

**Information note to the Press**  
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For Immediate release

**Telecom Regulatory Authority of India**

**TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service and Customer Satisfaction Survey of Telecom Services in Rajasthan service area.**

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customers views through survey for the assessment of implementation and effectiveness of the Telecom Consumers Protection and Redressal of Grievance Regulation, 2007 and customers perception of service of Basic, Cellular Mobile and Broadband Service Providers during the period from October to December, 2011. The main findings of the reports are given below:-

**2. Findings of the independent agency on Quality of Service**

**2.1 Cellular Mobile Telephone Service:**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, Aircel, Vodafone, Idea Cellular Limited, BSNL, Tata (CDMA and GSM), Reliance Communications (CDMA and GSM), Etisalat, MTS, Loop Videocon and Cheers was conducted. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "A"

**2.2 Basic Telephone Service (Wire Line):**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, BSNL, Reliance and MTS was conducted. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wire Line) based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "B".

### **2.3 Broadband Service:**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s BSNL was conducted. Service Provider's performance on the selected Key Parameters in respect of Broadband service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "C"

### **3. Telecom Consumers Protection and Redressal of Grievances score:**

The results of the survey reveal that the service providers need to take effective steps for bringing awareness about three stage redressal mechanism including contact details of Nodal Officers/ appellate authority to improve customers satisfaction. Service provider wise overall score on various parameters pertaining to Cellular Mobile Telephone, Basic Service (Wire Line) and Broadband service is enclosed at Annex "D".

4. The detailed Report on Quality of Service – Audit/Objective Assessment and Customer Satisfaction Survey, including grievance redressal mechanism, conducted during the period October, 2011 to December, 2011 is placed at TRAI Website ([www.traigov.in](http://www.traigov.in)).

5. In case of any clarification, please contact, Mr A. Robert. J. Ravi, Advisor (QOS) at Tel. No. 011-23230404/23217914 or at email id: [advqos@traigov.in](mailto:advqos@traigov.in).

**(Rajeev Agrawal)**  
**Secretary**

**Cellular Mobile Services:** Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters

Name of Service Provider	Network Availability		Accessibility & Retainability				Metering and Billing				Help Services		Supplementary
	(Survey)	(Audit)	(Survey)	(Audit)	(Audit)	(Audit)	(Survey)	(Survey)	(Audit)		(Survey)	(Audit)	(Survey)
	Customers satisfied with Provision of Service	Worst affected BTSs due to downtime (%age)	Customers satisfied with network performance	Call Set-up Success Rate (within licensee's own network)	Call Drop Rate (%age)	%age of connections with good voice quality	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	(Post Paid)	(Pre Paid)	% Customers satisfied with help service)	Percentage of calls answered by operators (voice to voice) within 60 sec	% Customers satisfied with supplementary service)
<b>Bench marks</b>	<b>≥ 90%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>&lt; 0.1%</b>		<b>≥ 90%</b>	<b>≥ 90%</b>	<b>≥ 90%</b>
Aircel	98	0.00	91	96.82	0.93	97.04	70	94	0.04	0.10	84	90.92	82
Airtel	99	0.20	98	99.29	1.26	98.91	92	91	0.05	0.00	83	95.97	91
BSNL	99	1.97	89	96.39	1.33	98.34	87	94	0.07	0.03	76	NA	82
Etisalat	NA	0.00	NA	99.29	0.83	97.90	NA	NA	NA	0.00	NA	99.61	NA
Idea	99	0.00	95	98.54	1.44	96.16	90	94	0.02	0.06	76	62.49	81
R Com GSM	99	1.21	86	99.65	0.57	98.99	72	90	0.05	0.08	72	97.07	80
RCOM CDMA		0.98		99.23	0.62	NA			0.01	0.09		97.85	
Tata GSM	99	0.00	92	97.67	1.04	98.25	91	94	0.02	0.00	82	NA	87
Tata GSM		0.00		98.70	0.59	NA			0.00	0.01		NA	
Loop	NA	0.00	NA	99.50	1.39	97.90	NA	NA	NA	NA	NA	100	NA
Videocon	NA	0.00	NA	99.11	1.05	99.21	NA	NA	NA	NA	NA	99.32	NA
Vodafone	99	0.68	97	98.92	0.88	97.81	89	93	0.11	0.04	81	62.83	84
MTS	99	0.00	95	98.76	0.67	98.25	97	90	0.01	0.00	82	94.64	89
Cheers	100	NA	81	NA	NA	NA	NA	96	NA	NA	100	NA	50

