.0%	17.4%	100.0%
BSNL	Count	35	68	230	51	384
	%age	9.1%	17.7%	59.9%	13.3%	100.0%
Rel Comm	Count	0	1	19	30	50
	%age	0.0%	2.0%	38.0%	60.0%	100.0%
Aircel	Count	2	13	295	74	384
	%age	0.5%	3.4%	76.8%	19.3%	100.0%
Total	Count	38	106	836	222	1202
	%age	3.2%	8.8%	69.6%	18.5%	100.0%

### Q22. Are you satisfied with the restoration of network (signal) problems?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	29	266	88	384
	%age	0.3%	7.6%	69.3%	22.9%	100.0%
BSNL	Count	38	69	219	58	384
	%age	9.9%	18.0%	57.0%	15.1%	100.0%
Rel Comm	Count	0	1	19	30	50
	%age	0.0%	2.0%	38.0%	60.0%	100.0%
Aircel	Count	1	13	281	89	384
	%age	0.3%	3.4%	73.2%	23.2%	100.0%
Total	Count	40	112	785	265	1202
	%age	3.3%	9.3%	65.3%	22.0%	100.0%

**G. Supplementary services/ Value Added services**

Q23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services?

Service provider		Yes	No	Total
Bharti	Count	69	315	384
	%age	18.0%	82.0%	100.0%
BSNL	Count	42	342	384
	%age	10.9%	89.1%	100.0%
Rel Comm	Count	6	44	50
	%age	12.0%	88.0%	100.0%
Aircel	Count	59	325	384
	%age	15.4%	84.6%	100.0%
Total	Count	176	1026	1202
	%age	14.6%	85.4%	100.0%

Q24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, emails/ GPRS, voice mail etc.

Service provider		Yes	No	Total
Bharti	Count	29	40	69
	%age	42.0%	58.0%	100.0%
BSNL	Count	8	34	42
	%age	19.0%	81.0%	100.0%
Rel Comm	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Aircel	Count	46	13	59
	%age	78.0%	22.0%	100.0%
Total	Count	85	91	176
	%age	48.3%	51.7%	100.0%

Q25. How satisfied are you with the quality of supplementary/ value added services provided?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	6	51	9	69
	%age	4.3%	8.7%	73.9%	13.0%	100.0%
BSNL	Count	0	3	35	4	42
	%age	0.0%	7.1%	83.3%	9.5%	100.0%
Rel Comm	Count	0	1	3	2	6
	%age	0.0%	16.7%	50.0%	33.3%	100.0%
Aircel	Count	1	3	50	5	59
	%age	1.7%	5.1%	84.7%	8.5%	100.0%
Total	Count	4	13	139	20	176
	%age	2.30%	7.40%	79.00%	11.40%	100.00%

**G. OVERALL CUSTOMER SATISFACTION**

Q 26 (a). How satisfied are you with the overall quality of your mobile service; Service provider wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	9	290	81	384
	%age	1.0%	2.3%	75.5%	21.1%	100.0%
BSNL	Count	2	8	330	44	384
	%age	0.5%	2.1%	85.9%	11.5%	100.0%
Rel Comm	Count	1	0	26	23	50
	%age	2.0%	0.0%	52.0%	46.0%	100.0%
Aircel	Count	3	4	292	85	384
	%age	0.8%	1.0%	76.0%	22.1%	100.0%
Total	Count	10	21	938	233	1202
	%age	0.8%	1.7%	78.0%	19.4%	100.0%

Q26 (b). Please specify the reason for your dissatisfaction

Service provider		Billing problem	Network problem	Problem with helpline/ customer care	Total
Bharti	Count	7	4	8	13
	%age	53.8%	30.8%	61.5%	
BSNL	Count	8	5	6	10
	%age	80.0%	50.0%	60.0%	
Rel Comm	Count	0	1	1	1
	%age	0.0%	100.0%	100.0%	
Aircel	Count	5	5	6	7
	%age	71.4%	71.4%	85.7%	
Total	Count	20	15	21	31
	%age	64.5%	48.4%	67.7%	

