

QUALITY OF SERVICE ASSESSMENT

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

for

RAJASTHAN SERVICE AREA

Assessment of:

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

January 2010

Report Prepared for: TRAI

By:



VOICE

441, Jangpura, Mathura Road,

New Delhi – 110014

Tel: (011) – 24379078 – 80

Fax: (011) – 24379081

E-mail: cvoice@vsnl.net

URL: www.consumer-voice.org

Index of Contents

1. Preface	3
2. Methodology	5
2.1 Questionnaire Building Process	5
2.2 Methodology To Calculate Customer Satisfaction on Broadband Parameters	5
2.3 Sample and Sample distribution	7
2.3.1 Basic (Wireline) service	7
2.3.2 Cellular (mobile) Service	9
2.3.3 Broadband Service	11
3. Executive Summary	13
3.1 Customer Satisfaction Survey - Basic (Wireline) services	14
3.2 Customer Satisfaction Survey – Cellular (Mobile) services	16
3.3 Customer Satisfaction Survey Broadband services	18
4. Detail Report	20
4.1 Performance Compliance	20
4.1.1 Basic (Wireline) Service	21
4.1.2 Cellular (Mobile) Service	22
4.1.3 Broadband Service	23
4.2 Graphical Presentation	24
4.2.1 Basic (Wireline) service	24
4.2.2 Cellular (Mobile) service	27
4.2.3 Broadband service	31
5. Assessment of implementation and effectiveness of telecom consumer protection and redressal of grievances regulation, 2007	35
5.1 Basic (Wireline) services	36
5.1.15 Overall Score - Basic (Wireline) services	42
5.2 Cellular Mobile	43
5.2.16 Overall Score - Cellular (Mobile) services	49
5.3 Broadband	50
5.3.16 Overall Score – Broadband services	56
6. Conclusion and Recommendations	58
7. Annexure A – All Tables	60
7.1 Basic (Wireline) Services	61
7.2 Cellular (Mobile) Services	73
7.3 Broadband Services	91
8. Annexure B– Questionnaires	100
8.1 Basic (Wireline) Services	101
8.2 Cellular (Mobile) Services	106
8.3 Broadband Services	111

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 customers through regulatory mechanism.

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct the periodical survey of such service provided by the Operator so as to protect interest of the customers of telecommunication service”^{1,5}

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

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

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

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

The salient features of this regulation are listed below:

I. Each Telecom Operators would be required:

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.

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

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

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

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **North Zone** comprising eight

¹ www.trai.gov.in

states – Delhi, Rajasthan, Punjab, UP (E), UP (W), Rajasthan, Himachal Pradesh and Jammu & Kashmir by Telecom Regulatory Authority of India (TRAI) on 7th January 2008. The contract was further extended for one more year on 13th May 2009.

The present report covers the Rajasthan Service Area for all the three services.



2. METHDODOLOGY

2.1 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 consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2009.

The Basic service (Wireline) and questionnaire (see **Annexure 1.1**) was based on 7 broad parameters and 32 questions related to consumer perception on quality of services and other 21 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007. The cellular mobile questionnaire contained 36 questions related to quality of service whereas 21 on implementation and effectiveness of redressal mechanism. In the case of Broadband, questionnaire was based on 7 broad parameters and 23 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Customers 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:

2.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

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

2.2.3 Broadband Service

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

2.2 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

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

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

Where:

CS = % of satisfied customers

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%.

Comparison with the Benchmarking

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

The survey in the Rajasthan service area, of all the three services, was done between August to October 2009. The present report, therefore, deals with Rajasthan Service area only.

2.3 SAMPLE AND SAMPLE DISTRIBUTION

2.3.1 Basic Service (Wireline)

As per the tender document, survey agency was supposed to cover a total sample of 2828 subscribers, to be divided among the four operators. This is shown in the table below.

Name of the Operators	Sample
Bharti Bharti Ltd. (Bharti)	590
BSNL	600
Rel Communication (Rel Com)	584
Tata Teleservices (Tata)	457
Shyam Telelink Ltd.	597
Total	2828

The above sample represents the total operator wise subscribers in Rajasthan service area with 95% confidence level and 4% interval.

As per the tender document survey agencies were supposed to cover a total of 5% of exchanges of each BSO in the service area, covering a sample to 2828 subscribers. These 5% exchanges should be evenly spread over 10% of SDCA with each BSO.

In Rajasthan there are 2352 exchanges. Out of these 2334 are BSNL exchanges. Therefore, a total of 117 (5% of 2334 exchanges) were selected as coverage exchange areas. Further there are 259 BSNL SDCAs. Therefore these 117 exchanges were taken from 26 SDCAs. The names of 26 SDCAs are given below:

1.Jaipur, 2.Alwar, 3.Ajmer, 4.Sriganganagar, 5.Hanumangarh, 6.Kota, 7.Sikar, 8.Tonk, 9.Churu, 10.Bhilwara, 11.Bikaner, 12.Jodhpur, 13.Udaipur, 14.Dausa, 15.Chittorgarh, 16.Bundi, 17.Tonk, 18.Jaisalmer, 19.Ladpura, 20.Kotputli, 21.Tijara(N) Bhiwadi, 22.Beawar, 23.Fatehpur, 24.Deoli, 25.Pokaran, 26. Kishangarhbas.

The table below shows the shows the SDCA wise indicated BSNL exchange areas which were covered for canvassing the sample.

Rajasthan Service Area: Indicative list of SDCAs & Exchanges from where the sample was picked up.	
SDCAs	SELCTED EXCHANGES
JAIPUR	JP-Bajaj nagar-I, JP-Bajaj nagar-II, JP-Bani Park, JP-Bapu Nagar, JP-Central, JP-Durgapura-I, JP-Durgapura-II, JP-Govind Nagar, JP-Gujarki Thari, JP-Mansarovar-I, JP-Ram Nagar, JP-Shastri Nagar, JP-Sitapura-I, JP-Sitapura-II, Kalwara
ALWAR	Akbarpur, Alwar C-DOT MAIN, Alwar Collect. Alwar E-10B MAIN, Alwar HKM NAGAR, M.I.AREA, Prithvipura
AJMER	Ajmer E10B, Ajmer GNR, Ajmer PGanj, Bhagwanpura, Govindgarh, Saradhana, Ajmer Ajay Ngr, Ajmer DBhata
SRIGANGAN AGAR	Kalian, ladu wala, sriganganagar bs, sriganganagar dto, sriganganagar jn
HANUMAN GARH	Dhalia, fatehgarh, hanuman garh (jn), hanuman garh (town)
LADPURA	Dara, kt.bargaon, Kt.rly colony, Kt.shrinathpuram, Kt.vigyan-nagar, Mandana, Rangpur, Kt.keshavpura, Kt.mahaveer nagar, Kt.talwandi
SIKAR	Daulatpura, Kasli, Mandoli, Raghunathgarh, Sikar (FTJ Road)RSU, Sikar (TODI Nagar)RSU, Sikar MBM Main
TONK	Tonk, Ghas
CHURU	Khandwa, Ratannagar, Satra
BHILWARA	Bhilwara GandhiNagar, Bhilwara Main Mbm, Hamirgarh, Karoi
BIKANER	Bikaner RSU GSR, Bikaner RSU JNV, Bikaner RSU LGH, Karmisar, Mundsar
JODHPUR	Bisalpur, Chokha, Jodhpur Chandpole, Jodhpur K.Bhagtasni, Jodhpur KU(Basni), Jodhpur MAHARANI EMPORIUM, Jodhpur Subh Nagar, Manai, Nandri, Salawas
UDAIPUR	UP EWSD Main, UP Madri RSU-2, UP TP Nagar RSU, Jagat, Kathar, Madar
DAUSA	Chandrana, Dausa, Lawan, Nimali-WLL
KOTPUTLI	Kotputli, Kotputli-WLL, Narehda-WLL
TIJARAN	Bhiwadi-M
BEAWAR	Beawar MBM, Beawar RSU TC, Daulatpura, Ramgarh
CHITTORGARH	Bassi, Chittorgarh
BUNDI	Bundi, Jawahar sagar, Talera(RSU,Bundi)
JAISALMER	JAISALMER
DUDU	Boraj-WLL, Dudu, Mokhampura-WLL
RAMGARH	Alawada, Ramgarh
KISHANGARH BAS	Khanpur Mewan, Kishangarhbas
FATEHPUR	Beswa, Fatehpur, Ramgarh
DEOLI	Deoli , Ghar, Rajmahal
POKARAN	Pokaran

2.3.1.1 Mode of interview

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

Rajasthan Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
Bharti	Count	147	443	590
	%age	24.9%	75.1%	100.0%
BSNL	Count	150	450	600
	%age	25.0%	75.0%	100.0%
Rel Comm	Count	146	438	584
	%age	25.0%	75.0%	100.0%
Tata Teleservices	Count	114	343	457
	%age	24.9%	75.1%	100.0%
Shyam Telelink	Count	149	448	597
	%age	25.0%	75.0%	100.0%
Total	Count	706	2122	2828
	%age	25.0%	75.0%	100.0%

2.3.1.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. For the operator wise ratio of pre paid and post paid the nodal officers of the operators were contacted. For few operators, the ratio taken during the previous year was considered as the basis for this year also. The following table shows the operator wise pre-paid and post-paid division of sample, which was actually covered during the survey.

Rajasthan Service Area: Basic services: Type wise distribution				
Operators		Post Paid	Prepaid	Total
Bharti	Count	495	95	590
	%age	83.9%	16.1%	100.0%
BSNL	Count	592	8	600
	%age	98.7%	1.3%	100.0%
Rel Comm	Count	278	306	584
	%age	47.6%	52.4%	100.0%
Tata Teleservices	Count	279	178	457
	%age	61.1%	38.9%	100.0%
Shyam Telelink	Count	517	80	597
	%age	86.6%	13.4%	100.0%
Total	Count	2161	667	2828
	%age	76.4%	23.6%	100.0%

2.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 3600 subscribers, to be divided among the seven operators. This is shown in the table below:

Operators	Target Sample
Bharti (Bharti limited)	600
Vodafone	600
BSNL	600
Idea cellular	600
Shyam Telelink Ltd	600
Tata Teleservices	600
Rel Comm (reliance communication)	600
Total	4200

The above sample represents the total operator wise subscribers in Rajasthan service area circle with 95% confidence level and 4% interval.

2.3.2.1 Area 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 Rajasthan there are altogether 33 districts. Therefore 4 districts area – Jaipur, Jaisalmer, Sriganganagar and Udaipur were selected. Therefore, operator wise sample was distributed in these four districts/areas on the basis of their proportionate population.

The following table shows the district/ area wise and provider wise target sample distribution.

Rajasthan Service Area: Cellular Mobile : Target sample distribution in to districts/area and Operators										
Districts/ area	Population	Population %	Total sample size	Bharti	Vodafone	BSNL	Idea Cellular	Shyam Telelink	Rel Comm	Tata Teleservices
Jaipur	5251071	51.6%	2170	310	310	310	310	310	310	310
Jaisalmer	508247	5.0%	210	30	30	30	30	30	30	30
Sriganganagar	1789423	17.6%	735	105	105	105	105	105	105	105
Udaipur	2633312	25.9%	1085	155	155	155	155	155	155	155
ALL TOTAL	10182053	100.0%	4200	600	600	600	600	600	600	600

Note: Population Source: Census of India 2001

2.3.2.2 Mode of interview

Two modes of interview were selected to cover the entire sample. About 76% of operators sample was covered through in-depth interview with customers and rest 24% of 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.

Rajasthan Service area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	143	457	600
	%age	23.8%	76.2%	100%
Vodafone	Count	137	463	600
	%age	22.8%	77.2%	100%
BSNL	Count	155	445	600
	%age	25.8%	74.2%	100%
Idea Cellular	Count	135	465	600
	%age	22.5%	77.5%	100%
Shyam Telelink	Count	132	468	600
	%age	22.0%	78.0%	100%
Rel Comm	Count	145	455	600
	%age	24.2%	75.8%	100%
Tata Teleservices	Count	158	442	600
	%age	26.3%	73.7%	100%
Total	Count	1005	3195	4200
	%age	23.9%	76.1%	100%

2.3.2.3 Type wise sample distribution

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

Rajasthan Service area: Operator wise and user type wise sample distribution				
		Prepaid	Postpaid	Total
Bharti	Count	588	12	600
	%age	98.0%	2.0%	100.0%
Vodafone	Count	588	12	600
	%age	98.0%	2.0%	100.0%
BSNL	Count	570	30	600
	%age	95.0%	5.0%	100.0%
Idea Cellular	Count	564	36	600
	%age	94.0%	6.0%	100.0%
Shyam Telelink	Count	540	60	600
	%age	90.0%	10.0%	100.0%
Rel Comm	Count	552	48	600
	%age	92.0%	8.0%	100.0%
Tata Teleservices	Count	570	30	600
	%age	95.0%	5.0%	100.0%
Total	Count	3972	228	4200
	%age	94.6%	5.4%	100.0%

2.3.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered.

VOICE contacted the broadband Operator to ascertain their number of POPs (Point of Presence) in Rajasthan. As per the tender document requirement, 10% of POPs were selected to carry out the survey. The following table shows the operator wise sample covered in Rajasthan Service area.

Sample Distribution	
Operator	Sample
Bharti	600
BSNL	600
Rel Comm	166
Shyam Telelink	436
VSNL	252
Total	2054

The operator wise sample achieved represents the total operator wise subscribers in the Rajasthan with 95% confidence level and 4% confidence interval.

2.3.3.1 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 sent emails to the database of the operator wise subscribers received from few operators and

also the VOICE internal data base. However, the number of responses to the email sent was very low. The following table shows the actual operators wise sample covered with the mode of interview.



Rajasthan Service Area : Operator wise sample distribution with mode of interviews				
Operators		In-Person	Web/Online	Total
Bharti	Count	525	75	600
	%age	87.5%	12.5%	100.0%
BSNL	Count	530	70	600
	%age	88.3%	11.7%	100.0%
Rel Comm	Count	126	40	166
	%age	75.9%	24.1%	100.0%
Shyam Telelink	Count	326	110	436
	%age	74.8%	25.2%	100.0%
VSNL	Count	202	50	252
	%age	80.2%	19.8%	100.0%
Total	Count	1709	345	2054
	%age	83.2%	16.8%	100.0%

The table above shows that out of the total sample of 2054, only 345 (16.8%) responses were collected through emails. Therefore, balance sample was covered through In-person interview. Accordingly 83.2% of the total sample was covered using In-person interview technique.

3. EXECUTIVE SUMMARY

3. EXECUTIVE SUMMARY

3.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 32 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 20 questions. As regard to the performance of operators in **Rajasthan Service Area**, very few of them are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall satisfaction level was good in Rajasthan service area as **all the operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.8% to 97.6%.
- The **highest** percentages of **customers satisfied** were found with Rel Comm (97.6%) followed by Bharti at 93.4% and BSNL (92%).
- The lowest percentages of customers satisfied were found with Tata Teleservices and Shyam Telelink at 90.8% each.

3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is good in Rajasthan Service Area as **all the operators met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 95.1% to 99.3%.
- The **highest** percentage of **customers satisfied** were found with BSNL (99.3%) followed by Bharti (99.8%), Tata Teleservices (97.8%) and Shyam Telelink (97.1%).
- The lowest percentages of customers satisfied were found with Rel Comm (95.1%).

3.1.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In case of pre paid billing service **BSNL was the only operator to meet the benchmark of 95%**. Whereas in the case of **post paid all except BSNL met the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of pre-paid segment, ranged from 91.3% to 100.0%. Whereas in the case of post-paid, it ranged from 90.6% to 99.8%
- The **highest percentage of satisfied customers** with billing services, in **pre-paid segment** was achieved by BSNL with 100.0%, followed by Tata Teleservices (94.4%). In the case of **post paid segment** the highest percentage of satisfied customers was attained by Bharti with 99.8% followed by Rel Comm (99.4%), Shyam Telelink (98.9%) and Tata Teleservices (97.8%).
- The **lowest percentage of satisfied customers** with billing service in the **pre-paid segment** was attained by attained by Shyam (91.3%), followed by Bharti (91.6%) and Rel Comm (91.8%).
- In the case of **post-paid segment** also the **lowest percentage of customers** was attained by BSNL (90.6%).

3.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is very poor in Rajasthan Service Area as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 78.9% to 91.6%.
- The **highest percentage of customers satisfied** were found with Rel Comm (91.6%) followed by Bharti (90%), Shyam (88.5%) and BSNL (87.8%).
- The lowest percentages of customers satisfied were found with Tata Teleservices (78.9%).

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

The customer perception of the parameter help service/ customer care is good in Rajasthan Service Area as **all, except, met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of operators ranged from 88.1% to 95.0%.
- The **highest percentage of customers satisfied** were found with Bharti (95.0%), followed by Tata Teleservices (94.7%), Rel Comm (91.3%) and Shyam (90.1%).
- The lowest percentages of customers satisfied were found with BSNL at 88.1%.

3.1.6: Customers Protection and Redressal of Grievances

- Awareness level was found to be high in the case of call centre/ customer care help line numbers as this was reported by over 98.2% of customers surveyed.
- Awareness about the contact details of nodal officer was found very less, only among 2.4% of the customers surveyed, with maximum in the case of Bharti (5.1%) and minimum with BSNL, only 1 person aware of BSNL.
- Similarly there has not been any marked improvement in the case of awareness about the contact details of Appellate authority as less than 2.5% reported so.
- Highest number of complaints to the call centre, within last twelve months, was made by BSNL subscribers (74.3%), and minimum by Rel Comm subscribers (58.4%).
- Overall only 14% of the complainants had confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Tata Teleservices (20.8%) and lowest in the case of Rel Comm (7.3%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Rel Comm (92.1%) closely followed by BSNL (86.3%), Bharti (68.1%). It was lowest in the case of Shyam (59.6%).

3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 36 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Rajasthan Service Area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. Only one of the operators was able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall satisfaction level is average in Rajasthan Service Area as **only 5 out of 7 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.8% to 93.3%.
- Highest percentages of customer satisfied was shared by Tata Teleservices and Shyam Telelink (93.3% each) followed by Bharti (92.7%), Rel Comm (92.3%) and BSNL (90.5%).
- The lowest percentages of customers satisfied were found with Idea Cellular (88.8%) followed by Vodafone (89.2%).

3.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is average in Rajasthan Service Area as out of 7 operators **only 3 of them – Bharti, Rel Comm and Tata Teleservices -met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 94% to 95.7%.
- The **highest** percentages of **customers satisfied** were found with Bharti at 99.2% followed by Rel Comm (95.4%) and Tata Teleservices (95.1%).
- The lowest customer percentages of customers satisfied were found with Shyam Telelink (94%) followed by BSNL (94.1%) and Vodafone (94.8%).

3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In case of pre-paid services none of the service providers were found to be meeting the benchmark of >95%, where as in case of post-paid only Bharti met the benchmark, i.e. >95%.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 89.9% to 94.3%. Whereas in the case of **post-paid**, it ranged from 83.2% to 95%.
- The **highest percentage of satisfied customers** with billing services, in **pre-paid segment** was achieved by Vodafone with 94.3%, followed by Bharti and Shyam (93.7% each). In the case of **post paid segment** Bharti attained 95% customers' satisfaction, followed by Idea Cellular (93.3%), Vodafone (92.9%) and Shyam Telelink (92.5%).
- The **lowest percentage of satisfied customers** with billing service in the **pre-paid segment** was achieved by BSNL with 89.9% followed by Rel Comm (90.2%). In the case of **post-paid segment** the **lowest percentage of satisfied customers** was attained by Rel Comm with 83.2%, followed by Tata Teleservices (86.7%) and BSNL (89.6%).

3.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is average in Rajasthan Service Area as out of 7 operators only **Vodafone met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 91.6% to 95.8%.
- The **highest percentages of customers satisfied were** found with Vodafone at 95.8% followed by Idea Cellular (94.5%), Rel Comm (94.2%) and Bharti (93.5%).
- The lowest percentages of customers satisfied were found with Shyam Telelink (91.6%) followed by Tata Teleservices (91.9%) and BSNL (92.1%).

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

The customer perception of the parameter help service/ customer care is satisfactory in Rajasthan Service Area as **5 out of 7 operators met the benchmark of >90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 83.7% to 95.4%.
- The **highest percentages of customers satisfied** were found with Tata Teleservices (95.4%) followed by Shyam Telelink (95%), Idea Cellular (94.2%) and Bharti (93.3%) and Vodafone (90.8%).
- The lowest percentages of customers satisfied were found with Rel Comm (83.7%) followed by BSNL (88.7%).

3.2.6: Customers Protection and Redressal of Grievances

- Awareness level was found moderately high in the case of call centre/ customer care help line numbers as this was reported by about 97% of the customers surveyed.
- However, awareness about the contact details of nodal officer was also found to be quite low as this was reported by only 2.2% of the customers surveyed, with maximum in the case of Idea Cellular (4.3%) and minimum with Tata Teleservices (1.0%).
- Similarly, the awareness about contact detail of the Appellate Authority was found to be significantly low at 0.9%.
- Highest number of complaints to the call centre, within last twelve months, were made by Shyam (67.8%), followed by Vodafone (67.5%) and lowest in the case of BSNL (60.2%) customers.
- Only 17.8% confirmed that they received docket numbers of most of their complaints. Nearly half of them reported that they received on request. This was reported highest in the case of Tata Teleservices (61.6%) and lowest from Shyam (40%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Bharti (91.0%) and lowest in the case of Shyam (69%). The percentage of very satisfied customers was found highest in the case of Shyam (11.5%) and lowest in Vodafone (3.2%).