**Basic Telephone Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters**

Name of Service Provider	Network Availability	Accessibility	Metering and Billing		Maintanability	Help Service
	Customers satisfied with Provision of Service	Customers satisfied with network performance	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	% Customers satisfied with Maintainability)	% Customers satisfied with help service
<b>Bench marks</b>	<b>≥ 90%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≥ 90%</b>
<b>Airtel</b>	<b>98</b>	<b>97</b>	<b>93</b>	<b>NA</b>	<b>86</b>	<b>83</b>
<b>BSNL</b>	<b>93</b>	<b>94</b>	<b>89</b>	<b>NA</b>	<b>67</b>	<b>83</b>
<b>Reliance</b>	<b>91</b>	<b>94</b>	<b>94</b>	<b>NA</b>	<b>73</b>	<b>82</b>
<b>MTS</b>	<b>96</b>	<b>97</b>	<b>95</b>	<b>NA</b>	<b>86</b>	<b>90</b>

**Broadband Services:** Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters.

Name of Service Provider	Network Availability	Accessibility	Metering and Billing		Help Services	Supplementary services
	Customers satisfied with Provision of Service	Customers satisfied with network performance	% customers satisfied with billing performance (Post Paid)	% customers satisfied with billing performance (Pre Paid)	% Customers satisfied with help service)	% Customers satisfied with supplementary service)
<b>Bench marks</b>	<b>≥ 90%</b>	<b>≥ 85%</b>	<b>≥ 90%</b>	<b>≥ 90%</b>	<b>≥ 90%</b>	<b>≥ 85%</b>
<b>BSNL</b>	91	64	92	---	57	99

The provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act in respect of Cellular Mobile, Basic Telephone and Broadband service for October 2011 to December 2011 for Rajasthan Circle																	
S.NO.	Sub Parameter	Airtel			Reliance			BSNL			MTS		Tata	Idea	Vodafone	Cheers	Aircel
		Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)
1	For prepaid customers awareness about item-wise usage charge details on request	31	---	---	40	---	---	32	---	---	26	---	53	25	35	13	29
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	12	---	---	7	---	---	6	---	---	4	---	7	3	6	0	4
3	For new customers provisioning of "Manual of practice while taking the new connection	62	47	66	51	56	65	45	34	64	60	56	59	61	57	85	59
4	Awareness of call center for redressing grievances	65	81	87	80	72	65	59	62	63	60	56	68	71	74	65	61
5	Penetration of consumers made any complaint to the toll free number within last 6 months	28	30	47	41	38	41	19	97	33	29	36	24	34	28	28	30
6	Call center informing about the action taken on complaint	80	69	70	73	73	61.0	84	66	66	75	75	82	72	72	95	83
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	62	39	13	65	53	18.0	68	60	16	66	69	63	60	70	100	76
8	Percentage satisfied with complaint resolution by call center	---	---	78	---	---	63	---	---	70	---	---	---	---	---	---	---
9	Awareness about contact detail of nodal officer for redressing grievances	6	9	16	8	8	9	5	3	5	2	5	7	6	5	2	4
10	Awareness about contact detail of appellate authority for redressing grievances	3	7	8	3	3	4	1	2	2	1	3	3	1	1	1	2