**H. General Information**

Q27. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service provider		Yes	No	Total
Bharti	Count	5	90	95
	%age	5.3%	94.7%	100.0%
BSNL	Count	2	36	38
	%age	5.3%	94.7%	100.0%
Rel Comm	Count	2	9	11
	%age	18.2%	81.8%	100.0%
Aircel	Count	5	92	97
	%age	5.2%	94.8%	100.0%
Total	Count	14	227	241
	%age	5.8%	94.2%	100.0%

**Q28. Have you terminated your mobile phone connection in last 12 months?**

Service provider		Yes	No	Total
Bharti	Count	6	378	384
	%age	1.6%	98.4%	100.0%
BSNL	Count	1	383	384
	%age	0.3%	99.7%	100.0%
Rel Comm	Count	1	49	50
	%age	2.0%	98.0%	100.0%
Aircel	Count	9	375	384
	%age	2.3%	97.7%	100.0%
Total	Count	17	1185	1202
	%age	1.4%	98.6%	100.0%

**Q29. If yes, Please name your previous service provider?**

Service Provider		Bharti	BSNL	Rel Comm	Aircel	Total
Bharti	Count	0	0	4	2	6
	%age	0.0%	0.0%	66.7%	33.3%	100.0%
BSNL	Count	0	0	0	1	1
	%age	0.0%	0.0%	0.0%	100.0%	100.0%
Rel Comm	Count	1	0	0	0	1
	%age	100.0%	0.0%	0.0%	0.0%	100.0%
Aircel	Count	4	5	0	0	9
	%age	44.4%	55.6%	0.0%	0.0%	100.0%
Total	Count	5	5	4	3	17
	%age	29.4%	29.4%	23.5%	17.6%	100.0%

**Q30. How many days were taken by previous service provider for termination of your mobile phone connection?**

Previous service providers		more than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	1	3	2	6
	%age	0.0%	16.7%	50.0%	33.3%	100.0%
BSNL	Count	1	0	0	0	1
	%age	100.0%	0.0%	0.0%	0.0%	100.0%
Rel Comm	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Aircel	Count	0	4	0	5	9
	%age	0.0%	44.4%	0.0%	55.6%	100.0%
Total	Count	1	5	4	7	17
	%age	5.9%	29.4%	23.5%	41.2%	100.0%

**Q31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?**

service providers		Yes	No	Total
Bharti	Count	0	6	6
	%age	0.0%	100.0%	100.0%
BSNL	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Aircel	Count	2	7	9
	%age	22.2%	77.8%	100.0%
Total	Count	2	15	17
	%age	11.8%	88.2%	100.0%

**Q32. Have you registered your telephone number for do not call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?**

service providers		Yes	No	Total
Bharti	Count	0	6	6
	%age	0.0%	100.0%	100.0%
BSNL	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Aircel	Count	2	7	9
	%age	22.2%	77.8%	100.0%
Total	Count	2	15	17
	%age	11.8%	88.2%	100.0%

**Q33. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?**

Service provider		Stopped receiving such calls/SMS	Slightly Decrease	Total
Bharti	Count	1	2	3
	%age	100.0%	0.0%	100.0%
BSNL	Count	1	0	1
	%age	42.9%	57.1%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Aircel	Count	1	2	3
	%age	100.0%	0.0%	100.0%
Total	Count	3	5	8
	%age	37.5%	62.5%	100.0%

6.2.8.8 Have you made any complaint to your service provider on getting such unsolicited call/SMS after registering for DNC registry?			
Operators		No	Total
Bharti	Count	2	2
	%age	100.0%	
BSNL	Count	0	0
	%age	0.0%	
Rel Comm	Count	1	1
	%age	100.0%	
Aircel	Count	2	2
	%age	100.0%	
Total	Count	5	5
	%age	100.0%	

## 6.2 Broadband

### A. Service Provision

Q1. After registration and payment of initial deposit by you within how many working days did the Broadband connection get activated?

Operator		With in 15 working days	More than 15 working days	Total
BSNL	Count	198	104	302
	%age	65.6%	34.4%	100.0%

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	10	281	8	302
	%age	1.0%	3.3%	93.0%	2.6%	100.0%

Q3. In case your connection was temporarily suspended due to non-payment of bills how satisfied are you with the time taken to reactivate service after you made the payment?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	4	107	3	116
	%age	1.7%	3.4%	92.2%	2.6%	100.00%

### B. Billing Related (only for postpaid customers)

Q4. How satisfied with the timely delivery of bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	4	38	248	6	296
	%age	1.4%	12.8%	83.8%	2.0%	100.00%

Q5 (a). How satisfied are you with the accuracy of the bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	5	34	247	10	296
	%age	1.7%	11.5%	83.4%	3.4%	100.00%

Q 5 (b). Please specify the reason(s) for your dissatisfaction?