3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Customers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Rajasthan Service Area** performance of operators, both the operators are meeting most 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:

3.3.1: Customers satisfied with overall services (Benchmark >90%)

The customer perception of overall service is quite good in Rajasthan Service Area as 3 out of 5 operators were found to be meeting the **benchmark of >85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 80% to 97.8%.
- The percentages of **customers satisfied** were found to be higher in the case of Bharti (97.8%), followed by Shyam Telelink (94.3%) and VSNL (88.8%).
- The lowest percentage of satisfied customers was attained by BSNL (80%), followed by Rel Comm (83.7%).

3.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is good in Rajasthan Service Area as all the 5 operators are meeting the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.7% to 97.6%.
- The percentages of **customers satisfied** were found to be higher in the case of Bharti (97.6%), followed by Shyam Telelink (93.9%).
- The lowest percentage of satisfied customers was attained by BSNL (88.7%).

3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In both the cases operators met the **benchmark of 90%**.

- In terms of **customers satisfied level**, the achievement level of the operators, **in the case of pre-paid segment**, ranged from 83.9% to 92.5%. Only Bharti was found to be meeting the benchmark of >90%, followed by BSNL 88.5%, Shyam Telelink 87%. The lowest percentage of satisfied customers was attained by Rel Comm (83.3%), followed by VSNL (86.2%).
- Whereas in the case of **post-paid segment**, the achievement level ranged from 87.1% to 97.1%. The percentages of customers satisfied were found to be higher in the case of Bharti (97.1%) followed by VSNL and Shyam Telelink (93.4%). The lowest percentage of satisfied customers was attained by BSNL (87.1%).

3.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is quite good in Rajasthan Service Area all of the five operators met the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 92.3% to 98.7%.
- The percentages of **customers satisfied** were found to be higher in the case of Bharti (98.7%), followed by Shyam Telelink (95.9%).

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

The customer perception of the parameter help service/ customer care is average in Rajasthan Service Area as **3 out of 5 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 80.4% to 94%.
- The percentages of **customers satisfied** were found to be higher in the case of Bharti (94%), followed by VSNL (92%) and Rel Comm (90.1%).
- The lowest percentage of satisfied customers was attained by BSNL (80.4%), followed by Shyam Telelink (88.7%).

3.3.6: Customers Protection and Redressal of Grievances

- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by over 9 out of 10 customers surveyed. About (93.2%) of the customers reported that they were aware.
- Awareness about the contact details of nodal officer was found very poor, only 78 (3.8%) were aware about the contact details of nodal officer.
- Similarly awareness level about Appellate Authority was abysmally low. Only 12 (0.6%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer.
- Complaints in the last 12 months were received in case of 57% customers. The highest number of respondents, who had made complaints within lasts 12 months were from Rel Comm (65.7%), followed by VSNL (62.4%).of BSNL (43.5%) then Bharti (22.5%)
- Overall 63.2% confirmed that they received docket numbers for most of their complaints.
- In complaint resolution mechanism the overall percentages of customers satisfied with resolution of complaints were found 81.7%.

4. DETAIL REPORT

4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Rajasthan Service Area.

Basic Service (Wireline) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
RAJASTHAN SERVICE AREA									
Rajasthan	2828								
BHARTI	590	100.0%	99.8%	91.6%	95.0%	98.8%	90.0%	94.0%	93.4%
BSNL	600	75.0%	90.6%	100.0%	88.1%	99.3%	87.8%	91.1%	92.0%
REL COMM	584	100.0%	99.4%	91.8%	91.3%	95.1%	91.6%	91.3%	97.6%
TATA TELESERVICES	457	100.0%	97.8%	94.4%	94.7%	97.8%	78.9%	93.5%	90.8%
SHYAM TELELINK	597	99.0%	98.9%	91.3%	90.1%	97.1%	88.5%	90.4%	90.8%

The following table shows the performance of Basic service operators in Rajasthan Service Area on various parameters.

- The analysis reveals that in terms of meeting the benchmark, the performance of most of the operators are more or less uniform. Apart from BSNL all the operators have met the benchmarks on 6 of the parameters.
- BSNL, however, could meet the benchmark only on four parameters.

None of the operators could meet the benchmark on maintainability. Secondly, most of the operators could not meet the benchmark on pre paid billing services.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Rajasthan Service Area

The following table shows the performance of cellular operators in Rajasthan service area on various parameters.

Cellular Service - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
RAJASTHAN SERVICE AREA									
Rajasthan	4200								
BHARTI	600	94.2%	95.0%	93.7%	93.3%	95.7%	93.5%	98.2%	92.7%
VODAFONE	600	93.7%	92.9%	94.3%	90.8%	94.8%	95.8%	92.8%	89.2%
IDEA CELLULAR	600	93.9%	93.3%	93.9%	94.2%	94.4%	94.5%	97.7%	88.8%
BSNL	600	91.9%	89.6%	89.9%	88.7%	94.1%	92.1%	96.8%	90.5%
REL COMM	600	94.3%	83.2%	90.2%	83.7%	95.4%	94.2%	96.6%	92.3%
TATA TELESERVICES	600	95.3%	86.7%	93.5%	95.4%	95.1%	91.9%	94.3%	93.3%
SHYAM TELELINK	600	96.4%	92.5%	93.7%	95.0%	94.0%	91.6%	95.2%	93.3%

- The analysis reveals that in terms of meeting the benchmark, the performance of **Bharti** was better than other 6 operators in Rajasthan Service Area. It was able to meet the benchmark criteria on 6 parameters.
- Tata Teleservices is followed by Bharti. It was able to meet the benchmark on 5 parameters.
- **Rel Comm, Shyam Telelink and Vodafone**, on the other hand, could meet the benchmark on 4 parameters.
- Other two operators – **Idea cellular and BSNL** - were not able to meet the benchmark on most of the parameters.
- **None of the operators could meet the benchmark on billing services. Bharti could meet only post paid billing services. Secondly, apart from Vodafone, none of the operators could meet the benchmark on maintainability.**

• **4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Rajasthan service area**

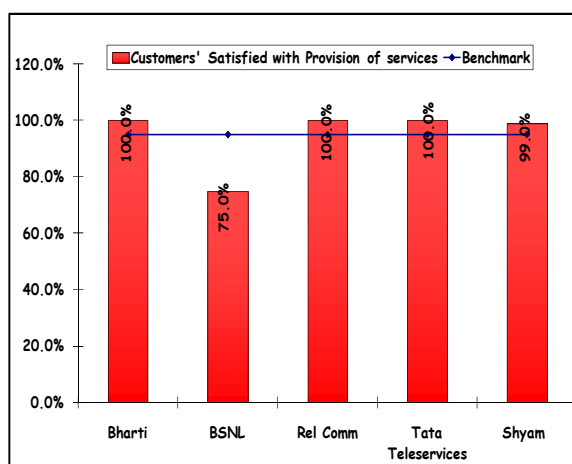
The following table shows the performance of Broadband operators in Rajasthan Service Area on various parameters.

Broadband (Rajasthan service area) - Parameter Based Performance Compliance									
Name of the Operator	Sample Size	Customers satisfied With Provision of service	Customers satisfied with billing services		Customers satisfied with Help Services	Customers satisfied with Network Performance, Reliability and Availability	Customers satisfied with Maintenance	Customers satisfied with Supplementary services	Customers satisfied with overall services
			Post-paid	Pre-paid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
RAJASTHAN SERVICE AREA									
RAJASTHAN	2054								
Bharti	600	87.4%	97.1%	92.5%	94.0%	97.6%	98.7%	92.2%	97.8%
BSNL	600	82.3%	87.1%	88.5%	80.4%	88.7%	93.0%	88.9%	80.0%
Rel Comm	166	83.9%	87.4%	83.3%	90.1%	93.4%	92.3%	89.0%	83.7%
Shyam Telelink	436	86.4%	93.4%	87.0%	88.7%	93.9%	95.9%	95.5%	94.3%
VSNL	252	90.4%	93.4%	86.2%	92.0%	93.6%	94.2%	80.2%	88.8%

- The analysis reveals that in terms of meeting the benchmark, the performance of Bharti, VSNL and Shyam Telelink are satisfactory, whereas rest two operators Rel Comm and BSNL were below the satisfaction level.
- It was found on provision of services and prepaid billing service, 4 out of 5 companies did not able to meet the benchmark.
- **Bharti** was able to meet benchmark on all the parameters except one – **Service provision – where its performance was low to some extent.**
- **VSNL** was able to meet benchmark on 6 out of 8 parameters. However, on 2 parameters – Prepaid billing and Supplementary services its performance could not meet the prescribed benchmarks.

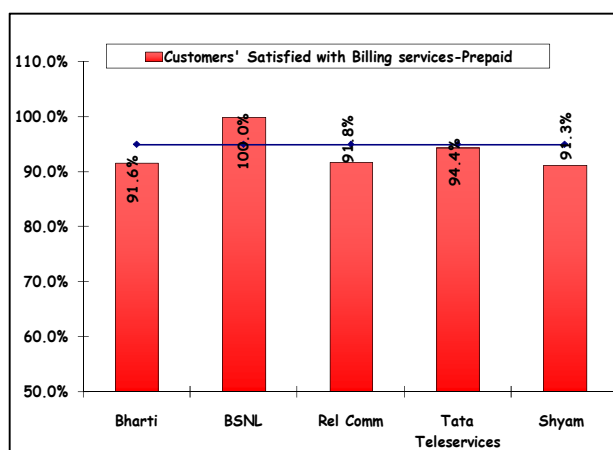
4.2.1 BASIC WIRE LINE – RAJASTHAN SERVICE AREA

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



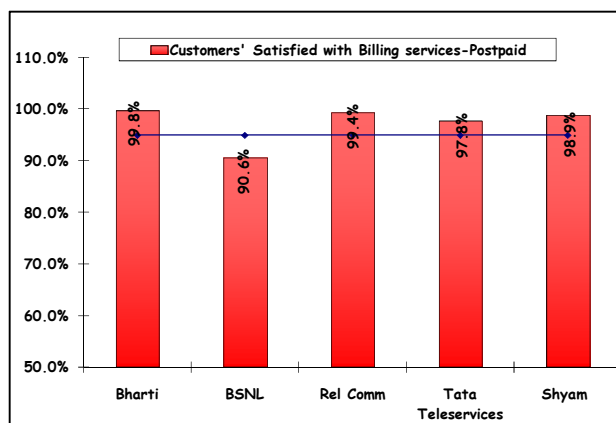
- Audit conducted for 5 operators providing services in Rajasthan.
- Four operators were found meeting the benchmark of >90%. Only BSNL could not meet the benchmark
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 75% to 100.0%.
- All the customers of Bharti, Rel Comm and Tata Teleservices were found to be satisfied. In case of Shyam Telelink, 99% were satisfied.
- The lowest percentages of customers satisfied were with BSNL (75%).

4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING PERFORMANCE



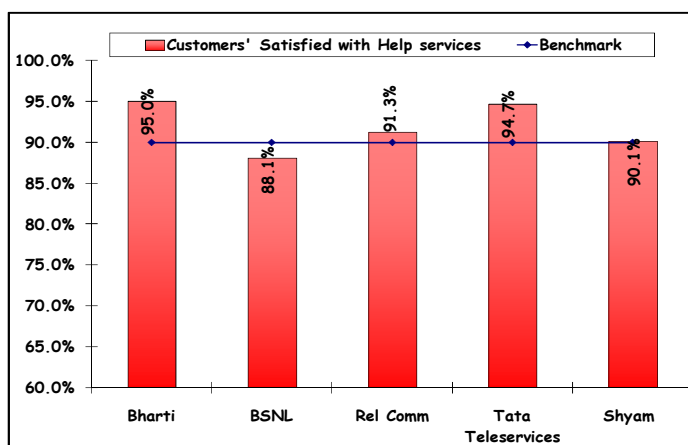
- Audit conducted for 5 operators providing services in Rajasthan.
- Only BSNL was meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the four operators ranged from 91.3% to 100.0%.
- Highest level of satisfaction was found by the customers of BSNL (100.0%) followed by Tata (94.4%).
- The lowest percentage of satisfied customers was attained by Shyam (91.3%), followed by Bharti (91.6%) and Rel Comm (91.8%).

4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING PERFORMANCE



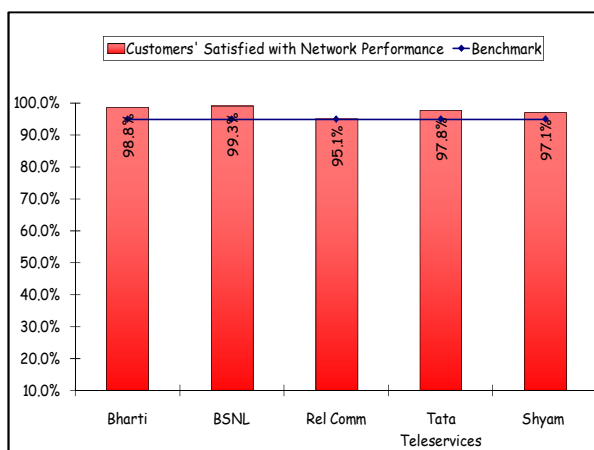
- Audit conducted for 5 operators providing services in Rajasthan.
- BSNL was the only operator who could not meet the benchmark of >95%.
- Percentage of satisfied customers among all operators ranged from 90.6% to 99.8%.
- Highest percentage of satisfied customers were found in the case of Bharti (99.8%) followed by Rel Comm (99.4%), Shyam Telelink (98.9%) and Tata Teleservices (97.8%).
- The lowest percentage of satisfied customers was attained by of BSNL (90.6%).

4.2.1.4 SATISFIED WITH HELP SERVICES



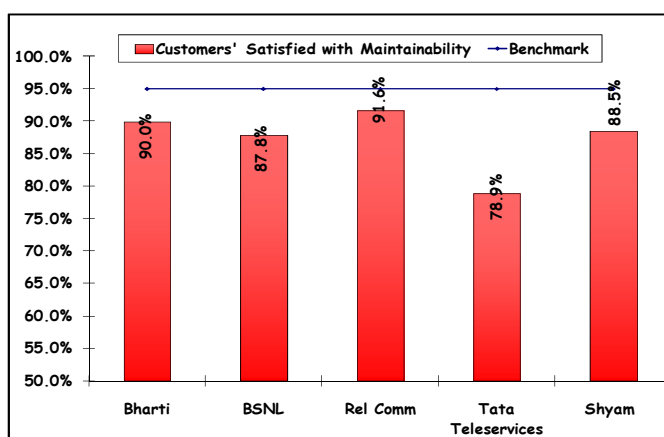
- Audit conducted for 5 operators providing services in Rajasthan.
- BSNL could not meet the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 88.1% to 95.0%.
- Highest percentage of satisfied customers were with Bharti (95.0%), followed by Tata Teleservices (94.7%), Rel Comm (91.3%) and Shyam (90.1%).
- The lowest percentage of satisfied customers was attained by of BSNL (88.1%).

4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



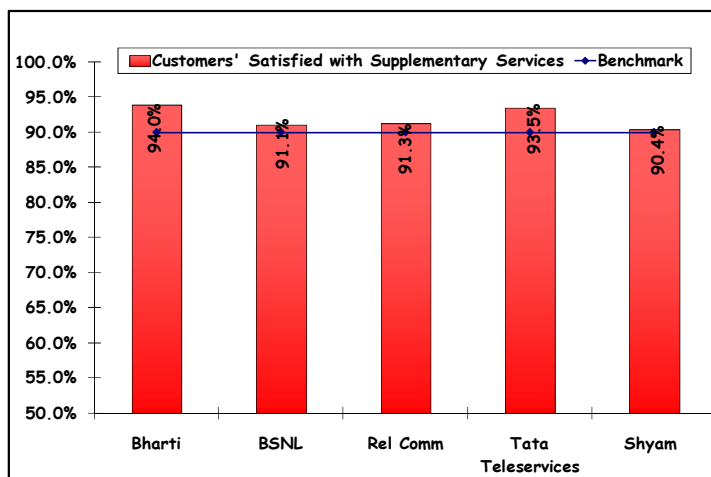
- Audit conducted for 5 operators providing services in Rajasthan.
- All operator were found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 95.1% to 99.3%.
- Highest percentage of satisfied customers were in the case of BSNL (99.3%) followed by Bharti (98.8%), Tata (97.8%) and Shyam (97.1%).
- The lowest percentage of satisfied customers was attained Rel Comm (95.1%).

4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



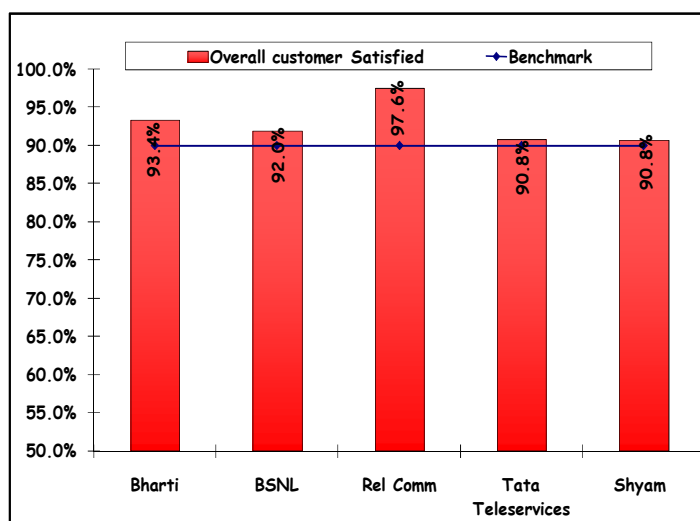
- Audit conducted for 5 operators providing services in Rajasthan.
- None of the operator was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 78.9% to 91.6%.
- Highest percentages of satisfied customers were found with Rel Comm (91.6%) followed by Bharti (90%), Shyam (88.5%) and BSNL (87.8%).
- The lowest percentage of satisfied customers was attained by of Tata Teleservices (78.9%).

4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 5 operators providing services in Rajasthan.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the supplementary services ranged from 90.4% to 94%.
- Highest percentage of satisfied customers were found with Bharti (94%) followed by Tata (93.5%).
- The lowest percentages of satisfied customers were found in the case of Shyam (90.4%), BSNL (91.1%) and Rel Comm (91.3%).

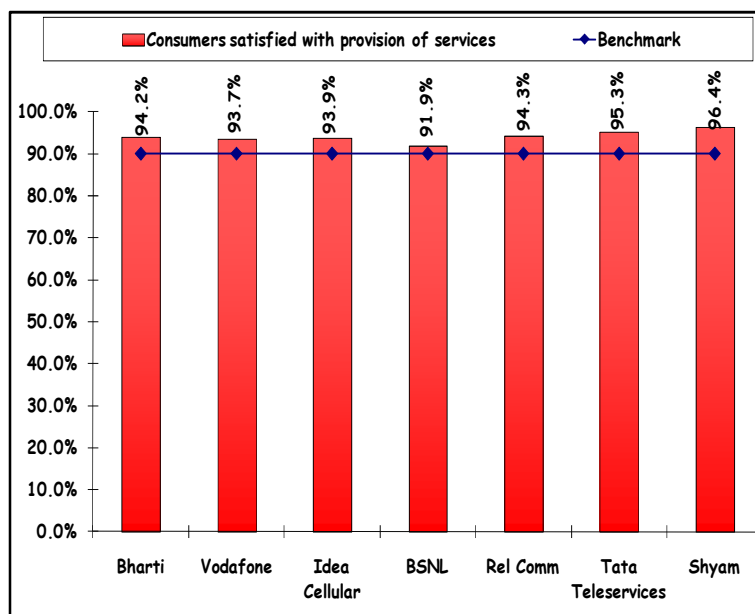
4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 5 operators providing services in Rajasthan.
- All were meeting the benchmark of >90%
- Percentage of customers satisfied with the overall services ranged from 90.8% to 97.6%.
- Highest percentage of satisfied customers were found with Rel Comm (97.6%) followed by Bharti (93.4%) and BSNL (92.0%).
- Whereas, lowest percentage of satisfied customers were shared by Tata Teleservices and Shyam (90.8% each).