Operator		Charges not as per the tariff plan subscribed	Tariff plan changed without information	Charges for value added services not requested	Charged for calls\services not made\used	Total
BSNL	Count	11	16	20	16	39
	%age	28.2%	41.0%	51.3%	41.0%	

Q6. Have you made any billing related complaints in last 12 months?

Operator		Yes	No	Total
BSNL	Count	40	256	296
	%age	13.5%	86.5%	100.00%

Q7. How satisfied are you with the process of resolution of billing complaints?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	10	20	7	40
	%age	7.5%	25.0%	50.0%	17.5%	100.0%

Q8 (a). How satisfied are you with the clarity of the bills issued by your service provider in term of transparency and understandability?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	1	16	273	6	296
	%age	0.3%	5.4%	92.2%	2.0%	100.00%

Q8 (b). Please specify the reason(s) for your dissatisfaction

Operator		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges thereon not given	Total
BSNL	Count	4	6	8	8	17
	%age	23.5%	35.3%	47.1%	47.1%	

### C. Billing Related (only for prepaid customers)

Q9 (a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	1	1	2	2	6
	%age	16.7%	16.7%	33.3%	33.3%	100.00%
Total	Count	1	1	2	2	6
	%age	16.7%	16.7%	33.3%	33.3%	100.00%

Q9 (b). Please specify the reason(s) for your dissatisfaction

Operator		Charges not as per tariff plan subscribed	Tariff plan changed without information	charged for value added services not requested	Tariff plan changed without information	Total
BSNL	Count	1	1	1	1	2
	%age	50.0%	50.0%	50.0%	50.0%	



#### D. Help services / Customer Care

Q10. Did you complain or make a query in the last 12 month to the customer care/helpdesk/call center toll free number of your operator?

Operator		Yes	No	Total
BSNL	Count	30	272	302
	%age	9.9%	90.1%	100.00%

Q11. How satisfied are you with the ease of access of customer care or help desk toll free number?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	5	9	13	3	30
	%age	16.7%	30.0%	43.3%	10.0%	100.0%

Q12. How satisfied are you with the response time taken to answer your call by a customer care executive?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	6	18	3	30
	%age	10.0%	20.0%	60.0%	10.0%	100.00%

Q13. How satisfied are you with the problem solving ability of the customer care executive (s)?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	10	14	3	30
	%age	10.0%	33.3%	46.7%	10.0%	100.00%

Q14. How satisfied are you with the time taken by the call center /customer care /helpdesk to resolve your complain?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	9	15	3	30
	%age	10.0%	30.0%	50.0%	10.0%	100.00%

#### E. Network Performance, Reliability, Availability

Q15. How satisfied are you with the speed of the broadband connection?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	49	242	8	302
	%age	1.0%	16.2%	80.1%	2.6%	100.00%

Q16. How satisfied are you with the amount of time for which service is up and working?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	31	260	9	302
	%age	0.7%	10.3%	86.1%	3.0%	100.0%

#### F. Maintainability

Q17. How often do you face a problem with your Broadband connection?

Operator		Very Frequently	Frequently	Occasionally	Never	Total
BSNL	Count	8	36	212	46	302
	%age	2.6%	11.9%	70.2%	15.2%	100.00%

Q18. What was the broadband connection problem face by you in last twelve month related to please specify?

Operator		Problem was related to computer hardware, software	problem was related to the broadband connection \ modem	Total
BSNL	Count	3	41	44
	%age	6.8%	93.2%	100.00%

Q19. How satisfied are you with the time taken for restoration of broadband?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	43	235	21	302
	%age	1.0%	14.2%	77.8%	7.0%	100.00%

### G. Supplementary Services

Q20. Do you use any value added services or supplementary services such as static/fixed IP addresses-mail, IDs etc?

Operator		Yes	No	Total
BSNL	Count	33	269	302
	%age	10.9%	89.1%	100.00%

Q21. How satisfied are you with the quality of such supplementary services provided?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	3	21	6	33
	%age	9.1%	9.1%	63.6%	18.2%	100.00%

### 6.3.7 Overall Satisfaction

Q22 (a). How satisfied are you with the overall quality of your Broadband service?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	10	27	259	6	302
	%age	3.3%	8.9%	85.8%	2.0%	100.00%

Q22 (b). Please specify the reason(s) for your dissatisfaction

Operator		Billing related problem	Help service related problem	Network performance related problem	Supplementary Services	Maintainability	Total
BSNL	Count	8	15	20	9	2	37
	%age	21.6%	40.5%	54.1%	24.3%	5.4%	

### H. General Information

Q23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Operator		Yes	No	Total
BSNL	Count	62	240	302
	%age	20.5%	79.5%	100.00%

## **ANNEXURE - QUESTIONNAIRES**



## SURVEY OF BASIC SERVICE (WIRELINER)

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Age (in years):  1 less than 25  2 25-60  3 more than 60

Gender:  1 Male  2 Female

Usage Type :  1 Residential  2 Commercial

Area:  1 Rural  2 Urban

STD Code	Telephone Number

Operator:  1 Airtel  4 BSNL  5 Rel Com  
 7 TATA  8 MTNL  11 HFCL  12 Shyam

User Type:  1 Postpaid  2 Prepaid

State: \_\_\_\_\_ District \_\_\_\_\_

Address: \_\_\_\_\_

Name of SDCA (only for surveyor): ..... Mode of Interview:  1 Telephonic  2 In-person  
Name of Exchange (only for surveyor): .....

## QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

### A. SERVICE PROVISION

1. When did you last apply for a phone connection?	<input type="checkbox"/> 1 Less than 6 months <input type="checkbox"/> 2 6-12 months <input type="checkbox"/> 3 More than 12 months <span style="float: right;">→</span> <p style="text-align: center;">(If &gt;12 month, go to Q 4)</p>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> 4 Less than 7 days <input type="checkbox"/> 3 7-15 days <input type="checkbox"/> 2 16-30 days <input type="checkbox"/> 1 More than 30 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied <input type="checkbox"/> 0 Not applicable
5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied <input type="checkbox"/> 0 Not applicable



**B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 11)**

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q7(a))</b> 7(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(If no, go to Q 10 (a))</b>
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
10(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q10(a))</b> 10(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____ _____

**For Prepaid Customers only**

11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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**C. HELP SERVICES/CUSTOMER CARE**

12. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No	—————> (If no, go to Q 17)
13. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
16. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

17. How satisfied are you with the availability of working telephone (dial tone)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**E. MAINTAINABILITY (FAULT REPAIR)**

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 24)
21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 4 Nil <input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 3 One time <input type="checkbox"/> 1 More than 3 times
22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 2 4 - 7 days	<input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 1 more than 7 days
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied



**F. SUPPLEMENTARY SERVICES**

24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(If no, go to Q 26(a))</b>
25. How satisfied are you with the quality of the supplementary services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

**G. OVERALL CUSTOMER SATISFACTION**

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q26(a))</b> 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

**H. GENERAL INFORMATION**

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b> 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 Yes <input type="checkbox"/> 1 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(If no, go to Q 32)</b>
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
30. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q32)</b> 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls/ SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving



<p>33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<input type="checkbox"/> <input type="checkbox"/>
<p>33(b) If Yes, please indicate the following -</p>	<input type="checkbox"/> (1) Yes, complaint was registered by the service provider; <input type="checkbox"/> (2) Service provider refused to register the complaint; <input type="checkbox"/> (3) The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify).

**QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007**

<p>34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<p>35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?</p>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
<p>36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>—————&gt; (if no go to Q 42)</b>
<p>37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
<p>38. Did the Call Centre inform you about the action taken on your complaint?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<p><b>(Ask this question only if 1 OR 2 is coded in Q.39)</b> 40. Please specify the reason(s) for your dissatisfaction</p>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)





41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No      →      (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No      →      (if no go to Q 48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b> 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      →      (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      →      (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q52 to Q54 are for prepaid customers only)</b> 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      (if no go to Q 55)



54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>For new customers only(Subscribed in last 6 months)</b> 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



## SURVEY OF CELLULAR MOBILE SERVICE

Name: \_\_\_\_\_

Gender:  1 Male  2 Female

Mobile No.