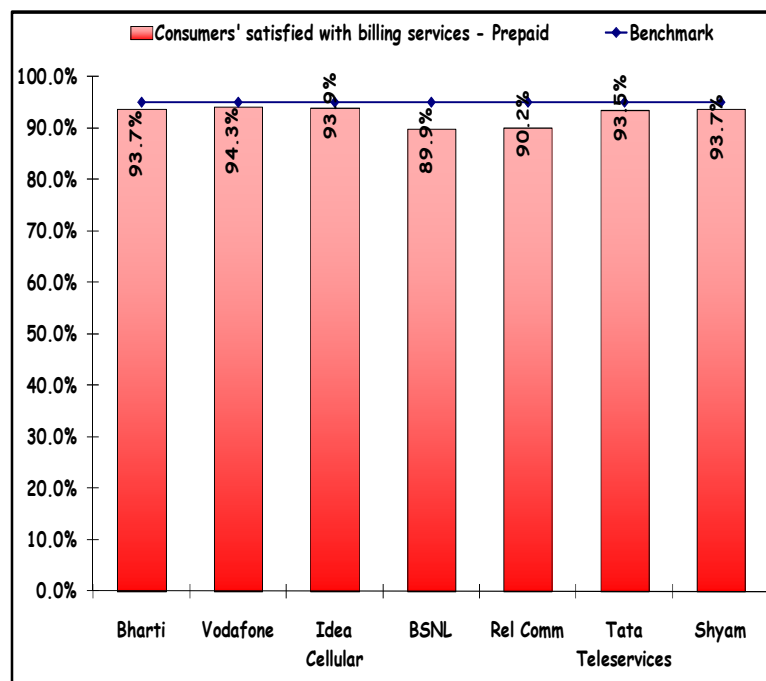
4.2.2 CELLULAR SERVICE – RAJASTHAN SERVICE AREA

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



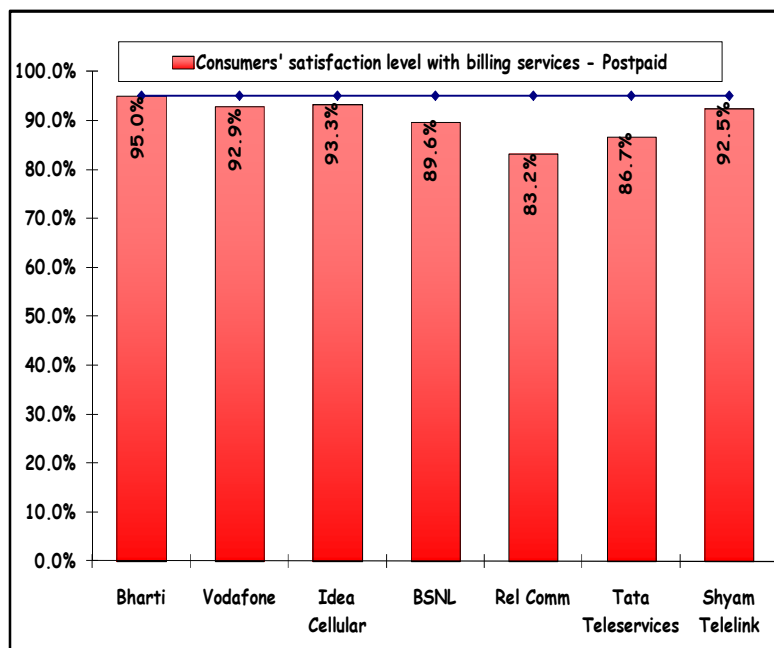
- Audit conducted for 7 operators providing services in Rajasthan.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the seven operators ranged from 91.9% to 96.4%.
- Highest percentage of customers satisfied were found with Shyam (100.0%) followed by Tata (95.3%), Rel Comm (94.3%), Bharti (94.2%), Idea cellular (93.9%) and Vodafone (93.7%).
- The lowest percentage of satisfied customers was attained by of BSNL (91.9%).

4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING PERFORMANCE



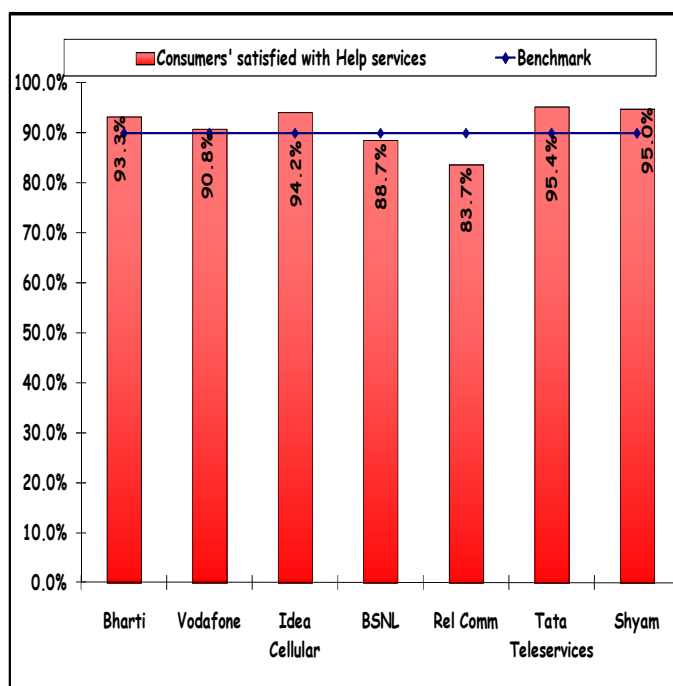
- Audit conducted for 7 operators providing services in Rajasthan.
- None of the operators, were found to be meeting the benchmark of >95%.
- Percentages of satisfied consumer by all the seven operators ranged from 89.9% to 94.3%.
- Highest percentages of customers satisfied were found with Vodafone (94.3%) followed by Bharti and Shyam (93.7% each), Idea Cellular (93.9%) and Tata Teleservices (93.5%).
- The lowest percentage of satisfied customers was attained by BSNL (89.9%) followed by Rel Comm (90.2%).

4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



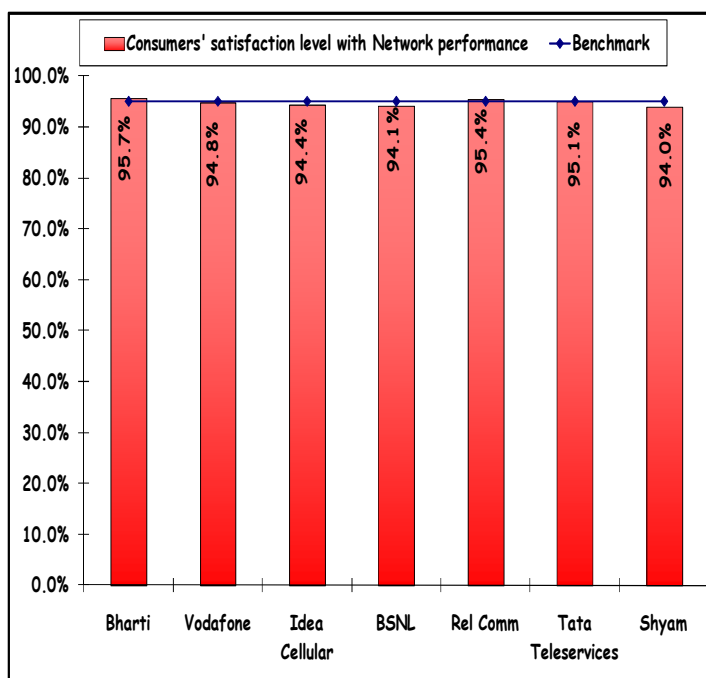
- Audit conducted for 6 operators providing services in Rajasthan.
- Only Bharti was found to be meeting the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 83.2% to 95.0%.
- Highest percentages of customers satisfied were found with Bharti (95%) followed by Idea Cellular (93.3%), Vodafone (92.9%) and Shyam Telelink (92.5%).
- The lowest percentage of satisfied customers was attained by of Rel Comm (83.2%) followed by Tata Teleservices (86.7%) and BSNL (89.6%).

4.2.2.4 CUSTOMERS SATISFIED WITH HELP SERVICES



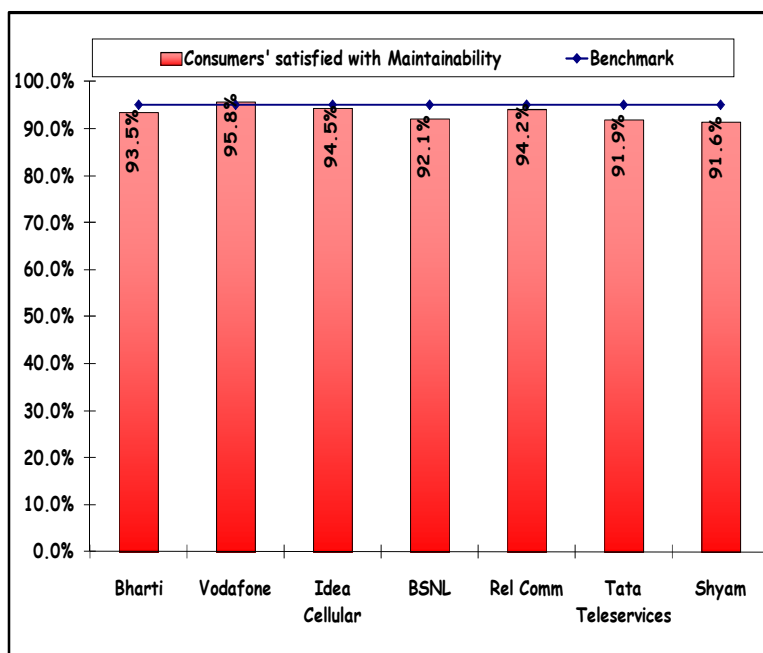
- Audit conducted for 7 operators providing services in Rajasthan.
- Five operators, were found to be meeting the benchmark of >90%. BSNL and Rel Comm could not meet the benchmark.
- Percentage of consumer satisfied by all the six operators ranged from 83.7% to 95.4%.
- Highest percentage of satisfied customers were with Tata Teleservices (95.4%) followed by Shyam Telelink (95%), Idea Cellular (94.2%) and Bharti (93.3%) and Vodafone (90.8%).
- The lowest percentage of satisfied customers were found with Rel Comm (83.7%) followed by BSNL (88.7%).

4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



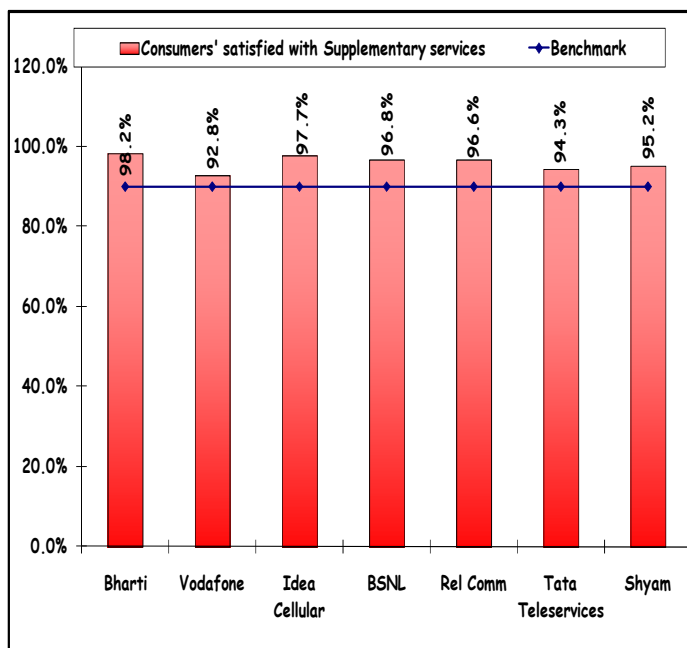
- Audit conducted for 7 operators providing services in Rajasthan.
- Three of the operators, were found to be meeting the benchmark of >95%. They were Bharti, Rel Comm and Tata Teleservices.
- Percentages of customers satisfied by all the six operators ranged from 94% to 95.7%.
- Highest percentages of customers satisfied were found with Bharti (95.7%) followed by Rel Comm (95.4%) and Tata Teleservices (95.1%).
- The lowest percentage of satisfied customers was attained by Shyam Telelink (94%), followed by BSNL (94.1%), Idea Cellular (94.4%) and Vodafone (94.8%).

4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



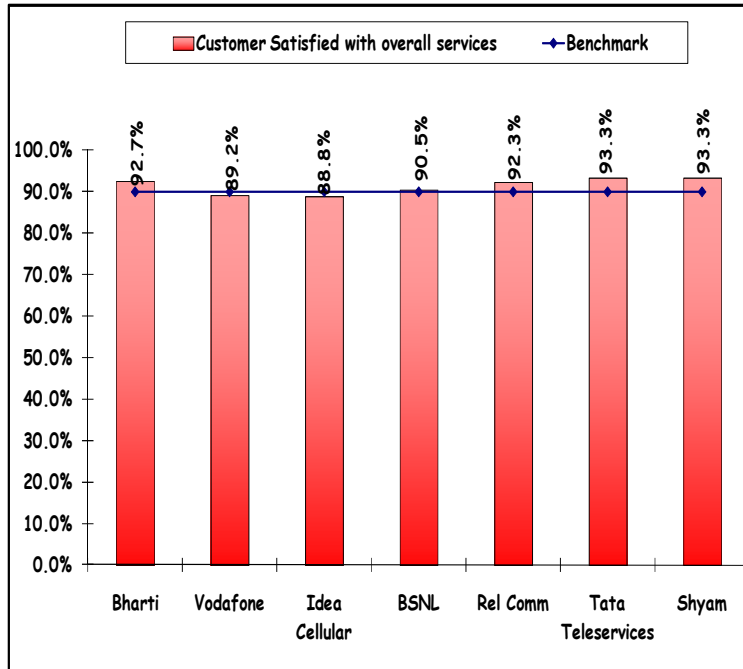
- Audit conducted for 7 operators providing services in Rajasthan.
- Only Vodafone was found to be meeting the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 91.6% to 95.8%.
- Highest percentage of customers satisfied were with Vodafone (95.8%) followed by Idea Cellular (94.5%), Rel Comm (94.2%) and Bharti (93.5%).
- The lowest percentage of satisfied customers were with Shyam Telelink (91.6%) followed by Tata Teleservices (91.9%) and BSNL (92.1%).

4.2.2.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit conducted for 7 operators providing services in Rajasthan.
- All the operators, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the six operators ranged from 92.8% to 98.2%
- Highest percentage of customers satisfied were found with Bharti (98.2%), followed by Idea Cellular (97.7%) and BSNL (96.8%), Rel Comm (96.6%) and Shyam Telelink (95.2%).
- The lowest percentage of satisfied customers was attained by of Vodafone (92.8%) followed by Tata Teleservices (94.3%).

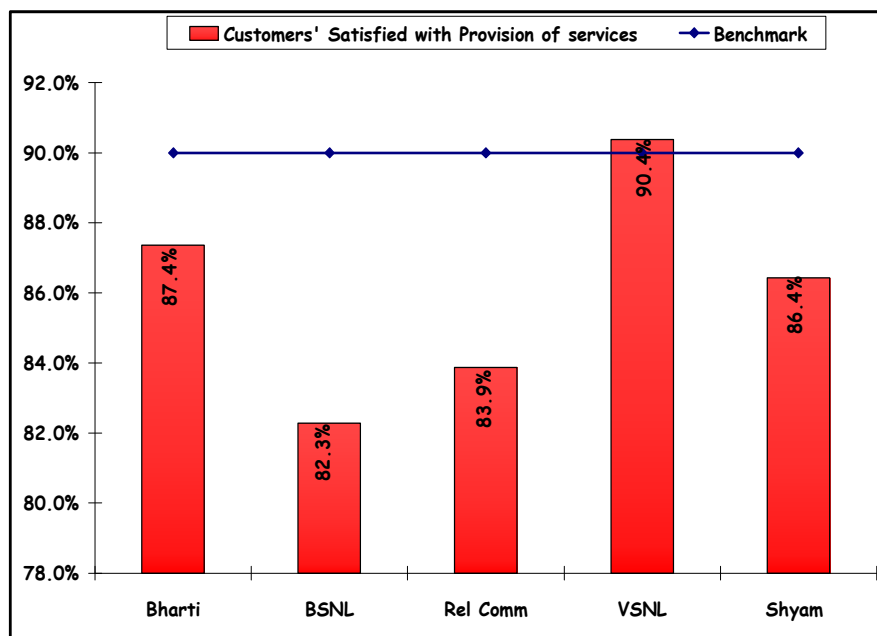
4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 7 operators providing services in Rajasthan.
- Five of the operators, were found to be meeting the benchmark of >90%. Vodafone and Idea Cellular could not meet the benchmark.
- Percentage of customers satisfied by all the seven operators ranged from 88.8% to 93.3%.
- Highest percentages of customer satisfied was shared by Tata Teleservices and Shyam Telelink (93.3% each) followed by Bharti (92.7%), Rel Comm (92.3%) and BSNL (90.5%).
- The lowest percentage of satisfied customers was attained by of Idea Cellular (88.8%) followed by Vodafone (89.2%).

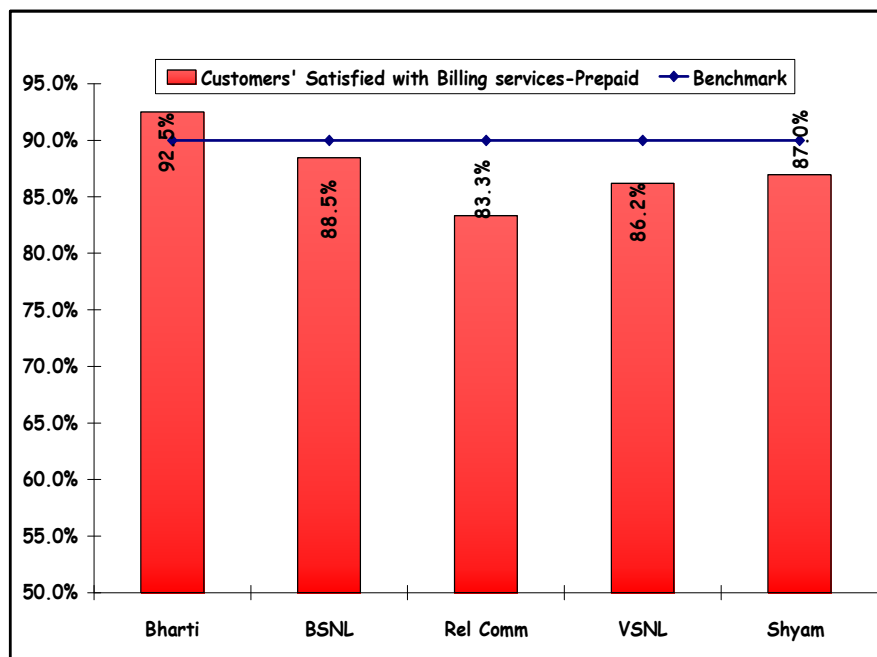
4.2.3 Broadband services – Rajasthan Service area

4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



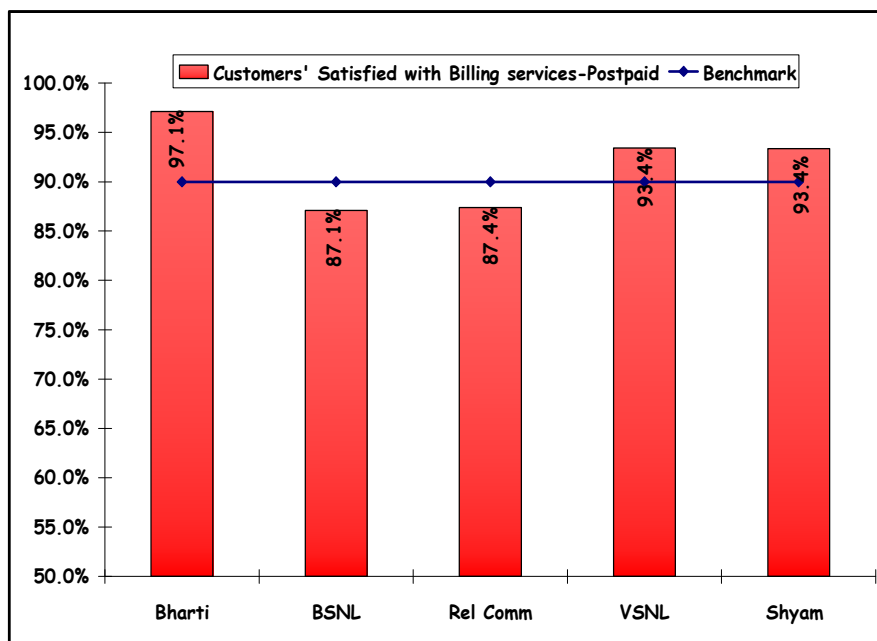
- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 82.3% to 90.4%.
- Only VSNL was found to be meeting the benchmark of >90%, followed by Bharti 87.4%, Shyam Telelink 86.4%.
- The lowest percentage of satisfied customers was attained by BSNL (82.3%) followed by Rel Comm (83.9%).

4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



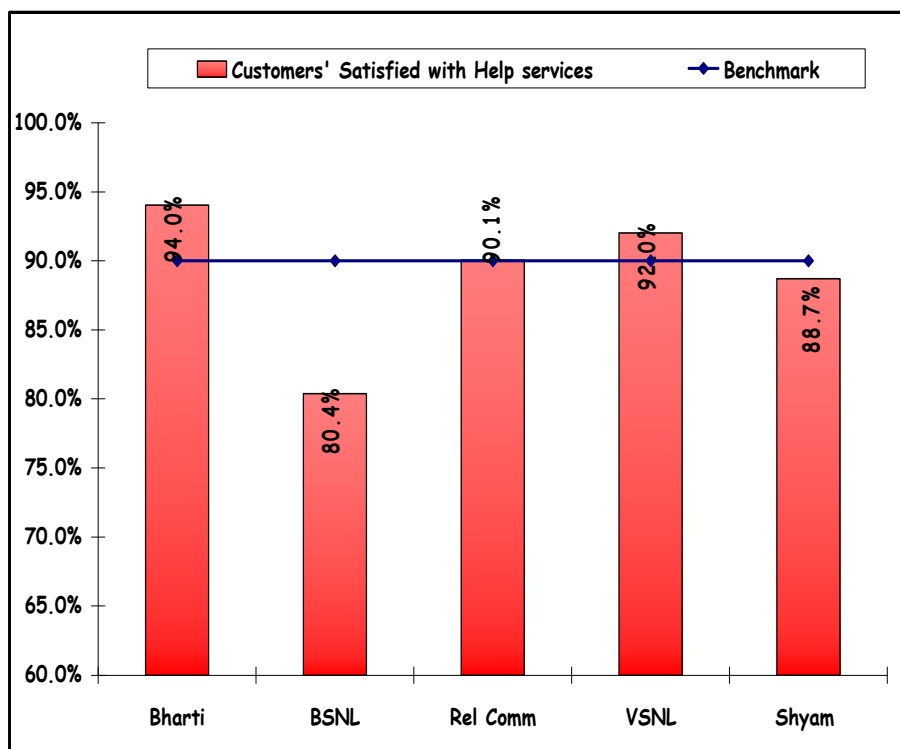
- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 83.9% to 92.5%.
- Only Bharti was found to be meeting the benchmark of >90%, followed by BSNL 88.5%, Shyam Telelink 87%.
- The lowest percentage of satisfied customers was attained by Rel Comm (83.3%), followed by VSNL (86.2%).