Age(in years):  1 less than 25  2 25-60  3 more than 60

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Occupation:  1 Service  2 Business/self employed  
 3 Student  4 Housewife  5 Retired

Operator:  1 Airtel  2 Vodafone  3 Idea  4 BSNL Area:  1 Rural  2 Urban

5 Rel Comm  6 Aircel  7 TATA  8 MTNL User Type:  1 Prepaid  2 Postpaid

9 Spice  10 BPL  11 HFCL  12 Shyam Type:  1 GSM  2 CDMA

13 RTL  14 RISL  15 Dishnet  16 Others (Specify).....

State: \_\_\_\_\_ District: \_\_\_\_\_ Mode of interview:  1 Telephonic  2 In-person

Address: \_\_\_\_\_

### QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

#### A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> 4 One day <input type="checkbox"/> 3 2-3 day <input type="checkbox"/> 2 4-7 day <input type="checkbox"/> 1 more than 7 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 0 Not applicable

#### B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b> 5(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)



**C. BILLING RELATED – POSTPAID CUSTOMER**

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q7(a))</b> 7(b). Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(If no, go to Q 10(a))</b>
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q10(a))</b> 10(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)

**D. HELP SERVICES/CUSTOMER CARE**

11. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(If no, go to Q 16)</b>
12. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied



14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

16. How satisfied are you with the availability of signal of your service provider in your locality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How often does your call drops during conversation?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**F. MAINTAINABILITY**

20. How often your mobile handset faces problem of signal?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
21. How satisfied are you with the availability of network (signal)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. Are you satisfied with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very dissatisfied

**G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES**

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(If no, go to Q 26(a))</b>	
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**G. OVERALL CUSTOMER SATISFACTION**

26(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
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<p><b>(Ask this question only if 1 OR 2 is coded in Q26(a))</b></p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>2. _____</p> <p>3. _____</p>
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**H. GENERAL INFORMATION**

<p><b>(Ask this question only if 1 OR 2 is coded in Q1)</b></p> <p>27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>28. Have you terminated your Mobile Phone connection in the last 12 months</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No <b>(If no, go to Q 32)</b></p>
<p>29. If Yes, please name your previous service provider?</p>	<p><input type="checkbox"/> 1 Airtel    <input type="checkbox"/> 2 Vodafone    <input type="checkbox"/> 3 Idea    <input type="checkbox"/> 4 BSNL</p> <p><input type="checkbox"/> 5 Rel Comm    <input type="checkbox"/> 6 Aircel    <input type="checkbox"/> 7 TATA    <input type="checkbox"/> 8 MTNL</p> <p><input type="checkbox"/> 9 Spice    <input type="checkbox"/> 10 BPL    <input type="checkbox"/> 11 HFCL    <input type="checkbox"/> 12 Shyam</p> <p><input type="checkbox"/> 13 RTL    <input type="checkbox"/> 14 RISL    <input type="checkbox"/> 15 Dishnet</p> <p><input type="checkbox"/> 16 Others (Specify) _____</p>
<p>30. How many days were taken by previous service provider for termination of your Mobile Phone connection?</p>	<p><input type="checkbox"/> 4 1 day                      <input type="checkbox"/> 3 2-3 days</p> <p><input type="checkbox"/> 2 4 - 7 days                <input type="checkbox"/> 1 more than 7 days</p>
<p>31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?</p>	<p><input type="checkbox"/> 1 Yes                                      <input type="checkbox"/> 2 No</p>
<p>32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 0 Do not mind receiving such calls/SMS</p>
<p><b>(Ask only if yes in Q32)</b></p> <p>33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<p><input type="checkbox"/> 4 Stopped receiving    <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease        <input type="checkbox"/> 1 Continued receiving</p>
<p><b>(Ask only if yes in Q32)</b></p> <p>33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<p><input type="checkbox"/> 4 Stopped receiving    <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease        <input type="checkbox"/> 1 Continued receiving</p>
<p>33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>33(b) If Yes, please indicate the following -</p>	<p>(1) Yes, complaint was registered by the service provider;</p> <p>(2) Service provider refused to register the complaint;</p> <p>(3) The telephone number and the company/ agency from which the unsolicited calls/ SMS</p>



	received _____ (please specify).
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**QUESTIONNAIRE FORASSESSMENT OF IMPLEMENTATION  
AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION  
AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007**