4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



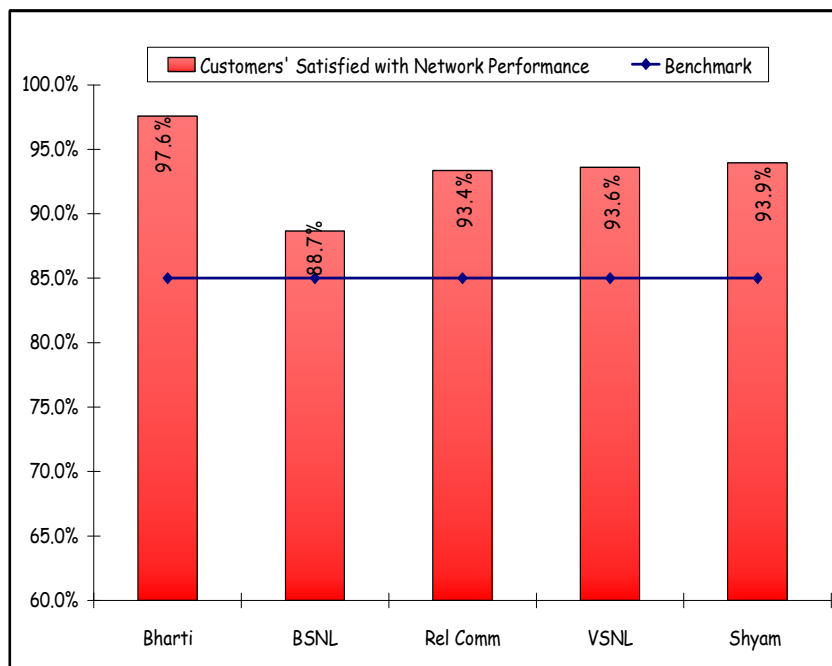
- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 87.1% to 97.1%.
- 3 out of 5 operators were found to be meeting the benchmark of >90%. The highest percentage was attained by Bharti (97.1%), followed by VSNL and Shyam Telelink (93.4%).
- The lowest percentage of satisfied customers was attained by BSNL (87.1%), followed by Rel Comm (87.4%).

4.2.3.4 SATISFIED WITH HELP SERVICES



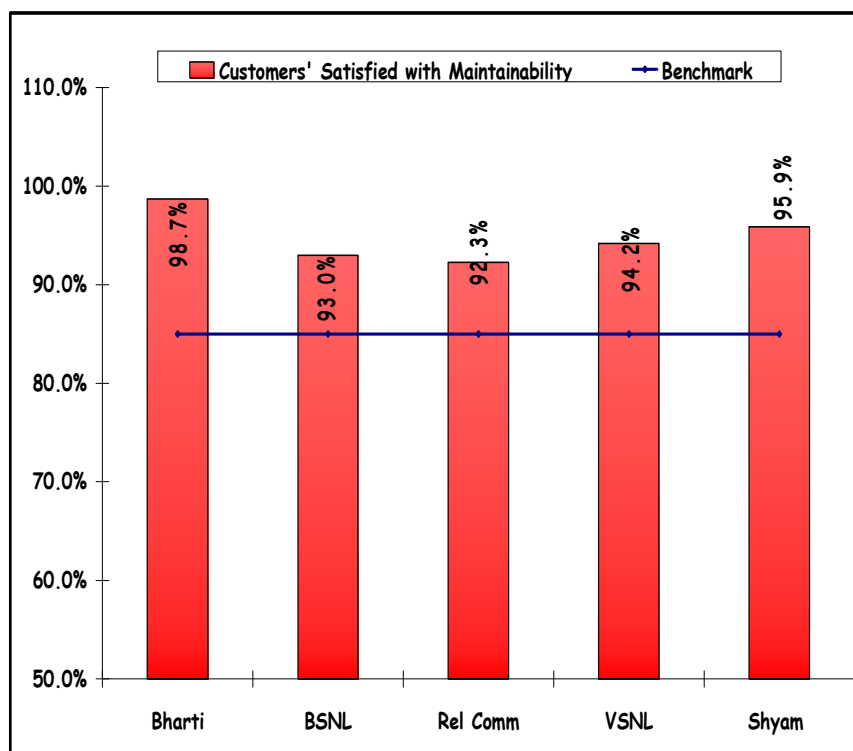
- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 80.4% to 94%.
- 3 out of 5 operators were found to be meeting the benchmark of >90%. The highest percentage was attained by Bharti (94%), followed by VSNL (92%) and Rel Comm (90.1%).
- The lowest percentage of satisfied customers was attained by BSNL (80.4%), followed by Shyam Telelink (88.7%).

4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



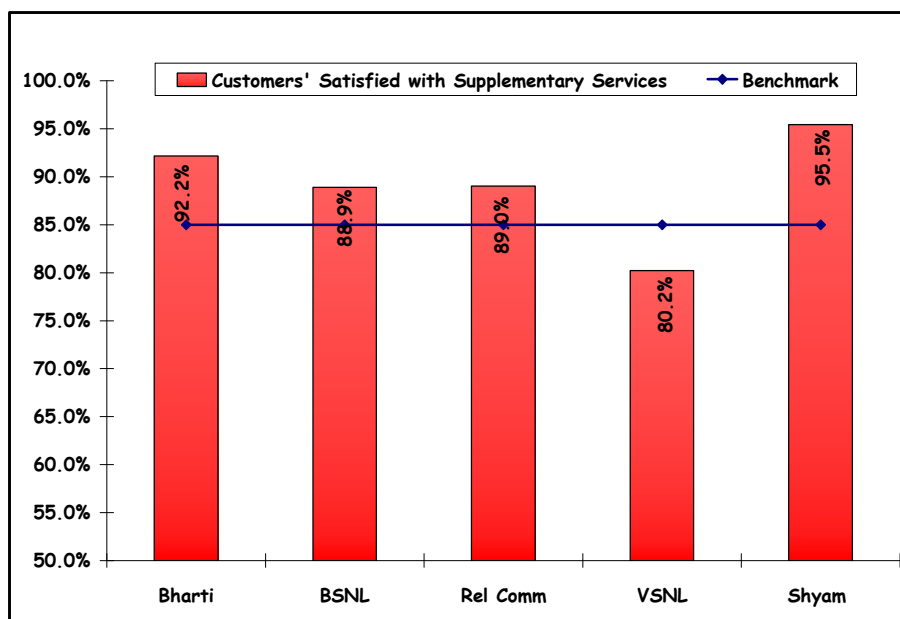
- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 88.7% to 97.6%.
- All the operators were found to be meeting the benchmark of >85%. The highest percentage was attained by Bharti (97.6%), followed by Shyam Telelink (93.9%)
- The lowest percentage of satisfied customers was attained by BSNL (88.7%).

4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



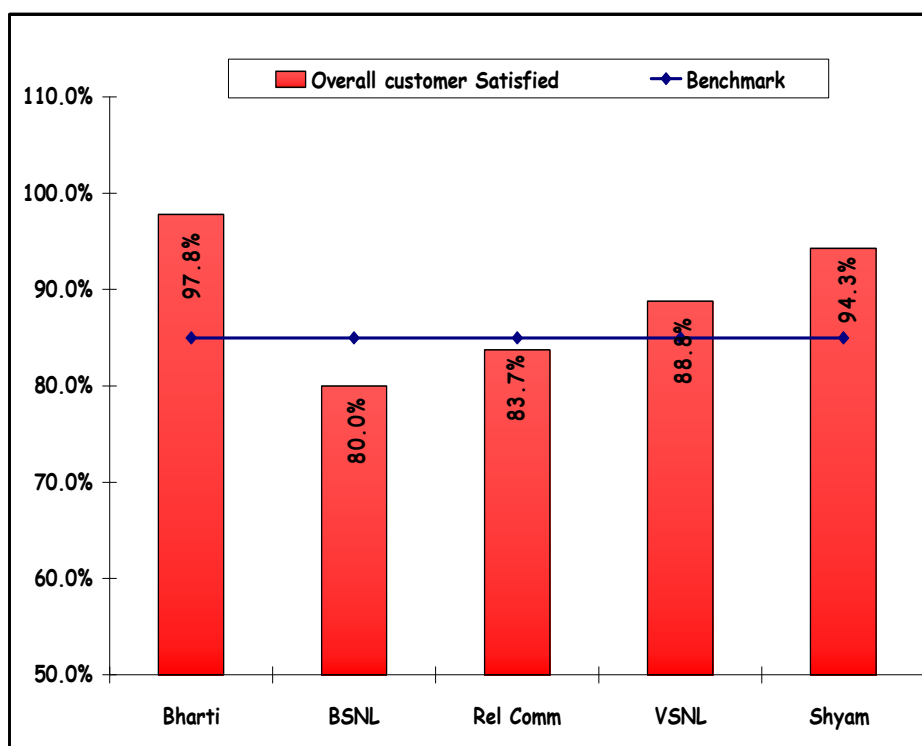
- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 92.3% to 98.7%.
- All the operators were found to be meeting the benchmark of >85%. The highest percentage was attained by Bharti (98.7%), followed by Shyam Telelink (95.9%)
- The lowest percentage of satisfied customers was attained by Rel Comm (92.3%).

4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 80.2% to 95.5%.
- 4 out of operators were found to be meeting the benchmark of >85%. The highest percentage was attained by Shyam Telelink (95.9%), followed by Bharti (92.2%)
- The lowest percentage of satisfied customers was attained by VSNL (80.2%).

4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 5 operators providing services in Rajasthan.
- Percentage of customers satisfied by all the five operators ranged from 80% to 97.8%.
- 3 out of 5 operators were found to be meeting the benchmark of >85%. The highest percentage was attained by Bharti (97.8%), followed by Shyam Telelink (94.3%) and VSNL (88.8%)
- The lowest percentage of satisfied customers was attained by BSNL (80%), followed by Rel Comm (83.7%).

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

5.1: BASIC (WIRELINE) – Rajasthan Service Area

5.1.1: Awareness about Call centre telephone number: Altogether 2828 of wireline customers of 5 operators in Rajasthan service area were targeted. Out of these, 2776 (98.2%) were aware about the call centre telephone numbers of their operators. The highest percentages of aware subscribers were found in the case of Bharti (99.8%) and lowest in the case of Tata Teleservices (97.4%).

Awareness about the call centre/ customer care services				
		Yes	No	Total
Bharti	Count	589	1	590
	row%	99.80%	0.20%	100.00%
BSNL	Count	573	27	600
	row%	95.50%	4.50%	100.00%
Rel Comm	Count	581	3	584
	row%	99.50%	0.50%	100.00%
TATA	Count	445	12	457
	row%	97.40%	2.60%	100.00%
Shyam	Count	588	9	597
	row%	98.50%	1.50%	100.00%
Total	Count	2776	52	2828
	row%	98.20%	1.80%	100.00%

5.1.2: Customers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 2828 respondents, 1912 (67.6%) had used this facility. The highest number of respondents, who had made complaints within last 12 months, was from BSNL (74.3%). The lowest was in the case of Rel Comm (58.4%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
		Yes	No	Total
Bharti	Count	392	198	590
	row%	66.4%	33.6%	100.0%
BSNL	Count	446	154	600
	row%	74.3%	25.7%	100.0%
Rel Comm	Count	341	243	584
	row%	58.4%	41.6%	100.0%
TATA	Count	307	150	457
	row%	67.2%	32.8%	100.0%
Shyam	Count	426	171	597
	row%	71.4%	28.6%	100.0%
Total	Count	1912	916	2828
	row%	67.6%	32.4%	100.0%

5.1.3: 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 1912 respondents who made complaints, only 14% confirmed that they received docket numbers. However, 28.6% informed that they did not receive docket number for most of the complaints they made. The table also shows 51.8% of respondents also reported that docket number was given only on request. Whereas, 109 (5.7%) also reported that the docket number was not given even on request.

Receipt of docket number on the complaints made to call centre						
		No Docket number received even on request	It was received on Request	No Docket number received for most of the complaint	Docket number received for most the complaints	Total
Bharti	Count	11	163	160	58	392
	row%	2.80%	41.60%	40.80%	14.80%	100.00%

Receipt of docket number on the complaints made to call centre						
		No Docket number received even on request	It was received on Request	No Docket number received for most of the complaint	Docket number received for most the complaints	Total
BSNL	Count	31	252	121	42	446
	row%	7.00%	56.50%	27.10%	9.40%	100.00%
Rel Comm	Count	6	274	36	25	341
	row%	1.80%	80.40%	10.60%	7.30%	100.00%
TATA	Count	17	139	87	64	307
	row%	5.50%	45.30%	28.30%	20.80%	100.00%
Shyam	Count	44	162	143	77	426
	row%	10.30%	38.00%	33.60%	18.10%	100.00%
Total	Count	109	990	547	266	1912
	row%	5.70%	51.80%	28.60%	13.90%	100.00%

5.1.4: Feedback 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 1912 respondents who made complaints, only 536 (28%) confirmed that they were informed about the action taken on their complaints, the highest from BSNL (40.8%). In the case of Tata only 5.2% reported the same.

Information from call centre on the action taken on complaint				
		Yes	No	Total
Bharti	Count	102	290	392
	row%	26.0%	74.0%	100.0%
BSNL	Count	182	264	446
	row%	40.8%	59.2%	100.0%
Rel Comm	Count	135	206	341
	row%	39.6%	60.4%	100.0%
TATA	Count	16	291	307
	row%	5.2%	94.8%	100.0%
Shyam	Count	101	325	426
	row%	23.7%	76.3%	100.0%
Total	Count	536	1376	1912
	row%	28.0%	72.0%	100.0%

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

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
		Very Dissatisfied	Dassatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	7	118	250	17	392
	row%	1.8%	30.1%	63.8%	4.3%	100.0%
BSNL	Count	2	59	380	5	446
	row%	0.4%	13.2%	85.2%	1.1%	100.0%
Rel Comm	Count	1	26	309	5	341
	row%	0.3%	7.6%	90.6%	1.5%	100.0%
TATA	Count	3	160	133	11	307
	row%	1.0%	52.1%	43.3%	3.6%	100.0%
Shyam	Count	13	159	243	11	426
	row%	3.1%	37.3%	57.0%	2.6%	100.0%
Total	Count	26	522	1315	49	1912
	row%	1.4%	27.3%	68.8%	2.6%	100.0%

- Maximum percentage of satisfied customers (very satisfied and satisfied) were reported in the case of Rel Comm (92.1%) closely followed by BSNL (86.3%), Bharti (68.1%). It was lowest in

the case of Shyam (59.6%). The percentage of very satisfied customers was found highest in the case of Bharti (4.3%) and lowest in BSNL (1.1%).

5.1.6: 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.

Reason(s) for 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	170	32	118	164	34	392
	%age	43.40%	8.10%	30.10%	41.90%	8.80%	
BSNL	Count	207	62	128	168	84	446
	%age	46.50%	13.90%	28.70%	37.60%	18.80%	
Rel Comm	Count	240	78	57	172	74	341
	%age	70.30%	22.80%	16.80%	50.50%	21.80%	
TATA	Count	146	58	52	197	78	307
	%age	47.40%	18.90%	16.80%	64.20%	25.30%	
Shyam	Count	220	66	102	206	76	426
	%age	51.70%	15.40%	24.00%	48.30%	17.90%	
Total	Count	983	296	457	907	346	1912
	%age	51.41%	15.48%	23.90%	47.44%	18.10%	

Note: sum may not add because of multiple response

- Out of 429 dissatisfied respondents most of them (51.4%) cited that it is **“Difficult to connect to the call centre executive”** This was cited maximum in the case of **Rel Comm (70.3%)**.
- The other reasons cited were **“Time Taken by call centre for redressal of complaint is too long”** reported by nearly about 1 out of 2 complainants (47.4%). This was found highest in the case of Tata Teleservices (64.2%).
- **“Customer care executive not equipped with adequate information”** was also reported by nearly 1 out of 4 respondents. Similarly **“Customer care executive was unable to understand the problem”** and **“Customer care executive not polite and courteous”** was also reported over 15% of complainants

5.1.7 Resolution of billing complaints: The following table shows that out of 1912 respondents who had complained to call centre/ customer care, 1620 (85%) had billing related complaints. Out of these 1620, only 35.6% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. Therefore complaints of over 64% were not satisfactorily resolved and this was found highest in the case of Tata (86%) and lowest in the case of BSNL (49%).

Resolution of billing complaint				
		Yes	No	total
Bharti	Count	137	203	340
	row%	40.3%	59.7%	100.0%
BSNL	Count	211	203	414
	row%	51.0%	49.0%	100.0%
Rel Comm	Count	91	160	251
	row%	36.3%	63.7%	100.0%
TATA	Count	32	196	228
	row%	14.0%	86.0%	100.0%
Shyam	Count	105	282	387
	row%	27.1%	72.9%	100.0%
Total	Count	576	1044	1620
	row%	35.6%	64.4%	100.0%

5.1.8 Awareness about the contact details of nodal officers: Out of 2828 respondents targeted during the survey, only 68 (2.4%) were aware about the contact details of nodal officer. This was found to be highest in the case of Bharti (5.1%) and lowest in the case of BSNL, where only 1 customer was found to be aware.

Awareness about the contact details of the nodal officer				
		Yes	No	Total
Bharti	Count	30	560	590
	row%	5.1%	94.9%	100.0%
BSNL	Count	1	599	600
	row%	0.2%	99.8%	100.0%
Rel Comm	Count	9	575	584
	row%	1.5%	98.5%	100.0%
TATA	Count	6	451	457
	row%	1.3%	98.7%	100.0%
Shyam	Count	22	575	597
	row%	3.7%	96.3%	100.0%
Total	Count	68	2760	2828
	row%	2.4%	97.6%	100.0%

5.1.9 Complaints to Nodal officer: Out of the 68 respondents who were aware of the contact details of nodal officers, one of the respondents had made complaint to Nodal officer which was not resolved or unsatisfactorily resolved by call centre/ customer care. He got the intimation from the Nodal officers was satisfied with the resolution of his complaint.

5.1.10 Awareness about the contact details of Appellate Authority: out of these 2828 respondents, 71 (2.5%) were also aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer . However, none of them had ever filed an appeal for the resolution of their problem not satisfied with decision taken by the nodal officer.

Awareness about the contact details of the Appellate Authority				
		Yes	No	Total
Bharti	Count	30	560	590
	row%	5.1%	94.9%	100.0%
BSNL	Count	0	600	600
	row%	0.0%	100.0%	100.0%
Rel Comm	Count	9	575	584
	row%	1.5%	98.5%	100.0%
TATA	Count	6	451	457
	row%	1.3%	98.7%	100.0%
Shyam	Count	26	571	597
	row%	4.4%	95.6%	100.0%
Total	Count	71	2757	2828
	row%	2.5%	97.5%	100.0%

5.1.11 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 667 prepaid customers of 5 providers targeted, 238 (35.7%) reported that they were aware of this facility. The highest percentage was reported from the prepaid subscribers of Bharti (62.0%) whereas it was reported lowest from Tata (10.9%).

Awareness about item wise charges of prepaid services				
		Yes	No	Total
Bharti	Count	57	38	95
	row%	60.0%	40.0%	100.0%

Awareness about item wise charges of prepaid services				
		Yes	No	Total
BSNL	Count	3	5	8
	row%	40.0%	60.0%	100.0%
Rel Comm	Count	115	191	306
	row%	37.7%	62.3%	100.0%
TATA	Count	19	159	178
	row%	10.9%	89.1%	100.0%
Shyam	Count	44	36	80
	row%	55.3%	44.7%	100.0%
Total	Count	238	429	667
	row%	35.7%	64.3%	100.0%

5.1.12 Denial of itemized usage charges detail: There were 238 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 45 (43.3%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operator. Denial of itemized details were reported highest in the case of Shyam (48%), followed by Bharti (45%).

Denial of request on itemized usage charges detail				
		Yes	No	Total
Bharti	Count	15	19	34
	row%	45.0%	55.0%	100.0%
BSNL	Count	0	1	1
	row%	0.0%	100.0%	100.0%
Rel Comm	Count	18	25	43
	row%	42.0%	58.0%	100.0%
TATA	Count	0	2	2
	row%	0.0%	100.0%	100.0%
Shyam	Count	12	12	24
	row%	48.0%	52.0%	100.0%
Total	Count	45	59	104
	row%	43.3%	56.7%	100.0%

5.1.13 Reason for denial of request for itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 104 respondents, who were denied the itemized usage charges, reported that they were given technical reason (53%). However, over 47% also reported that they were not given any reasons.

Denial of request on itemized usage charges detail				
		No reason given	Technical reason	Total
Bharti	Count	20	14	34
	row%	60.0%	40.0%	100.0%
BSNL	Count	0	1	1
	row%	0.0%	100.0%	100.0%
Rel Comm	Count	16	27	43
	row%	37.7%	62.3%	100.0%
TATA	Count	0	2	2
	row%	0.0%	100.0%	100.0%
Shyam	Count	13	11	24
	row%	55.3%	44.7%	100.0%
Total	Count	49	55	104
	row%	47.1%	52.9%	100.0%

5.1.14 Provision of Manual of Practice by the Operators: There were 102 respondents who were new subscribers. In other words whose connection was less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Half of these subscribers confirmed that they had received the manual of practice.

Provision of Manual of Practice				
		Yes	No	Total
Bharti	Count	15	21	36

Provision of Manual of Practice				
		Yes	No	Total
	row%	41.7%	58.3%	100.0%
BSNL	Count	4	0	4
	row%	100.0%	0.0%	100.0%
Rel Comm	Count	13	12	25
	row%	52.0%	48.0%	100.0%
TATA	Count	15	9	24
	row%	62.5%	37.5%	100.0%
Shyam	Count	4	9	13
	row%	30.8%	69.2%	100.0%
Total	Count	51	51	102
	row%	50.0%	50.0%	100.0%

5.1.15 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	BSNL	Rel Comm	Tata Teleservices	Shyam Telelink
2	For pre-paid customers awareness about item-wise usage charge details on request	60%	40%	37.7%	10.9%	55.3%
3	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	45%	0%	42%	0%	48%
4	For new customers provisioning of "Manual of practice while taking the new connection	41.7%	100%	52%	62.5%	30.8%
5	Awareness of call center number for redressing grievances	99.8%	95.5%	99.5%	97.4%	98.5%
6	Penetration of customers made any complaint to the toll free number within last 12 months	66.4%	74.3%	58.4%	67.2%	71.4%
7	Call center informing about the action taken on complaint	26%	40.8%	39.6%	5.2%	23.7%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	40.3%	51%	36.3%	14%	27.1%
9	Percentage satisfied with complaint resolution by call center	68.1%	86.3%	92.1%	46.9%	59.6%
10	Awareness of contact detail of nodal officer for redressing grievances	5.1%	0.2%	1.5%	1.3%	3.7%
11	Awareness of appellate authority for redressing grievances	5.1%	0%	1.5%	1.3%	4.4%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 97.4% (Tata Teleservices) to 99.8% (Bharti).
- Awareness about the Nodal Officer was found to be low and ranged from 0.2% (BSNL) to 5.1% (Bharti).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.2% (BSNL) to 5.1% (Bharti).
- Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of BSNL (74.3%) and lowest in Rel Cmm (58.4%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (60%) and lowest in Tata Teleservices (10.9%).

5. 2 CELLULAR Mobile – Rajasthan Service Area

5.2.1: Awareness about Call centre telephone number: Altogether 4200 mobile customers of 7 operators in Rajasthan service area were targeted. Out of these, 4064 (96.8%) were aware about the call centre telephone number of their operators. The highest percentages of aware subscribers were found in the case of Rel Comm (97.5%) and lowest in the case of BSNL (95.8%).

Awareness about call centre telephone number of telecom service provider for making complaints/ query?				
		Yes	No	Total
Bharti	Count	581	19	600
	row%	96.8%	3.2%	100.0%
Vodafone	Count	577	23	600
	row%	96.2%	3.8%	100.0%
Idea	Count	582	18	600
	row%	97.0%	3.0%	100.0%
BSNL	Count	575	25	600
	row%	95.8%	4.2%	100.0%
Rel Comm	Count	584	16	600
	row%	97.3%	2.7%	100.0%
TATA	Count	585	15	600
	row%	97.5%	2.5%	100.0%
Shyam	Count	580	20	600
	row%	96.7%	3.3%	100.0%
Total	Count	4064	136	4200
	row%	96.8%	3.2%	100.0%

5.2.2: Customers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 4200 respondents, 63.4% had used this facility. The highest number of respondents, who had made complaints within last 12 months were from Shyam (67.8%) and lowest in the case of BSNL (60.2%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?				
		Yes	No	Total
Bharti	Count	397	203	600
	row%	66.2%	33.8%	100.0%
Vodafone	Count	405	195	600
	row%	67.5%	32.5%	100.0%
Idea	Count	375	225	600
	row%	62.5%	37.5%	100.0%
BSNL	Count	361	239	600
	row%	60.2%	39.8%	100.0%
Rel Comm	Count	346	254	600
	row%	57.7%	42.3%	100.0%
TATA	Count	370	230	600
	row%	61.7%	38.3%	100.0%
Shyam	Count	407	193	600
	row%	67.8%	32.2%	100.0%
Total	Count	2661	1539	4200
	row%	63.4%	36.6%	100.0%

5.2.3: Receipt of docket number against complaints: Respondents who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 2661 respondents who made complaints, only 17.8% confirmed that they received docket numbers. However, nearly 30% informed that they did not receive docket number for most of the complaints they made. Nearly half of them reported that they received on request. Denial of docket number for most of the complaints even on request was reported to be about 2.6%.

Receipt of docket number from customer care center/ call center on the complaints registered						
		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	5	187	135	70	397
	row%	1.3%	47.1%	34.0%	17.6%	100.0%
Vodafone	Count	16	224	82	83	405
	row%	4.0%	55.3%	20.2%	20.5%	100.0%
Idea	Count	7	189	114	65	375
	row%	1.9%	50.4%	30.4%	17.3%	100.0%
BSNL	Count	9	194	100	58	361
	row%	2.5%	53.7%	27.7%	16.1%	100.0%
Rel Comm	Count	7	138	118	83	346
	row%	2.0%	39.9%	34.1%	24.0%	100.0%
TATA	Count	18	228	74	50	370
	row%	4.9%	61.6%	20.0%	13.5%	100.0%
Shyam	Count	6	163	173	65	407
	row%	1.5%	40.0%	42.5%	16.0%	100.0%
Total	Count	68	1323	796	474	2661
	row%	2.6%	49.7%	29.9%	17.8%	100.0%

5.2.4: Feedback 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. This was confirmed by only one third of complainants - the highest from Bharti (40.3%) and lowest from BSNL (25.2%).

Call centre information on action taken on complaint made				
		Yes	No	Total
Bharti	Count	160	237	397
	row%	40.3%	59.7%	100.0%
Vodafone	Count	120	285	405
	row%	29.6%	70.4%	100.0%
Idea	Count	116	259	375
	row%	30.9%	69.1%	100.0%
BSNL	Count	91	270	361
	row%	25.2%	74.8%	100.0%
Rel Comm	Count	113	233	346
	row%	32.7%	67.3%	100.0%
TATA	Count	142	228	370
	row%	38.4%	61.6%	100.0%
Shyam	Count	141	266	407
	row%	34.6%	65.4%	100.0%
Total	Count	883	1778	2661
	row%	33.2%	66.8%	100.0%

5.2.5: 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.

Satisfaction with the resolution of complaints by call centre/customer care/helpline						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	36	333	28	397
	row%	0.0%	9.1%	83.9%	7.1%	100.0%
Vodafone	Count	1	101	290	13	405
	row%	0.2%	24.9%	71.6%	3.2%	100.0%
Idea	Count	3	75	267	30	375
	row%	0.8%	20.0%	71.2%	8.0%	100.0%
BSNL	Count	8	55	285	13	361
	row%	2.2%	15.2%	78.9%	3.6%	100.0%
Rel Comm	Count	7	63	256	20	346
	row%	2.0%	18.2%	74.0%	5.8%	100.0%

Satisfaction with the resolution of complaints by call centre/customer care/helpline						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
TATA	Count	6	59	292	13	370
	row%	1.6%	15.9%	78.9%	3.5%	100.0%
Shyam	Count	9	117	234	47	407
	row%	2.2%	28.7%	57.5%	11.5%	100.0%
Total	Count	34	506	1957	164	2661
	row%	1.3%	19.0%	73.5%	6.2%	100.0%

Maximum percentages of satisfied customers (very satisfied and satisfied) were reported in the case of Bharti (91.0%) and lowest in the case of Shyam (69%). The percentage of very satisfied customers was found highest in the case of Shyam (11.5%) and lowest in Vodafone (3.2%).

5.2.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied were asked to specify the reasons for their dissatisfaction

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
		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	23	7	5	19	18	36
	%age	63.60%	20.00%	12.70%	52.70%	49.10%	
Vodafone	Count	32	32	39	77	35	102
	%age	31.00%	31.00%	37.90%	75.90%	34.50%	
Idea Cellular	Count	34	7	9	36	13	78
	%age	43.70%	8.50%	11.30%	46.50%	16.90%	
BSNL	Count	50	10	12	43	28	63
	%age	78.90%	15.50%	19.70%	69.00%	43.70%	
Rel Comm	Count	49	11	19	41	17	70
	%age	69.40%	16.30%	26.50%	59.20%	24.50%	
Tata Teleservices	Count	49	29	26	44	29	65
	%age	76.00%	44.00%	40.00%	68.00%	44.00%	
Shyam	Count	84	25	29	81	47	126
	%age	66.40%	20.20%	22.70%	64.60%	37.20%	
Total	Count	321	121	139	341	187	540
	%age	59.44%	22.41%	25.74%	63.15%	34.63%	

Note: sum may not add because of multiple response

Out of 540 dissatisfied respondents most of them (63.2%) cited the reasons that it was **“Time taken by call centre for redressal of complaint is too long”**. This was cited maximum in the case of **Vodafone (76%)** and lowest in **Bharti (52.7%)**. The other major reason cited was **“Difficult to connect to call centre executive”** reported by nearly 60% of complainants. This was found highest in the case of **BSNL (79%)** and lowest in **Vodafone (31.0%)**.

5.2.7 Resolution of billing complaints: The following table shows that out of 2661 respondents who had complained to call centre/ customer care, 232 had billing related complaints. Out of these 232, two-third confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was found maximum in the case of **Shyam (95%)** and lowest in **Vodafone (38.5%)**.

Resolution of Billing Complaint				
		Yes	No	Total
Bharti	Count	10	9	19
	%age	52.6%	47.4%	100.0%
Vodafone	Count	8	5	13
	%age	61.5%	38.5%	100.0%
Idea Cellular	Count	22	35	57
	%age	38.6%	61.4%	100.0%
BSNL	Count	11	13	24

Resolution of Billing Complaint				
		Yes	No	Total
Rel Comm	%age	45.8%	54.2%	100.0%
	Count	16	14	30
Tata Teleservices	%age	53.3%	46.7%	100.0%
	Count	8	41	49
Shyam	%age	16.3%	83.7%	100.0%
	Count	2	38	40
Total	Count	77	155	232
	%age	33.2%	66.8%	100.0%

5.2.8 Awareness about the contact details of nodal officers: Out of these 4200 cellular respondents, only 92 (2.2%) were aware about the contact details of nodal officer. This was found to be highest in the case of Idea Cellular (4.3%) and lowest in Tata Teleservices (1.0%).

Awareness about the contact details of nodal officers				
		Yes	No	Total
Bharti	Count	17	583	600
	%age	2.8%	97.2%	100.0%
Vodafone	Count	13	587	600
	%age	2.2%	97.8%	100.0%
Idea Cellular	Count	26	574	600
	%age	4.3%	95.7%	100.0%
BSNL	Count	9	591	600
	%age	1.5%	98.5%	100.0%
Rel Comm	Count	14	586	600
	%age	2.3%	97.7%	100.0%
Tata Teleservices	Count	6	594	600
	%age	1.0%	99.0%	100.0%
Shyam	Count	7	593	600
	%age	1.2%	98.8%	100.0%
Total	Count	92	4108	4200
	%age	2.2%	97.8%	100.0%

5.2.9 Complaints to Nodal officer: However, none of the aware respondents had made any complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Therefore redressal from the nodal officer could not be ascertained.

5.2.10 Awareness about the contact details of Appellate Authority: Only 36(0.9%) were aware about Appellate Authority.

Awareness about the contact details of the Appellate Authority				
		Yes	No	Total
Bharti	Count	6	594	600
	%age	1.0%	99.0%	100.0%
Vodafone	Count	6	594	600
	%age	1.0%	99.0%	100.0%
Idea Cellular	Count	4	596	600
	%age	0.7%	99.3%	100.0%
BSNL	Count	3	597	600
	%age	0.5%	99.5%	100.0%
Rel Comm	Count	5	595	600
	%age	0.8%	99.2%	100.0%
Tata Teleservices	Count	6	594	600
	%age	1.0%	99.0%	100.0%
Shyam	Count	6	594	600
	%age	1.0%	99.0%	100.0%
Total	Count	36	4164	4200
	%age	0.9%	99.1%	100.0%

5.2.11 Redressal from Appellate authority: Again none of them ever had filed the appeal to the Appellate Authority for the complaints not resolved or unsatisfactorily resolved at the nodal officer level. Therefore redressal from the Appellate Authority could not be ascertained.

5.2.12 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 3972 prepaid customers of 7 providers targeted, 945 (23.8%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Bharti (42.3%) followed by Rel comm. (35.5%) and Idea Cellular (29.4%).

Pre paid customers' awareness about item-wise usage charge details, on request				
Service provider		Yes	No	Total
Bharti	Count	249	339	588
	%age	42.3%	57.7%	100.0%
Vodafone	Count	108	480	588
	%age	18.4%	81.6%	100.0%
Idea Cellular	Count	166	398	564
	%age	29.4%	70.6%	100.0%
BSNL	Count	96	474	570
	%age	16.8%	83.2%	100.0%
Rel Comm	Count	196	356	552
	%age	35.5%	64.5%	100.0%
Tata Teleservices	Count	64	506	570
	%age	11.2%	88.8%	100.0%
Shyam	Count	66	474	540
	%age	12.2%	87.8%	100.0%
Total	Count	945	3027	3972
	%age	23.8%	76.2%	100.0%

5.2.13 Denial of itemized usage charges detail: There were 1299 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 2673 (67.3%) reported that they were denied of their request for itemized usage charge for their pre paid connection by their operator. Denial of request for itemized details was reported highest in the case of Tata Teleservices (76.6%).

Denial of itemized usage charges detail to the pre paid customers				
Service provider		Yes	No	Total
Bharti	Count	170	418	588
	%age	28.9%	71.1%	100.0%
Vodafone	Count	169	419	588
	%age	28.7%	71.3%	100.0%
Idea Cellular	Count	193	371	564
	%age	34.3%	65.7%	100.0%
BSNL	Count	143	428	570
	%age	25.0%	75.0%	100.0%
Rel Comm	Count	174	378	552
	%age	31.6%	68.4%	100.0%
Tata Teleservices	Count	133	437	570
	%age	23.4%	76.6%	100.0%
Shyam	Count	393	147	540
	%age	72.7%	27.3%	100.0%
Total	Count	1299	2673	3972
	%age	32.7%	67.3%	100.0%

5.2.14 Reason for denial of itemized charges: The following table shows the reasons for denial by the operators for not giving the itemized usage charges to the pre paid customers. Out of 1299 respondents,

who were denied the itemized usage charges majority (82.2%) reported that they were not given any reasons, whereas, 231 (17.8%) were denied on account of technical problem.

What were the reason(s) for denying your request; service provider wise				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	149	21	170
	%age	87.5%	12.5%	100.0%
Vodafone	Count	153	16	169
	%age	90.3%	9.7%	100.0%
Idea Cellular	Count	152	41	193
	%age	78.9%	21.1%	100.0%
BSNL	Count	89	54	143
	%age	62.5%	37.5%	100.0%
Rel Comm	Count	149	25	174
	%age	85.5%	14.5%	100.0%
Tata Teleservices	Count	106	27	133
	%age	80.0%	20.0%	100.0%
Shyam	Count	311	82	393
	%age	79.2%	20.8%	100.0%
Total	Count	1068	231	1299
	%age	82.2%	17.8%	100.0%

5.2.15 Provision of Manual of Practice by the Operators: There were 844 respondents who were new subscribers - less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 571 (67.6%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Bharti (84.1%) followed by Tata Teleservices (82.8%), Rel Comm (77.7%).

Receipt of manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc.				
Service provider		Yes	No	Total
Bharti	Count	58	11	69
	%age	84.1%	15.9%	100.0%
Vodafone	Count	81	46	127
	%age	63.8%	36.2%	100.0%
Idea Cellular	Count	84	97	181
	%age	46.4%	53.6%	100.0%
BSNL	Count	25	12	37
	%age	67.6%	32.4%	100.0%
Rel Comm	Count	68	19	87
	%age	77.7%	22.3%	100.0%
Tata Teleservices	Count	193	40	233
	%age	82.8%	17.2%	100.0%
Shyam	Count	62	48	110
	%age	56.4%	43.6%	100.0%
Total	Count	571	273	844
	%age	67.6%	32.4%	100.0%

5.2.16 OVERALL SCORE - CELLULAR (MOBILE) SERVICES

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	Voda- fone	Idea Cellular	BSNL	Rel Comm	Tata	Shyam
1	For pre-paid customers awareness about item-wise usage charge details on request	42.3%	18.4%	29.4%	16.8%	35.5%	11.2%	12.2%
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	28.9%	28.7%	34.3%	25.0%	31.6%	23.4%	72.7%
3	For new customers provisioning of "Manual of practice while taking the new connection	84.1%	63.8%	46.4%	67.6%	77.7%	82.8%	56.4%
4	Awareness of call center for redressing grievances	96.8%	96.2%	97.0%	95.8%	97.3%	97.5%	96.7%
5	Penetration of customers made any complaint to the toll free number within last 12 months	66.2%	67.5%	62.5%	60.2%	57.7%	61.7%	67.8%
6	Call center informing about the action taken on complaint	40.3%	29.6%	30.9%	25.2%	32.7%	38.4%	34.6%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	52.6%	61.5%	38.6%	45.8%	53.3%	16.3%	5.0%
8	Percentage satisfied with complaint resolution by call center	91%	74.8%	79.2%	82.5%	79.8%	82.4%	69%
9	Awareness about contact detail of nodal officer for redressing grievances	2.8%	2.2%	4.3%	1.5%	2.3%	1.0%	1.2%
10	Awareness about contact detail of appellate authority for redressing grievances	1.0%	1.0%	0.7%	0.5%	0.8%	1.0%	1.0%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 95.8% to 97.5%. This was found to be highest in the case of Tata Teleservices (97.5%) followed by Rel Comm (97.3%), Idea Cellular (97%), Bharti (96.8%), Shyam (96.7%), Vodafone (96.2%) and BSNL (95.8%).
- Awareness about the Nodal Officer was found to be low and ranged from 1% (Tata Teleservices) to 4.3% (Idea Cellular).
- The awareness was also found to be abysmally low in the case of Appellate Authority, which ranged from 0.5% to 1%.
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of Shyam (67.8%) followed by Vodafone (67.5%), Bharti (66.2%), Idea Cellular (62.5%), BSNL (60.2%) Tata Teleservices (61.7%) and Rel Comm (57.7%)
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (42.3%) followed by Rel Comm (35.5%) and Idea Cellular (29.4%) and rest were in the range of 11-18%.

5.3 BROADBAND – Rajasthan Service area

5.3.1: Awareness about Call centre telephone number: Altogether 2054 Broadband customers of 5 operators in Rajasthan Service area were targeted. Out of these, 1914 (93.2%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of Bharti (95%) followed by BSNL (94.5%).

Awareness of the call centre telephone number of telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	570	30	600
	%age	95.0%	5.0%	100.0%
BSNL	Count	567	33	600
	%age	94.5%	5.5%	100.0%
Rel Comm	Count	150	16	166
	%age	90.4%	9.6%	100.0%
VSNL	Count	215	35	250
	%age	86.0%	14.0%	100.0%
Shyam	Count	412	26	438
	%age	94.1%	5.9%	100.0%
Total	Count	1914	140	2054
	%age	93.2%	6.8%	100.0%

5.3.2: Customers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 2054 respondents, 57% had used this facility. The highest number of respondents, who had made complaints within last 12 months were from Rel Comm (65.7%) followed by VSNL (62.4%).

Complaints made within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
Service provider		Yes	No	Total
Bharti	Count	305	295	600
	%age	50.8%	49.2%	100.0%
BSNL	Count	372	228	600
	%age	62.0%	38.0%	100.0%
Rel Comm	Count	109	57	166
	%age	65.7%	34.3%	100.0%
VSNL	Count	156	94	250
	%age	62.4%	37.6%	100.0%
Shyam	Count	228	210	438
	%age	52.1%	47.9%	100.0%
Total	Count	1170	884	2054
	%age	57.0%	43.0%	100.0%

5.3.3: 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 1170 respondents who made complaints, 63.2% confirmed that they received docket numbers for most of their complaints. However, 22.2% also informed that they did not receive docket number for most of the complaints they made. The table also shows 12.4% of respondents also reported that docket number was given for their complaints only on request. Denial of docket number for most of the complaints even on request was reported by almost 2.2%. Operator wise results are shown in the table below:

Receipt of docket number for the complaints made						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	4	42	70	189	305
	%age	1.3%	13.8%	23.0%	62.0%	100.0%
BSNL	Count	10	38	94	230	372
	%age	2.7%	10.2%	25.3%	61.8%	100.0%
Rel Comm	Count	4	9	20	76	109
	%age	3.7%	8.3%	18.3%	69.7%	100.0%
VSNL	Count	6	9	50	91	156
	%age	3.8%	5.8%	32.1%	58.3%	100.0%
Shyam	Count	2	47	26	153	228
	%age	0.9%	20.6%	11.4%	67.1%	100.0%
Total	Count	26	145	260	739	1170
	%age	2.2%	12.4%	22.2%	63.2%	100.0%

5.3.4: Feedback 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 1170 respondents who made complaints, 891 (76.2%) confirmed that they were informed about the action taken on their complaints. The highest number was about 87% of Bharti customers were reported that.

Feedback from call centre on the action taken on complaint				
Service provider		Yes	No	Total
Bharti	Count	265	40	305
	%age	86.9%	13.1%	100.0%
BSNL	Count	234	138	372
	%age	62.9%	37.1%	100.0%
Rel Comm	Count	57	52	109
	%age	52.3%	47.7%	100.0%
VSNL	Count	153	3	156
	%age	98.1%	1.9%	100.0%
Shyam	Count	182	46	228
	%age	79.8%	20.2%	100.0%
Total	Count	891	279	1170
	%age	76.2%	23.8%	100.0%

5.3.5: 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. Maximum percentage of satisfied customers (very satisfied and satisfied) was reported in the case of Bharti and Shyam Telelink (90.8% each).