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(if no go to Q 42)</b>
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.39)</b> 40. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No      → <b>(if no go to Q 48)</b>



43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q46)</b> 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q52 to Q54 are for prepaid customers only)</b> 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>For new customers only(Subscribed in last 6 months)</b> 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No







<p><b>(Ask this question only if 1 OR 2 is coded in Q5(a))</b> 5(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed  <input type="checkbox"/> 2 Tariff plan changed without information  <input type="checkbox"/> 3 Charged for value added services not requested  <input type="checkbox"/> 4 Charged for calls/services not made/used  <input type="checkbox"/> 5 Others (please specify)</p>
<p>6. Have you made any billing related complaints in last 12 months?</p>	<p><input type="checkbox"/> 1 Yes    <input type="checkbox"/> 2 No    <b>—————&gt; (If no, go to Q 8(a))</b></p>
<p>7. How satisfied are you with the process of resolution of billing complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied            <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied                <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied            <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied                <input type="checkbox"/> 1 Very Dissatisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q8(a))</b> 8(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Difficult to read the bill  <input type="checkbox"/> 2 Difficult to understand the language  <input type="checkbox"/> 3 Calculations not clear  <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given  <input type="checkbox"/> 5 Others (please specify)</p>

**C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY**

<p>9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied            <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied                <input type="checkbox"/> 1 Very Dissatisfied</p>
<p><b>(Ask this question only if 1 OR 2 is coded in Q9(a))</b> 9(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed  <input type="checkbox"/> 2 tariff plan changed without information  <input type="checkbox"/> 3 charged for value added services not requested  <input type="checkbox"/> 4 charged for calls/services not made/used  <input type="checkbox"/> 5 Others (please specify) _____</p>

**D. HELP SERVICE**

<p>10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator?</p>	<p><input type="checkbox"/> 1 Yes    <input type="checkbox"/> 2 No    <b>—————&gt; (If no, go to Q 15)</b></p>
<p>11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?</p>	<p><input type="checkbox"/> 4 Very Satisfied            <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied                <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>12. How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p><input type="checkbox"/> 4 Very Satisfied            <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied                <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p><input type="checkbox"/> 4 Very Satisfied            <input type="checkbox"/> 3 Satisfied  <input type="checkbox"/> 2 Dissatisfied                <input type="checkbox"/> 1 Very Dissatisfied</p>



14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

**E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

15. How satisfied are you with the speed of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
16. How satisfied are you with the amount of time for which service is up and working?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

**F. MAINTAINABILITY**

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently
<b>(Ask if response to Q17 is Frequently/Very Frequently)</b> 18. What was the broadband connection problem faced by you in last twelve months related to, please specify	<input type="checkbox"/> 1 Problem was related to my computer hardware/software	
	<input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

**G. SUPPLEMENTARY SERVICES**

20. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No <b>————— (If no, go to Q 22(a))</b>	
21. How satisfied are you with the quality of such supplementary services provided?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

**G. OVERALL CUSTOMER SATISFACTION**

22(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q22(a))</b> 22(b) Please specify the reason(s) for your dissatisfaction	1. _____	
	_____	
	2. _____	
	_____	
	3. _____	
	_____	

**H. GENERAL**

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No



Questionnaire for

**Assessment of Implementation and Effectiveness of Telecom Consumers  
Protection and Redressal of Grievances Regulations, 2007**

24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 32)
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
28. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q.29)</b> 30. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 38)
33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<b>(Ask this question only if 1 OR 2 is coded in Q36)</b> 37. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(if no go to Q 42)</b>
39. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → <b>(if no go to Q 42)</b>
40. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q42 to Q44 are for prepaid customers only)</b> 42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <b>(if no go to Q 45)</b>
44. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>For new customers only(Subscribed in last 6 months)</b> 45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No