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	24	273	4	305
	%age	1.3%	7.9%	89.5%	1.3%	100.0%
BSNL	Count	32	71	257	12	372
	%age	8.6%	19.1%	69.1%	3.2%	100.0%
Rel Comm	Count	0	16	93	0	109
	%age	0.0%	14.7%	85.3%	0.0%	100.0%
VSNL	Count	0	45	111	0	156

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
	%age	0.0%	28.8%	71.2%	0.0%	100.0%
Shyam	Count	4	17	203	4	228
	%age	1.8%	7.5%	89.0%	1.8%	100.0%
Total	Count	40	173	937	20	1170
	%age	3.4%	14.8%	80.1%	1.7%	100.0%

5.3.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 28) were asked to specify the reasons for their dissatisfaction.

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	12	6	9	17	21	28
	%age	42.9%	21.4%	32.1%	60.7%	75.0%	
BSNL	Count	52	14	32	55	37	103
	%age	50.5%	13.6%	31.1%	53.4%	35.9%	
Rel Comm	Count	11	8	7	13	3	16
	%age	68.8%	50.0%	43.8%	81.3%	18.8%	
VSNL	Count	12	7	7	27	16	45
	%age	26.7%	15.6%	15.6%	60.0%	35.6%	
Shyam	Count	12	6	11	17	9	21
	%age	57.1%	28.6%	52.4%	81.0%	42.9%	
Total	Count	87	35	55	112	77	213
	%age	40.8%	16.4%	25.8%	52.6%	36.2%	

Note: sum may not add because of multiple response

More than half of the customers (52.6%) cited the reasons that **“Time taken by call centre for redressal of complaint is too long.”** This was cited maximum in the case of Shyam Telelink (81%). The other major reasons cited was **“Difficult to connect to the call centre executive”** reported by almost 41% of complainants. This was found higher in the case of Rel Comm (68.8%). **“Customer care executive was unable to understand the problem”** cited as other reason was reported by 36.2% and **“Customer care executive not equipped with adequate information”** by 25.8%. Similarly **“Customer care executive not polite/courteous”** was cited by 16.4 %, and this was reported higher again in the case of Rel Comm Bharti (50%).

5.3.7 Resolution of billing complaints: The following table shows that out of 1170 respondents who had complained to call centre/ customer care, about 77% (775) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. Therefore around 2 out 10 reported no resolution of billing complaint within the stipulated time period – trend was similar for both the providers.

Resolution of billing complaint by call centre/customer care within four weeks after lodging of the complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	241	36	277

	%age	87.0%	13.0%	100.0%
BSNL	Count	207	159	366
	%age	56.6%	43.4%	100.0%
Rel Comm	Count	68	33	101
	%age	67.3%	32.7%	100.0%
VSNL	Count	93	57	150
	%age	62.0%	38.0%	100.0%
Shyam	Count	166	49	215
	%age	77.2%	22.8%	100.0%
Total	Count	775	334	1109
	%age	69.9%	30.1%	100.0%

5.3.8 Awareness about the contact details of nodal officers: out of 2054 respondents, very few customers 78 (3.8%) were aware about the contact details of nodal officer. This was found to be higher in the case of BSNL (6.7%).

Awareness about contact details of nodal officers.				
Service provider		Yes	No	Total
Bharti	Count	11	589	600
	%age	1.8%	98.2%	100.0%
BSNL	Count	40	560	600
	%age	6.7%	93.3%	100.0%
Rel Comm	Count	10	156	166
	%age	6.0%	94.0%	100.0%
VSNL	Count	8	242	250
	%age	3.2%	96.8%	100.0%
Shyam	Count	9	429	438
	%age	2.1%	97.9%	100.0%
Total	Count	78	1976	2054
	%age	3.8%	96.2%	100.0%

5.3.9 Complaints to Nodal officer: Out of the 78 respondents who were aware of the contact details of nodal officers, none of the respondent had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care.

5.3.10 Awareness about the contact details of Appellate Authority: out of these 2054 respondents, only 12 (0.6%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer. The trend was similar in the case of all the operators.

Awareness about contact details of Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	4	596	600
	%age	0.7%	99.3%	100.0%
BSNL	Count	3	597	600
	%age	0.5%	99.5%	100.0%
Rel Comm	Count	2	164	166
	%age	1.2%	98.8%	100.0%
VSNL	Count	2	248	250
	%age	0.8%	99.2%	100.0%
Shyam	Count	1	437	438
	%age	0.2%	99.8%	100.0%
Total	Count	12	2042	2054
	%age	0.6%	99.4%	100.0%

5.3.11 Redressal from Appellate authority: Out these 12 respondents, who were aware on the contact details of Appellate authority, none of the subscribers had filed appeal to the Appellate authority in the last 12 months.

5.3.12 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 154 prepaid customers of 5 providers targeted, 64 (41.6%) reported that they were aware of this facility.

Awareness that the prepaid customer can get item-wise usage charge details, on request				
Service provider		Yes	No	Total
Bharti	Count	8	32	40
	%age	20.0%	80.0%	100.0%
BSNL	Count	19	7	26
	%age	73.1%	26.9%	100.0%
Rel Comm	Count	16	20	36
	%age	44.4%	55.6%	100.0%
VSNL	Count	14	15	29
	%age	48.3%	51.7%	100.0%
Shyam	Count	7	16	23
	%age	30.4%	69.6%	100.0%
Total	Count	64	90	154
	%age	41.6%	58.4%	100.0%

5.3.13 Denial of itemized usage charges detail: Out of 154 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection, 17 (11%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operators.

Denial of itemized usage changes on request in case of pre paid customers				
Service provider		Yes	No	Total
Bharti	Count	3	37	40
	%age	7.5%	92.5%	100.0%
BSNL	Count	5	21	26
	%age	19.2%	80.8%	100.0%
Rel Comm	Count	4	32	36
	%age	11.1%	88.9%	100.0%
VSNL	Count	4	25	29
	%age	13.8%	86.2%	100.0%
Shyam	Count	1	22	23
	%age	4.3%	95.7%	100.0%
Total	Count	17	137	154
	%age	11.0%	89.0%	100.0%

5.3.14 Reason for denial of itemized charges: Out of those 17 respondents, only 3 (about 18%) had reported that service providers had given them technical reasons for denial of itemized bill. Rest 82% of the customers' had not get any reasons from the service providers.

Reason(s) for denial				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	3	0	3
	%age	100.0%	0.0%	100.0%
BSNL	Count	4	1	5
	%age	80.0%	20.0%	100.0%
Rel Comm	Count	4	0	4

Reason(s) for denial				
Service provider		No reason given	Technical Problem	Total
	%age	100.0%	0.0%	100.0%
VSNL	Count	2	2	4
	%age	50.0%	50.0%	100.0%
Shyam	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Total	Count	14	3	17
	%age	82.4%	17.6%	100.0%

5.3.15 Provision of Manual of Practice by the Operators: There were 420 respondents who were new subscribers. In other words their connections were less than 12 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 307 (73.1%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Shyam Telelink (87.5%).

Receipt of Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection				
Service provider		Yes	No	Total
Bharti	Count	133	49	182
	%age	73.1%	26.9%	100.0%
BSNL	Count	51	28	79
	%age	64.6%	35.4%	100.0%
Rel Comm	Count	13	11	24
	%age	54.2%	45.8%	100.0%
VSNL	Count	19	12	31
	%age	61.3%	38.7%	100.0%
Shyam	Count	91	13	104
	%age	87.5%	12.5%	100.0%
Total	Count	307	113	420
	%age	73.1%	26.9%	100.0%

5.3.16 OVERALL SCORE – BROADBAND SERVICES

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	VSNL	Shyam
1	For pre-paid customers awareness about item-wise usage charge details on request	20.0%	73.1%	44.4%	48.3%	30.4%
2	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	7.5%	19.2%	11.1%	13.8%	4.3%
3	For new customers provisioning of "Manual of practice while taking the new connection	73.1%	64.6%	54.2%	61.3%	87.5%
4	Awareness of call center number of their SPs	95.0%	94.5%	90.4%	86.0%	94.1%
5	Penetration of customers made any complaint to the toll free number within last 12 months	50.8%	62.0%	65.7%	62.4%	52.1%
6	Call center informing about the action taken on complaint	86.9%	62.9%	52.3%	98.1%	79.8%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	87.0%	56.6%	67.3%	62.0%	77.2%
8	Percentage satisfied with complaint resolution by call center	90.8%	72.3%	85%	71.2%	90.8%
9	Awareness about of nodal officer contact details for redressing grievances	1.8%	6.7%	6.0%	3.2%	2.1%
10	Awareness about of appellate authority contact details for redressing grievances	0.7%	0.5%	1.2%	0.8%	0.2%

- Awareness level of call centre/ customer care help line numbers was found in the range of 86% (VSNL) and 95% (Bharti).
- Awareness about the Nodal Officer was found to be low for all operators from 1.8% (Bharti) to 6.7% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which is 1.2% (Rel Comm) and 0.2% (Shyam Telelink)
- Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of Rel Comm (65.7%). In the case of Bharti this was 50.8%.
- Awareness about item wise usage charges in the case of pre paid services was reported to be higher in the case of BSNL (73.1%) and lower in case of Bharti, only (20.0%).

6. CONCLUSION & RECOMMENDATIONS

6. Conclusion and Recommendations

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

1. To assess the Implementation and Effectiveness of Telecom Customers 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 1st July 2005 and Broadband Service dated 6th October 2006*.

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

Altogether 7 parameters were considered to assess the customer perception of services. The customers 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. To measure the percentage of customers 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” customers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied customers

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

6.1 Key Takeout

6.1.1 Basic Service (Wireline):

- 1) Performance of most of the operators is more or less uniform. Apart from BSNL all the operators have met the benchmarks on 6 of the parameters. **BSNL** fulfilled only 4 out of 7 parameters.
- 2) None of the operators could meet the benchmark on maintainability. Secondly, most of the operators could not meet the benchmark on pre paid billing services. Here BSNL achieved 100% benchmark, i.e. customers feel value for money. In the post paid segment the performance of Bharti was also found to be good, however, its performance on provision of service and maintainability was under the prescribed benchmark.
- 3) The performance level of **Rel Comm, Shyam Telelink and Tata Teleservices** was below average on few parameters – prepaid billing services and maintainability parameters.
- 4) **With regard to the implementation and effectiveness of grievance redressal**, most of the customers are aware of only call centre. Awareness of and approach to Nodal Office and Appellate authority was found to be very low. This is in spite of the number of complainants and dissatisfaction with the resolution provided by the customer care center. This shows that majority customers are left unsatisfied with the resolution provided to the complainants by the call center. However, these unsatisfied customers do not approach the second tier of redressal grievances and suggested by the TRAI.

6.1.2 Cellular Mobile

- 1) The performance of Bharti was found to be much better as it met 6 benchmarks out of 8. Tata Teleservices is followed by Bharti. It was able to meet the benchmark on 5 parameters
- 2) Rel Comm, Shyam Telelink and Vodafone, on the other hand, met the benchmark on 4 parameters.
- 3) The performance of Idea cellular and BSNL were below average, not able to meet the benchmark on most of the parameters.
- 4) None of the operators could meet the benchmark on billing services. Bharti could meet only post paid billing services. Apart from Vodafone, none of the operators could meet the benchmark on maintainability.
- 5) With regard to the implementation and effectiveness of grievance redressal, most of the customers are aware of only call centre. However awareness of and approach to Nodal Officer was found low. Similar trend was observed in the case of Appellate authority.

6.1.3 Broadband

1. In the case of broadband, the performance of Bharti, VSNL and Shyam Telelink are satisfactory, whereas rest two operators Rel Comm and BSNL were below the satisfaction level.
2. The performance of Bharti was reported slightly better than VSNL.
3. 4 out of 5 companies did not able to meet the benchmark in provision of services and prepaid billing service.
4. Awareness about the contact details of nodal officer and Appellate authority were less like other service provisions. There are still dissatisfied customers on the issue of resolution of complaints by the call center executives.
5. **With regard to the implementation and effectiveness of grievance redressal mechanism,** 62.3% of the complainants are getting the docket number of their complaints.

6.2 Recommendations

6.2.1 Basic Service (Wireline):

- 1) BSNL, Rel Comm, Shyam Telelink and Tata Teleservices should improve their overall services. They require focusing more on post and prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. They should also improve their network capability.
- 2) All the operators should also improve their maintainability service.
- 3) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multi pronged strategy is required in order to reach to the customers. In the case of prepaid customers, a separate mechanism should be evolved to make them aware about the redressal mechanism.

6.2.2 Cellular Mobile

- 1) BSNL and Ideal Cellular should improve their overall services.
- 2) Introduce a transparent mechanism in the case of post and pre paid billing services. Although the tariffs are going further downward, the customers are still bothered on the charges they are paying especially for the Value Added Services.

- 3) Network and maintainability are the two major issues which have been indicated by most of the customers. All operators have still to improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. Similarly they should improve maintainability. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.

6.2.2.3 Broadband

- 1) Rel Comm and BSNL should improve their services.
- 2) Billing services should be more transparent.

Critical point:

Most of the operators, in Basic and Cellular mobile services, have been lacking on maintainability.. This aspect should be given due importance. Besides, pre-paid billing should be more transparent.

BASIC (WIRELINER) SERVICES

Section A-Service Provision

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	18	18	554	590
	%age	3.1%	3.1%	93.9%	100.0%
BSNL	Count	2	2	596	600
	%age	0.3%	0.3%	99.3%	100.0%
Rel Comm	Count	6	19	559	584
	%age	1.0%	3.3%	95.7%	100.0%
Tata Teleservices	Count	4	20	433	457
	%age	0.9%	4.4%	94.7%	100.0%
Shyam	Count	2	11	584	597
	%age	0.3%	1.8%	97.8%	100.0%
Total	Count	32	70	2726	2828
	%age	1.1%	2.5%	96.4%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it; Service Provider Wise

Service Provider		More than 15days	8-15 days	3-7 days	Less than 3 Days	Total
Bharti	Count	0	0	12	24	36
	%age	0.0%	0.0%	33.3%	66.7%	100.0%
BSNL	Count	0	0	2	2	4
	%age	0.0%	0.0%	50.0%	50.0%	100.0%
Rel Comm	Count	0	0	9	16	25
	%age	0.0%	0.0%	36.0%	64.0%	100.0%
Tata Teleservices	Count	0	0	1	23	24
	%age	0.0%	0.0%	4.2%	95.8%	100.0%
Shyam	Count	0	0	2	11	13
	%age	0.0%	0.0%	15.4%	84.6%	100.0%
Total	Count	0	0	26	76	102
	%age	0.0%	0.0%	25.5%	74.5%	100.00%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	36	0	36
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	1	3	0	4
	%age	0.0%	25.0%	75.0%	0.0%	100.0%
Rel Comm	Count	0	0	25	0	25
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Tata Teleservices	Count	0	0	24	0	24
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Shyam	Count	0	0	13	0	13
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	1	101	0	102
	%age	0.0%	1.0%	99.0%	0.0%	100.0%

4. 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		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	2	9	252	166	429
	%age	0.5%	2.1%	58.7%	38.7%	100.0%
BSNL	Count	0	115	238	128	481
	%age	0.0%	23.9%	49.5%	26.6%	100.0%
Rel Comm	Count	0	13	164	78	255
	%age	0.0%	5.1%	64.3%	30.6%	100.0%
Tata Teleservices	Count	1	0	104	180	285
	%age	0.4%	0.0%	36.5%	63.2%	100.0%
Shyam	Count	0	13	244	233	490
	%age	0.0%	2.7%	49.8%	47.6%	100.0%
Total	Count	3	150	1002	785	1940
	%age	0.2%	7.7%	51.6%	40.5%	100.00%

Section-B-Billing Related (only for postpaid customers)

1. How satisfied are you with the timely delivery if bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	424	71	495
	%age	0.0%	0.0%	85.7%	14.3%	100.0%
BSNL	Count	11	29	442	110	592
	%age	1.9%	4.9%	74.7%	18.6%	100.0%
Rel Comm	Count	0	1	251	26	278
	%age	0.0%	0.4%	90.3%	9.4%	100.0%
Tata Teleservices	Count	0	3	208	68	279
	%age	0.0%	1.1%	74.6%	24.4%	100.0%
Shyam	Count	0	3	411	103	517
	%age	0.0%	0.6%	79.5%	19.9%	100.0%
Total	Count	11	36	1736	378	2161
	%age	0.5%	1.7%	80.3%	17.5%	100.0%

6a. How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	371	122	495
	%age	0.0%	0.4%	74.9%	24.6%	100.0%
BSNL	Count	10	29	470	83	592
	%age	1.7%	4.9%	79.4%	14.0%	100.0%
Rel Comm	Count	0	1	224	53	278
	%age	0.0%	0.4%	80.6%	19.1%	100.0%
Tata Teleservices	Count	0	1	186	92	279
	%age	0.0%	0.4%	66.7%	33.0%	100.0%
Shyam	Count	0	0	393	124	517
	%age	0.0%	0.0%	76.0%	24.0%	100.0%
Total	Count	10	33	1644	474	2161
	%age	0.5%	1.5%	76.1%	21.9%	100.00%

6b. 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	Total
Bharti	Count	1	2	2	2
	Row %	50.0%	100.0%	100.0%	
BSNL	Count	11	22	25	39
	Row %	28.2%	56.4%	64.1%	
Rel Comm	Count	1	1	1	1
	Row %	100.0%	2.6%	2.6%	
Tata Teleservices	Count	1	0	1	1
	Row %	50.0%	0.0%	50.0%	
Total	Count	14	25	29	43
	Row %	32.6%	58.1%	67.4%	

7. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	176	319	495
	%age	35.6%	64.4%	100.0%
BSNL	Count	374	218	592
	%age	63.2%	36.8%	100.0%
Rel Comm	Count	155	123	278
	%age	55.8%	44.2%	100.0%
Tata Teleservices	Count	40	239	279
	%age	14.3%	85.7%	100.0%
Shyam	Count	185	332	517
	%age	35.8%	64.2%	100.0%
Total	Count	930	1231	2161
	%age	43.0%	57.0%	100.0%

8. How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	166	9	176
	%age	0.0%	0.6%	94.3%	5.1%	100.0%
BSNL	Count	0	39	317	18	374
	%age	0.0%	10.4%	84.8%	4.8%	100.0%
Rel Comm	Count	0	3	130	22	155
	%age	0.0%	1.9%	83.9%	14.2%	100.0%
Tata Teleservices	Count	0	0	37	3	40
	%age	0.0%	0.0%	92.5%	7.5%	100.0%
Shyam	Count	0	14	167	4	185
	%age	0.0%	7.6%	90.3%	2.2%	100.0%
Total	Count	0	57	817	56	930
	%age	0.0%	6.1%	87.8%	6.0%	100.0%

9a. 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
Bharti	Count	0	0	163	13	176
	%age	0.0%	0.0%	92.6%	7.4%	100.0%
BSNL	Count	0	64	279	31	374
	%age	0.0%	17.1%	74.6%	8.3%	100.0%
Rel Comm	Count	0	0	116	39	155
	%age	0.0%	0.0%	74.8%	25.2%	100.0%
Tata Teleservices	Count	3	7	30	0	40
	%age	7.5%	17.5%	75.0%	0.0%	100.0%
Shyam	Count	0	34	132	19	185
	%age	0.0%	18.4%	71.4%	10.3%	100.0%
Total	Count	3	105	720	102	930
	%age	0.3%	11.3%	77.4%	11.0%	100.0%

9b. Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
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	6	12	22	33	64
	%age	9.4%	18.8%	34.4%	51.6%	
Tata Teleservices	Count	3	5	3	8	10
	%age	30.0%	50.0%	30.0%	80.0%	
Shyam	Count	7	15	11	27	34
	%age	0.2%	4.0%	79.8%	16.0%	
Total	Count	9	17	25	41	108
	%age	8.3%	15.7%	23.1%	38.0%	

Prepaid:

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	1	7	78	9	95
	%age	1.1%	7.4%	82.1%	9.5%	100.0%
BSNL	Count	0	0	6	2	8
	%age	0.0%	0.0%	75.0%	25.0%	100.0%
Rel Comm	Count	5	20	232	49	306
	%age	1.6%	6.5%	75.8%	16.0%	100.0%
Tata Teleservices	Count	2	8	146	22	178
	%age	1.1%	4.5%	82.0%	12.4%	100.0%
Shyam	Count	2	5	71	2	80
	%age	2.5%	6.3%	88.8%	2.5%	100.0%
Total	Count	10	40	533	84	667
	%age	1.5%	6.0%	79.9%	12.6%	100.0%

Section-C-Help Service/Customer Care

11. 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 wise				
Service Provider		Yes	No	Total
Bharti	Count	483	107	590
	%age	81.9%	18.1%	100.0%
BSNL	Count	500	100	600
	%age	83.3%	16.7%	100.0%
Rel Comm	Count	408	176	584
	%age	69.9%	30.1%	100.0%
Tata Teleservices	Count	390	67	457
	%age	85.3%	14.7%	100.0%
Shyam	Count	499	98	597
	%age	83.6%	16.4%	100.0%
Total	Count	2280	548	2828
	%age	80.6%	19.4%	100.0%

12. 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	5	14	400	64	483
	%age	1.0%	2.9%	82.8%	13.3%	100.0%
BSNL	Count	9	61	345	85	500
	%age	1.8%	12.2%	69.0%	17.0%	100.0%
Rel Comm	Count	2	29	317	60	408
	%age	0.5%	7.1%	77.7%	14.7%	100.0%
Tata Teleservices	Count	5	16	285	84	390
	%age	1.3%	4.1%	73.1%	21.5%	100.0%
Shyam	Count	7	36	399	57	499
	%age	1.4%	7.2%	80.0%	11.4%	100.0%
Total	Count	28	156	1746	350	2280
	%age	1.2%	6.8%	76.6%	15.4%	100.00%

13. 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	3	10	187	283	483
	%age	0.6%	2.1%	38.7%	58.6%	100.0%
BSNL	Count	20	18	292	170	500
	%age	4.0%	3.6%	58.4%	34.0%	100.0%
Rel Comm	Count	6	26	169	207	408
	%age	1.5%	6.4%	41.4%	50.7%	100.0%
Tata Teleservices	Count	3	15	115	257	390
	%age	0.8%	3.8%	29.5%	65.9%	100.0%
Shyam	Count	22	22	145	310	499
	%age	4.4%	4.4%	29.1%	62.1%	100.0%
Total	Count	54	91	908	1227	2280
	%age	2.4%	4.0%	39.8%	53.8%	100.00%

14. 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	0	34	274	175	483
	%age	0.0%	7.0%	56.7%	36.2%	100.0%
BSNL	Count	9	65	233	193	500
	%age	1.8%	13.0%	46.6%	38.6%	100.0%
Rel Comm	Count	8	38	159	203	408
	%age	2.0%	9.3%	39.0%	49.8%	100.0%
Tata Teleservices	Count	6	10	259	115	390
	%age	1.5%	2.6%	66.4%	29.5%	100.0%
Shyam	Count	10	53	305	131	499
	%age	2.0%	10.6%	61.1%	26.3%	100.0%
Total	Count	33	200	1230	817	2280
	%age	1.4%	8.8%	53.9%	35.8%	100.0%

15. 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
Bharti	Count	0	30	350	103	483
	%age	0.0%	6.2%	72.5%	21.3%	100.0%
BSNL	Count	29	27	332	112	500
	%age	5.8%	5.4%	66.4%	22.4%	100.0%
Rel Comm	Count	0	33	289	86	408
	%age	0.0%	8.1%	70.8%	21.1%	100.0%
Tata Teleservices	Count	2	25	300	63	390
	%age	0.5%	6.4%	76.9%	16.2%	100.0%
Shyam	Count	22	26	350	101	499
	%age	4.4%	5.2%	70.1%	20.2%	100.0%
Total	Count	53	141	1621	465	2280
	%age	2.3%	6.2%	71.1%	20.4%	100.0%

Section D-Network Performance, Reliability & Availability

16. How satisfied are you with the availability of working telephone(dial tone)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	421	169	590
	%age	0.0%	0.0%	71.4%	28.6%	100.0%
BSNL	Count	0	33	335	232	600
	%age	0.0%	5.5%	55.8%	38.7%	100.0%
Rel Comm	Count	1	0	348	235	584
	%age	0.2%	0.0%	59.6%	40.2%	100.0%
Tata Teleservices	Count	0	0	360	97	457
	%age	0.0%	0.0%	78.8%	21.2%	100.0%
Shyam	Count	0	6	454	137	597
	%age	0.0%	1.0%	76.0%	22.9%	100.0%
Total	Count	1	39	1918	870	2828
	%age	0.0%	1.4%	67.8%	30.8%	100.0%

17. How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	12	309	269	590
	%age	0.0%	2.0%	52.4%	45.6%	100.0%
BSNL	Count	30	13	325	232	600
	%age	5.0%	2.2%	54.2%	38.7%	100.0%
Rel Comm	Count	3	5	302	274	584
	%age	0.5%	0.9%	51.7%	46.9%	100.0%
Tata Teleservices	Count	1	5	250	201	457
	%age	0.2%	1.1%	54.7%	44.0%	100.0%
Shyam	Count	0	32	270	295	597
	%age	0.0%	5.4%	45.2%	49.4%	100.0%
Total	Count	34	67	1456	1271	2828
	%age	1.2%	2.4%	51.5%	44.9%	100.0%

Q.18. How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	8	378	202	590
	%age	0.3%	1.4%	64.1%	34.2%	100.0%
BSNL	Count	0	49	330	221	600
	%age	0.0%	8.2%	55.0%	36.8%	100.0%
Rel Comm	Count	1	3	351	229	584
	%age	0.2%	0.5%	60.1%	39.2%	100.0%
Tata Teleservices	Count	0	24	297	136	457
	%age	0.0%	5.3%	65.0%	29.8%	100.0%
Shyam	Count	0	14	396	187	597
	%age	0.0%	2.3%	66.3%	31.3%	100.0%
Total	Count	3	98	1752	975	2828
	%age	0.1%	3.5%	62.0%	34.5%	100.0%

Section E-Maintainability

19. Have you experienced fault in your telephone connection in the last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	209	381	590
	%age	35.4%	64.6%	100.0%
BSNL	Count	271	329	600
	%age	45.2%	54.8%	100.0%
Rel Comm	Count	215	369	584
	%age	36.8%	63.2%	100.0%
Tata Teleservices	Count	71	386	457
	%age	15.5%	84.5%	100.0%
Shyam	Count	218	379	597
	%age	36.5%	63.5%	100.0%
Total	Count	984	1844	2828
	%age	34.8%	65.2%	100.0%

20. 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
Bharti	Count	0	0	159	50	209
	%age	0.0%	0.0%	76.1%	23.9%	100.0%
BSNL	Count	0	30	111	130	271
	%age	0.0%	11.1%	41.0%	48.0%	100.0%
Rel Comm	Count	3	3	107	102	215
	%age	1.4%	1.4%	49.8%	47.4%	100.0%
Tata Teleservices	Count	0	0	61	10	71
	%age	0.0%	0.0%	85.9%	14.1%	100.0%
Shyam	Count	0	4	188	26	218
	%age	0.0%	1.8%	86.2%	11.9%	100.0%
Total	Count	3	37	626	318	984
	%age	0.3%	3.8%	63.6%	32.3%	100.0%

21. 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
Bharti	Count	0	0	32	177	209
	%age	0.0%	0.0%	15.3%	84.7%	100.0%
BSNL	Count	2	1	198	70	271
	%age	0.7%	0.4%	73.1%	25.8%	100.0%
Rel Comm	Count	3	2	119	91	215
	%age	1.4%	0.9%	55.3%	42.3%	100.0%
Tata Teleservices	Count	0	0	10	61	71
	%age	0.0%	0.0%	14.1%	85.9%	100.0%
Shyam	Count	0	3	78	137	218
	%age	0.0%	1.4%	35.8%	62.8%	100.0%
Total	Count	5	6	437	536	984
	%age	0.5%	0.6%	44.4%	54.5%	100.0%

22. How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	21	177	11	209
	%age	0.0%	10.0%	84.7%	5.3%	100.0%
BSNL	Count	0	33	207	31	271
	%age	0.0%	12.2%	76.4%	11.4%	100.0%
Rel Comm	Count	3	15	165	32	215
	%age	1.4%	7.0%	76.7%	14.9%	100.0%
Tata Teleservices	Count	0	15	48	8	71
	%age	0.0%	21.1%	67.6%	11.3%	100.0%
Shyam	Count	2	23	173	20	218
	%age	0.9%	10.6%	79.4%	9.2%	100.0%
Total	Count	5	107	770	102	984
	%age	0.5%	10.9%	78.3%	10.4%	100.0%

Section F- Supplementary Services

23. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	248	342	590
	%age	42.0%	58.0%	100.0%
BSNL	Count	259	341	600
	%age	43.2%	56.8%	100.0%
Rel Comm	Count	366	218	584
	%age	62.7%	37.3%	100.0%
Tata Teleservices	Count	154	303	457
	%age	33.7%	66.3%	100.0%
Shyam	Count	208	389	597
	%age	34.8%	65.2%	100.0%
Total	Count	1235	1593	2828
	%age	43.7%	56.3%	100.0%

24. How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	15	219	14	248
	%age	0.0%	6.0%	88.3%	5.6%	100.0%
BSNL	Count	3	20	205	31	259
	%age	1.2%	7.7%	79.2%	12.0%	100.0%
Rel Comm	Count	2	30	301	33	366
	%age	0.5%	8.2%	82.2%	9.0%	100.0%
Tata Teleservices	Count	0	10	125	19	154
	%age	0.0%	6.5%	81.2%	12.3%	100.0%
Shyam	Count	0	20	175	13	208
	%age	0.0%	9.6%	84.1%	6.3%	100.0%
Total	Count	5	164	1025	41	1235
	%age	0.4%	13.3%	83.0%	3.3%	100.0%

Section G- Overall Satisfaction

25a. How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	39	514	36	590
	%age	0.0%	6.6%	87.3%	6.1%	100.0%
BSNL	Count	1	47	522	30	600
	%age	0.2%	7.8%	87.0%	5.0%	100.0%
Rel Comm	Count	2	22	534	26	584
	%age	0.0%	2.4%	93.2%	4.5%	100.0%
Tata Teleservices	Count	2	40	350	65	457
	%age	1.1%	10.3%	74.8%	13.8%	100.0%
Shyam	Count	1	54	493	49	597
	%age	0.0%	9.5%	82.2%	8.2%	100.0%
Total	Count	7	202	2413	206	2828
	%age	0.2%	7.1%	85.3%	7.3%	100.0%

25b. Reason for dissatisfaction

Service Provider		Billing problem	Maintain ability	Helpline service/ customer care	Network performance, reliability	Supplementary services	Total
Bharti	Count	10	12	6	4	8	40
	%age	25.0%	30.0%	15.0%	10.0%	20.0%	100.0%
BSNL	Count	12	12	6	14	4	48
	%age	25.0%	25.0%	12.5%	29.2%	8.3%	100.0%
Rel Comm	Count	8	4	4	5	3	24
	%age	33.3%	16.7%	16.7%	20.8%	12.5%	100.0%
Tata Teleservices	Count	4	10	12	8	8	42
	%age	9.5%	23.8%	28.6%	19.0%	19.0%	100.0%
Shyam	Count	12	14	10	10	9	55
	%age	21.8%	25.5%	18.2%	18.2%	16.4%	100.0%
Total	Count	46	52	38	41	32	209
	%age	22.0%	24.9%	18.2%	19.6%	15.3%	100.0%

26. 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	76	65	141
	%age	53.9%	46.1%	100.0%
BSNL	Count	65	56	121
	%age	53.7%	46.3%	100.0%
Rel Comm	Count	45	55	100
	%age	45.0%	55.0%	100.0%
Tata Teleservices	Count	57	76	133
	%age	42.9%	57.1%	100.0%
Shyam	Count	65	35	100
	%age	65.0%	35.0%	100.0%
Total	Count	308	287	595
	%age	51.8%	48.2%	100.0%

27. Have you terminated a phone connection that you had in last 12 months?

Service Provider		Yes	No	Total
Bharti	Count	102	488	590
	%age	17.3%	82.7%	100.00%
BSNL	Count	135	465	600
	%age	22.5%	77.5%	100.00%
Rel Comm	Count	134	450	584
	%age	22.9%	77.1%	100.00%
Tata Teleservices	Count	89	368	457
	%age	19.5%	80.5%	100.00%
Shyam	Count	107	490	597
	%age	17.9%	82.1%	100.00%
Total	Count	567	2261	2828
	%age	20.0%	80.0%	100.00%

28. If yes, please name your previous service provider?							
Service Provider		Bharti	BSNL	Rel Comm	Tata Teleservices	Shyam	Total
Bharti	Count		29	32	27	14	102
	%age		28.4%	31.4%	26.5%	13.7%	100.0%
BSNL	Count	21		57	32	25	135
	%age	15.6%		42.2%	23.7%	18.5%	100.0%
Rel Comm	Count	21	34		44	35	134
	%age	15.7%	25.4%		32.8%	26.1%	100.0%
Tata Teleservices	Count	17	23	25		24	89
	%age	19.1%	25.8%	28.1%		27.0%	100.0%
Shyam	Count	24	23	33	27		107
	%age	22.4%	21.5%	30.8%	25.2%		100.0%
Total	Count	83	109	147	130	98	567
	%age	14.6%	19.2%	25.9%	22.9%	17.3%	100.0%

29. How many days were taken by previous service provider for termination of your phone connection?						
Previous service providers		More than 7 days	4-7 days	2-3 days	1 day	Total
Bharti	Count	22	26	42	12	102
	%age	21.6%	25.5%	41.2%	11.8%	100.0%
BSNL	Count	12	36	56	31	135
	%age	8.9%	26.7%	41.5%	23.0%	100.0%
Rel Comm	Count	35	34	33	32	134
	%age	26.1%	25.4%	24.6%	23.9%	100.0%
Tata Teleservices	Count	11	42	22	14	89
	%age	12.4%	47.2%	24.7%	15.7%	100.0%
Shyam	Count	12	54	24	17	107
	%age	11.2%	50.5%	22.4%	15.9%	100.0%
Total	Count	92	192	177	106	567
	%age	16.2%	33.9%	31.2%	18.7%	100.0%

30. Did your service provider adjust your security deposit in the bill raised after you requested for termination.				
Previous service providers		Yes	No	Total
Bharti	Count	96	6	102
	%age	94.1%	5.9%	100.0%
BSNL	Count	117	18	135
	%age	86.7%	13.3%	100.0%
Rel Comm	Count	119	15	134
	%age	88.8%	11.2%	100.0%
Tata Teleservices	Count	79	10	89
	%age	88.8%	11.2%	100.0%
Shyam	Count	100	7	107
	%age	93.5%	6.5%	100.0%
Total	Count	511	56	567
	%age	90.1%	9.9%	100.0%

31. 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.					
Previous service providers		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	40	27	523	590
	%age	6.8%	4.6%	88.6%	100.0%
BSNL	Count	55	23	522	600
	%age	9.2%	3.8%	87.0%	100.0%
Rel Comm	Count	32	33	519	584
	%age	5.5%	5.7%	88.9%	100.0%
Tata Teleservices	Count	23	17	417	457
	%age	5.0%	3.7%	91.2%	100.0%
Shyam	Count	65	10	522	597
	%age	10.9%	1.7%	87.4%	100.0%
Total	Count	215	110	2503	2828
	%age	7.6%	3.9%	88.5%	100.0%

32a. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?						
Service provider		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	5	12	5	5	27
	%age	18.5%	44.4%	18.5%	18.5%	100.0%
BSNL	Count	6	7	6	4	23
	%age	26.1%	30.4%	26.1%	17.4%	100.0%
Rel Comm	Count	9	11	8	5	33
	%age	27.3%	33.3%	24.2%	15.2%	100.0%
Tata Teleservices	Count	3	8	5	1	17
	%age	17.6%	47.1%	29.4%	5.9%	100.0%
Shyam	Count	2	5	2	1	10
	%age	20.0%	50.0%	20.0%	10.0%	100.0%
Total	Count	25	43	26	16	110
	%age	22.7%	39.1%	23.6%	14.5%	100.0%

CELLULAR (Mobile Services)

A. SERVICE PROVISION

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	28	41	531	600
	%age	4.7%	6.8%	88.5%	100.0%
Vodafone	Count	93	34	473	600
	%age	15.5%	5.7%	78.8%	100.0%
Idea Cellular	Count	134	47	419	600
	%age	22.3%	7.8%	69.8%	100.0%
BSNL	Count	11	26	563	600
	%age	1.8%	4.3%	93.8%	100.0%
Rel Comm	Count	21	66	513	600
	%age	3.5%	11.0%	85.5%	100.0%
Tata Teleservices	Count	167	66	367	600
	%age	27.8%	11.0%	61.2%	100.0%
Shyam	Count	19	91	490	600
	%age	3.2%	15.2%	81.7%	100.0%
Total	Count	473	371	3356	4200
	%age	11.3%	8.8%	79.9%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it; Service Provider Wise

Service Provider		More than 7 days	4-7 days	2-3 days	One day	Total
Bharti	Count	0	0	41	28	69
	%age	0.0%	0.0%	59.4%	40.6%	100.0%
Vodafone	Count	0	0	68	59	127
	%age	0.0%	0.0%	53.5%	46.5%	100.0%
Idea Cellular	Count	0	0	104	77	181
	%age	0.0%	0.0%	57.5%	42.5%	100.0%
BSNL	Count	0	0	19	18	37
	%age	0.0%	0.0%	51.4%	48.6%	100.0%
Rel Comm	Count	0	2	58	27	87
	%age	0.0%	2.3%	66.7%	31.0%	100.0%
Tata Teleservices	Count	0	0	175	58	233
	%age	0.0%	0.0%	75.1%	24.9%	100.0%
Shyam	Count	0	0	49	61	110
	%age	0.0%	0.0%	44.5%	55.5%	100.0%
Total	Count	0	2	514	328	844
	%age	0.0%	0.2%	60.9%	38.9%	100.0%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	62	3	69
	%age	0.0%	11.6%	84.1%	4.3%	100.0%
Vodafone	Count	0	8	114	5	127
	%age	0.0%	6.3%	89.8%	3.9%	100.0%
Idea Cellular	Count	0	11	151	19	181
	%age	0.0%	6.1%	83.4%	10.5%	100.0%
BSNL	Count	0	3	34	0	37
	%age	0.0%	8.1%	91.9%	0.0%	100.0%
Rel Comm	Count	0	5	58	24	87
	%age	0.0%	5.7%	66.7%	27.6%	100.0%
Tata Teleservices	Count	0	11	198	24	233
	%age	0.0%	4.7%	85.0%	10.3%	100.0%
Shyam	Count	0	4	105	1	110

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
	%age	0.0%	3.6%	95.5%	0.9%	100.0%
Total	Count	0	50	718	76	844
	%age	0.0%	5.9%	85.1%	9.0%	100.0%

4. 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 Wise						
Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	0	125	124	249
	%age	0.0%	0.0%	50.2%	49.8%	100.0%
Vodafone	Count	0	0	107	72	179
	%age	0.0%	0.0%	59.8%	40.2%	100.0%
Idea Cellular	Count	0	0	101	104	205
	%age	0.0%	0.0%	49.3%	50.7%	100.0%
BSNL	Count	0	0	151	81	232
	%age	0.0%	0.0%	65.1%	34.9%	100.0%
Rel Comm	Count	3	0	131	88	222
	%age	1.4%	0.0%	59.0%	39.6%	100.0%
Tata Teleservices	Count	0	0	124	120	244
	%age	0.0%	0.0%	50.8%	49.2%	100.0%
Shyam	Count	0	0	47	130	177
	%age	0.0%	0.0%	26.6%	73.4%	100.0%
Total	Count	3	0	786	719	1508
	%age	0.2%	0.0%	52.1%	47.7%	100.0%

B. BILLING RELATED – PREPAID

Q.5(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	0	27	494	67	588
	%age	0.0%	4.6%	84.0%	11.4%	100.00%
Vodafone	Count	0	14	482	92	588
	%age	0.0%	2.4%	82.0%	15.6%	100.00%
Idea Cellular	Count	3	27	473	61	564
	%age	0.5%	4.8%	83.9%	10.8%	100.00%
BSNL	Count	0	30	458	82	570
	%age	0.0%	5.3%	80.4%	14.4%	100.00%
Rel Comm	Count	0	36	473	43	552
	%age	0.0%	6.5%	85.7%	7.8%	100.00%
Tata Teleservices	Count	8	26	436	100	570
	%age	1.4%	4.6%	76.5%	17.5%	100.00%
Shyam	Count	0	26	302	212	540
	%age	0.0%	4.8%	55.9%	39.3%	100.00%
Total	Count	11	186	3118	657	3972
	%age	0.3%	4.7%	78.5%	16.5%	100.00%

Q.5(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	3	9	12	9	27
	%age	11.1%	33.3%	44.4%	33.3%	100.0%
Vodafone	Count	3	6	6	11	14
	%age	21.4%	42.9%	42.9%	78.6%	100.0%
Idea Cellular	Count	11	9	23	21	30
	%age	36.7%	30.0%	76.7%	70.0%	100.0%
BSNL	Count	8	15	18	6	30
	%age	26.7%	50.0%	60.0%	20.0%	100.0%
Rel Comm	Count	5	10	28	14	36
	%age	13.9%	27.8%	77.8%	38.9%	100.0%
Tata Teleservices	Count	3	16	22	19	34
	%age	8.8%	47.1%	64.7%	55.9%	100.0%
Shyam	Count	7	12	19	14	26
	%age	26.9%	46.2%	73.1%	53.8%	100.0%
Total	Count	40	77	128	94	197
	%age	20.3%	39.1%	65.0%	47.7%	100.0%

Q.5(c) Have you made anti complaint related to charging / credit/waiver/ validity/ adjustment an last 12 months.				
Service provider		Yes	No	Total
Bharti	Count	369	219	588
	%age	62.8%	37.2%	100.00%
Vodafone	Count	341	247	588
	%age	58.0%	42.0%	100.00%
Idea Cellular	Count	320	244	564
	%age	56.7%	43.3%	100.00%
BSNL	Count	309	261	570
	%age	54.2%	45.8%	100.00%
Rel Comm	Count	362	190	552
	%age	65.6%	34.4%	100.00%
Tata Teleservices	Count	273	297	570
	%age	47.9%	52.1%	100.00%
Shyam	Count	211	329	540
	%age	39.1%	60.9%	100.00%
Total	Count	2185	1787	3972
	%age	55.0%	45.0%	100.00%

Q.5(d) How satisfied are you with the process of resolution of complaints relating to charging?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	33	294	42	369
	%age	0.0%	8.9%	79.7%	11.4%	100.0%
Vodafone	Count	2	37	279	23	341
	%age	0.6%	10.9%	81.8%	6.7%	100.0%
Idea Cellular	Count	3	21	281	15	320
	%age	0.9%	6.6%	87.8%	4.7%	100.0%
BSNL	Count	11	48	242	8	309
	%age	3.6%	15.5%	78.3%	2.6%	100.0%
Rel Comm	Count	0	54	279	29	362
	%age	0.0%	14.9%	77.1%	8.0%	100.0%
Tata Teleservices	Count	0	21	219	33	273
	%age	0.0%	7.7%	80.2%	12.1%	100.0%
Shyam	Count	0	21	168	22	211
	%age	0.0%	10.0%	79.6%	10.4%	100.0%
Total	Count	16	235	1762	172	2185
	%age	0.7%	10.8%	80.6%	7.9%	100.0%

C. BILLING RELATED- POSTPAID CUSTOMERS

6. How satisfied are you with the timely delivery of bills; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	5	7	12
	%age	0.0%	0.0%	41.7%	58.3%	100.0%
Vodafone	Count	0	0	10	2	12
	%age	0.0%	0.0%	83.3%	16.7%	100.0%
Idea Cellular	Count	0	0	28	8	36
	%age	0.0%	0.0%	77.8%	22.2%	100.0%
BSNL	Count	0	2	20	8	30
	%age	0.0%	6.7%	66.7%	26.7%	100.0%
Rel Comm	Count	0	2	33	13	48
	%age	0.0%	4.2%	68.8%	27.1%	100.0%
Tata Teleservices	Count	0	0	28	2	30
	%age	0.0%	0.0%	93.3%	6.7%	100.0%
Shyam	Count	0	0	31	29	60
	%age	0.0%	0.0%	51.7%	48.3%	100.0%
Total	Count	0	4	155	69	228
	%age	0.0%	1.8%	68.0%	30.3%	100.0%

7 (a) How satisfied are you with the accuracy of the bills; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	10	0	12
	%age	0.0%	16.7%	83.3%	0.0%	100.0%
Vodafone	Count	0	2	10	0	12
	%age	0.0%	16.7%	83.3%	0.0%	100.0%
Idea Cellular	Count	0	5	23	8	36
	%age	0.0%	13.9%	63.9%	22.2%	100.0%
BSNL	Count	0	4	26	0	30
	%age	0.0%	13.3%	86.7%	0.0%	100.0%
Rel Comm	Count	2	15	25	6	48
	%age	4.2%	31.3%	52.1%	12.5%	100.0%
Tata Teleservices	Count	1	9	15	5	30
	%age	3.3%	30.0%	50.0%	16.7%	100.0%

7 (a) How satisfied are you with the accuracy of the bills; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Shyam	Count	0	6	36	18	60
	%age	0.0%	10.0%	60.0%	30.0%	100.0%
Total	Count	3	43	145	37	228
	%age	1.3%	18.9%	63.6%	16.2%	100.0%

7 (b) Please specify the reason(s)						
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	1	1	2	2	2
	%age	50.0%	50.0%	100.0%	100.0%	100.0%
Vodafone	Count	0	1	2	1	2
	%age	0.0%	50.0%	100.0%	50.0%	100.0%
Idea Cellular	Count	1	1	4	3	5
	%age	20.0%	20.0%	80.0%	60.0%	100.0%
BSNL	Count	1	2	2	2	4
	%age	25.0%	50.0%	50.0%	50.0%	100.0%
Rel Comm	Count	1	3	9	9	17
	%age	5.9%	17.6%	52.9%	52.9%	100.0%
Tata Teleservices	Count	3	3	8	5	10
	%age	30.0%	30.0%	80.0%	50.0%	100.0%
Shyam	Count	2	2	6	4	6
	%age	33.3%	33.3%	100.0%	66.7%	100.0%
Total	Count	9	13	33	26	46
	%age	19.6%	28.3%	71.7%	56.5%	100.0%

8. Have you made any billing related complaints in last 12 months; Service Provider Wise				
Service provider		Yes	No	Total
Bharti	Count	4	8	12
	%age	33.3%	66.7%	100.0%
Vodafone	Count	6	6	12
	%age	50.0%	50.0%	100.0%
Idea Cellular	Count	12	24	36
	%age	33.3%	66.7%	100.0%
BSNL	Count	14	16	30
	%age	46.7%	53.3%	100.0%
Rel Comm	Count	7	41	48
	%age	14.6%	85.4%	100.0%
Tata Teleservices	Count	14	16	30
	%age	46.7%	53.3%	100.0%
Shyam	Count	18	42	60
	%age	30.0%	70.0%	100.0%
Total	Count	75	153	228
	%age	32.9%	67.1%	100.0%

9. How satisfied are you with the process of resolution of billing complaints; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	3	1	4
	%age	0.0%	0.0%	75.0%	25.0%	100.0%
Vodafone	Count	0	1	5	0	6
	%age	0.0%	16.7%	83.3%	0.0%	100.0%

9. How satisfied are you with the process of resolution of billing complaints; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Idea Cellular	Count	0	3	6	3	12
	%age	0.0%	25.0%	50.0%	25.0%	100.0%
BSNL	Count	0	4	10	0	14
	%age	0.0%	28.6%	71.4%	0.0%	100.0%
Rel Comm	Count	0	4	3	0	7
	%age	0.0%	57.1%	42.9%	0.0%	100.0%
Tata Teleservices	Count	0	3	2	9	14
	%age	0.0%	21.4%	14.3%	64.3%	100.0%
Shyam	Count	0	3	13	2	18
	%age	0.0%	16.7%	72.2%	11.1%	100.0%
Total	Count	0	18	42	15	75
	%age	0.0%	24.0%	56.0%	20.0%	100.0%

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 Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	9	3	12
	%age	0.0%	0.0%	75.0%	25.0%	100.0%
Vodafone	Count	0	0	12	0	12
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Idea Cellular	Count	2	0	34	2	36
	%age	0.9%	0.0%	94.4%	5.6%	100.0%
BSNL	Count	0	0	26	4	30
	%age	0.0%	0.0%	86.7%	13.3%	100.0%
Rel Comm	Count	0	4	28	16	48
	%age	0.0%	8.3%	58.3%	33.3%	100.0%
Tata Teleservices	Count	0	0	24	6	30
	%age	0.0%	0.0%	80.0%	20.0%	100.0%
Shyam	Count	0	5	51	4	60
	%age	0.0%	8.3%	85.0%	6.7%	100.0%
Total	Count	2	9	184	35	228
	%age	0.1%	3.9%	80.7%	15.4%	100.0%

10 (b) Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
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 not given	Total
Idea Cellular	Count	0	0	2	2	2
	%age	0.0%	0.0%	100.0%	100.0%	100.0%
Rel Comm	Count	1	0	3	5	4
	%age	25.0%	0.0%	75.0%	125.0%	100.0%
Shyam	Count	0	1	3	3	5
	%age	0.0%	25.0%	75.0%	75.0%	100.0%
Total	Count	1	1	8	10	11
	%age	9.1%	9.1%	72.7%	90.9%	100.0%

D. HELP SERVICES

11. 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 wise

Service provider		YES	NO	Total
Bharti	Count	491	109	600
	%age	81.8%	18.2%	100.0%
Vodafone	Count	513	87	600
	%age	85.5%	14.5%	100.0%
Idea Cellular	Count	513	87	600
	%age	85.5%	14.5%	100.0%
BSNL	Count	493	107	600
	%age	82.2%	17.8%	100.0%
Rel Comm	Count	522	78	600
	%age	87.0%	13.0%	100.0%
Tata Teleservices	Count	549	51	600
	%age	91.5%	8.5%	100.0%
Shyam	Count	572	28	600
	%age	95.3%	4.7%	100.0%
Total	Count	3653	547	4200
	%age	87.0%	13.0%	100.0%

12. 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	6	21	388	76	491
	%age	1.2%	4.3%	79.0%	15.5%	100.0%
Vodafone	Count	9	32	395	77	513
	%age	1.8%	6.2%	77.0%	15.0%	100.0%
Idea Cellular	Count	6	21	413	73	513
	%age	1.2%	4.1%	80.5%	14.2%	100.0%
BSNL	Count	9	45	395	44	493
	%age	1.8%	9.1%	80.1%	8.9%	100.0%
Rel Comm	Count	13	73	387	49	522
	%age	2.5%	14.0%	74.1%	9.4%	100.0%
Tata Teleservices	Count	3	15	436	95	549
	%age	0.5%	2.7%	79.4%	17.3%	100.0%
Shyam	Count	5	13	476	78	572
	%age	0.9%	2.3%	83.2%	13.6%	100.0%
Total	Count	51	220	2890	492	3653
	%age	1.4%	6.0%	79.1%	13.5%	100.0%

13. 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	20	14	209	248	491
	%age	4.1%	2.9%	42.6%	50.5%	100.0%
Vodafone	Count	36	8	175	294	513
	%age	7.0%	1.6%	34.1%	57.3%	100.0%
Idea Cellular	Count	18	6	207	282	513
	%age	3.5%	1.2%	40.4%	55.0%	100.0%
BSNL	Count	30	17	188	258	493
	%age	6.1%	3.4%	38.1%	52.3%	100.0%
Rel Comm	Count	61	20	187	254	522
	%age	11.7%	3.8%	35.8%	48.7%	100.0%

13. 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
Tata Teleservices	Count	18	9	188	334	549
	%age	3.3%	1.6%	34.2%	60.8%	100.0%
Shyam	Count	8	14	194	356	572
	%age	1.4%	2.4%	33.9%	62.2%	100.0%
Total	Count	191	88	1348	2026	3653
	%age	5.2%	2.4%	36.9%	55.5%	100.0%

14. 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	10	26	262	193	491
	%age	2.0%	5.3%	53.4%	39.3%	100.0%
Vodafone	Count	13	49	296	155	513
	%age	2.5%	9.6%	57.7%	30.2%	100.0%
Idea Cellular	Count	16	22	297	178	513
	%age	3.1%	4.3%	57.9%	34.7%	100.0%
BSNL	Count	9	46	281	157	493
	%age	1.8%	9.3%	57.0%	31.8%	100.0%
Rel Comm	Count	12	73	261	176	522
	%age	2.3%	14.0%	50.0%	33.7%	100.0%
Tata Teleservices	Count	12	27	319	191	549
	%age	2.2%	4.9%	58.1%	34.8%	100.0%
Shyam	Count	19	32	370	151	572
	%age	3.3%	5.6%	64.7%	26.4%	100.0%
Total	Count	91	275	2086	1201	3653
	%age	2.5%	7.5%	57.1%	32.9%	100.0%

15. 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
Bharti	Count	20	14	323	134	491
	%age	4.1%	2.9%	65.8%	27.3%	100.0%
Vodafone	Count	34	7	347	125	513
	%age	6.6%	1.4%	67.6%	24.4%	100.0%
Idea Cellular	Count	20	9	386	98	513
	%age	3.9%	1.8%	75.2%	19.1%	100.0%
BSNL	Count	30	36	327	100	493
	%age	6.1%	7.3%	66.3%	20.3%	100.0%
Rel Comm	Count	56	33	329	104	522
	%age	10.7%	6.3%	63.0%	19.9%	100.0%
Tata Teleservices	Count	18	0	402	129	549
	%age	3.3%	0.0%	73.2%	23.5%	100.0%
Shyam	Count	8	16	442	106	572
	%age	1.4%	2.8%	77.3%	18.5%	100.0%
Total	Count	186	115	2556	796	3653
	%age	5.1%	3.1%	70.0%	21.8%	100.0%

E. NETWORK PERFORMANCE

Q.16 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	14	32	223	331	600
	%age	2.3%	5.3%	37.2%	55.2%	100.0%
Vodafone	Count	7	33	360	200	600
	%age	1.2%	5.5%	60.0%	33.3%	100.0%
Idea Cellular	Count	15	25	360	200	600
	%age	2.5%	4.2%	60.0%	33.3%	100.0%
BSNL	Count	0	29	461	110	600
	%age	0.0%	4.8%	76.8%	18.3%	100.0%
Rel Comm	Count	4	33	310	253	600
	%age	0.7%	5.5%	51.7%	42.2%	100.0%
Tata Teleservices	Count	0	43	401	156	600
	%age	0.0%	7.2%	66.8%	26.0%	100.0%
Shyam	Count	2	48	491	59	600
	%age	0.3%	8.0%	81.8%	9.8%	100.0%
Total	Count	42	219	2631	1344	4200
	%age	1.0%	5.2%	62.6%	32.0%	100.0%

Q.17 How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	350	244	600
	%age	0.0%	1.0%	58.3%	40.7%	100.0%
Vodafone	Count	4	9	335	252	600
	%age	0.7%	1.5%	55.8%	42.0%	100.0%
Idea Cellular	Count	10	10	300	280	600
	%age	1.7%	1.7%	50.0%	46.7%	100.0%
BSNL	Count	2	38	313	247	600
	%age	0.3%	6.3%	52.2%	41.2%	100.0%
Rel Comm	Count	3	17	350	230	600
	%age	0.5%	2.8%	58.3%	38.3%	100.0%
Tata Teleservices	Count	0	22	333	245	600
	%age	0.0%	3.7%	55.5%	40.8%	100.0%
Shyam	Count	10	17	237	336	600
	%age	1.7%	2.8%	39.5%	56.0%	100.0%
Total	Count	29	219	2631	1344	4200
	%age	0.7%	5.2%	62.6%	32.0%	100.0%

Q.19 How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	20	285	290	600
	%age	0.8%	3.3%	47.5%	48.3%	100.0%
Vodafone	Count	15	25	310	250	600
	%age	2.5%	4.2%	51.7%	41.7%	100.0%
Idea Cellular	Count	24	16	320	240	600
	%age	4.0%	2.7%	53.3%	40.0%	100.0%
BSNL	Count	7	30	390	173	600
	%age	1.2%	5.0%	65.0%	28.8%	100.0%
Rel Comm	Count	2	23	320	255	600
	%age	0.3%	3.8%	53.3%	42.5%	100.0%
Tata Teleservices	Count	5	19	371	205	600
	%age	0.8%	3.2%	61.8%	34.2%	100.0%

Q.19 How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Shyam	Count	5	26	400	169	600
	%age	0.8%	4.3%	66.7%	28.2%	100.0%
Total	Count	63	219	2631	1344	4200
	%age	1.5%	5.2%	62.6%	32.0%	100.0%

Q.18 How often does your call drops during conversation?						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	0	463	137	600
	%age	0.0%	0.0%	77.2%	22.8%	100.0%
Vodafone	Count	0	11	485	104	600
	%age	0.0%	1.8%	80.8%	17.3%	100.0%
Idea Cellular	Count	0	12	482	106	600
	%age	0.0%	2.0%	80.3%	17.7%	100.0%
BSNL	Count	0	28	499	73	600
	%age	0.0%	4.7%	83.2%	12.2%	100.0%
Rel Comm	Count	2	0	487	111	600
	%age	0.3%	0.0%	81.2%	18.5%	100.0%
Tata Teleservices	Count	0	9	512	79	600
	%age	0.0%	1.5%	85.3%	13.2%	100.0%
Shyam	Count	2	24	508	66	600
	%age	0.3%	4.0%	84.7%	11.0%	100.0%
Total	Count	4	84	3436	676	4200
	%age	0.1%	2.0%	81.8%	16.1%	100.0%

Q.19 How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	20	285	290	600
	%age	0.8%	3.3%	47.5%	48.3%	100.0%
Vodafone	Count	15	25	310	250	600
	%age	2.5%	4.2%	51.7%	41.7%	100.0%
Idea Cellular	Count	24	16	320	240	600
	%age	4.0%	2.7%	53.3%	40.0%	100.0%
BSNL	Count	7	30	390	173	600
	%age	1.2%	5.0%	65.0%	28.8%	100.0%
Rel Comm	Count	2	23	320	255	600
	%age	0.3%	3.8%	53.3%	42.5%	100.0%
Tata Teleservices	Count	5	19	371	205	600
	%age	0.8%	3.2%	61.8%	34.2%	100.0%
Shyam	Count	5	26	400	169	600
	%age	0.8%	4.3%	66.7%	28.2%	100.0%
Total	Count	63	219	2631	1344	4200
	%age	1.5%	5.2%	62.6%	32.0%	100.0%

F. MAINTAINABILITY

Q.20 How often your mobile handsets faces problem of signal?						
Service provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	0	0	385	215	600
	%age	0.0%	0.0%	64.2%	35.8%	100.0%
Vodafone	Count	0	2	485	113	600
	%age	0.0%	0.3%	80.8%	18.8%	100.0%
Idea Cellular	Count	0	0	498	102	600
	%age	0.0%	0.0%	83.0%	17.0%	100.0%
BSNL	Count	0	12	489	99	600
	%age	0.0%	2.0%	81.5%	16.5%	100.0%
Rel Comm	Count	4	0	492	104	600
	%age	0.7%	0.0%	82.0%	17.3%	100.0%
Tata Teleservices	Count	0	0	509	91	600
	%age	0.0%	0.0%	84.8%	15.2%	100.0%
Shyam	Count	0	0	549	51	600
	%age	0.0%	0.0%	91.5%	8.5%	100.0%
Total	Count	4	14	3407	775	4200
	%age	0.1%	0.3%	81.1%	18.5%	100.0%

Q.21 How satisfied are you with the availability of network signal?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	9	301	290	600
	%age	0.0%	1.5%	50.2%	48.3%	100.0%
Vodafone	Count	2	21	303	274	600
	%age	0.3%	3.5%	50.5%	45.7%	100.0%
Idea Cellular	Count	2	30	339	229	600
	%age	0.3%	5.0%	56.5%	38.2%	100.0%
BSNL	Count	2	44	355	199	600
	%age	0.3%	7.3%	59.2%	33.2%	100.0%
Rel Comm	Count	4	6	265	325	600
	%age	0.7%	1.0%	44.2%	54.2%	100.0%
Tata Teleservices	Count	9	54	282	255	600
	%age	1.5%	9.0%	47.0%	42.5%	100.0%
Shyam	Count	13	56	356	175	600
	%age	2.2%	9.3%	59.3%	29.2%	100.0%
Total	Count	32	220	2201	1747	4200
	%age	0.8%	5.2%	52.4%	41.6%	100.0%

Q. 22 Are you satisfied with the restoration of network (signal) problems?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	67	461	70	600
	%age	0.3%	11.2%	76.8%	11.7%	100.0%
Vodafone	Count	0	27	490	83	600
	%age	0.0%	4.5%	81.7%	13.8%	100.0%
Idea Cellular	Count	0	34	524	42	600
	%age	0.0%	5.7%	87.3%	7.0%	100.0%
BSNL	Count	2	47	488	63	600
	%age	0.3%	7.8%	81.3%	10.5%	100.0%
Rel Comm	Count	4	56	502	38	600
	%age	0.7%	9.3%	83.7%	6.3%	100.0%
Tata Teleservices	Count	0	34	479	87	600
	%age	0.0%	5.7%	79.8%	14.5%	100.0%

Q. 22 Are you satisfied with the restoration of network (signal) problems?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Shyam	Count	2	30	499	69	600
	%age	0.3%	5.0%	83.2%	11.5%	100.0%
Total	Count	10	295	3443	452	4200
	%age	0.2%	7.0%	82.0%	10.8%	100.0%

G. SUPPLEMENTARY SERVICES

23. 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	228	372	600
	%age	38.0%	62.0%	100.0%
Vodafone	Count	236	364	600
	%age	39.3%	60.7%	100.0%
Idea Cellular	Count	262	338	600
	%age	43.7%	56.3%	100.0%
BSNL	Count	222	378	600
	%age	37.0%	63.0%	100.0%
Rel Comm	Count	236	364	600
	%age	39.3%	60.7%	100.0%
Tata Teleservices	Count	264	336	600
	%age	44.0%	56.0%	100.0%
Shyam	Count	248	352	600
	%age	41.3%	58.7%	100.0%
Total	Count	1696	2504	4200
	%age	40.4%	59.6%	100.0%

24. 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	226	2	228
	%age	99.1%	0.9%	100.0%
Vodafone	Count	224	12	236
	%age	94.9%	5.1%	100.0%
Idea Cellular	Count	256	6	262
	%age	97.7%	2.3%	100.0%
BSNL	Count	218	4	222
	%age	98.2%	1.8%	100.0%
Rel Comm	Count	230	6	236
	%age	97.5%	2.5%	100.0%
Tata Teleservices	Count	249	15	264
	%age	94.3%	5.7%	100.0%
Shyam	Count	229	19	248
	%age	92.3%	7.7%	100.0%
Total	Count	1632	64	1696
	%age	96.2%	3.8%	100.0%

25. How satisfied are you with the quality of supplementary/ value added services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	224	0	228
	%age	0.0%	1.8%	98.2%	0.0%	100.0%
Vodafone	Count	2	15	213	6	236
	%age	0.8%	6.4%	90.3%	2.5%	100.0%
Idea Cellular	Count	0	6	256	0	262
	%age	0.0%	2.3%	97.7%	0.0%	100.0%
BSNL	Count	0	7	215	0	222
	%age	0.0%	3.2%	96.8%	0.0%	100.0%
Rel Comm	Count	4	4	226	2	236
	%age	1.7%	1.7%	95.8%	0.8%	100.0%
Tata Teleservices	Count	0	15	237	12	264
	%age	0.0%	5.7%	89.8%	4.5%	100.0%
Shyam	Count	0	12	225	11	248
	%age	0.0%	4.8%	90.7%	4.4%	100.0%
Total	Count	6	63	1596	31	1696
	%age	0.4%	3.7%	94.1%	1.8%	100.0%

26. Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal / recharging of VAS?				
Service provider		Yes	No	Total
Bharti	Count	183	45	228
	%age	80.3%	19.7%	100.0%
Vodafone	Count	176	60	236
	%age	74.6%	25.4%	100.0%
Idea Cellular	Count	207	55	262
	%age	79.0%	21.0%	100.0%
BSNL	Count	137	85	222
	%age	61.7%	38.3%	100.0%
Rel Comm	Count	178	58	236
	%age	75.4%	24.6%	100.0%
Tata Teleservices	Count	168	96	264
	%age	63.6%	36.4%	100.0%
Shyam	Count	54	194	248
	%age	21.8%	78.2%	100.0%
Total	Count	1103	593	1696
	%age	65.0%	35.0%	100.0%

27. Have you been informed of the charges of value added services before its activation and immediately after its activation?						
Service provider		Yes before and after activation	Yes only after activation	Yes only before activation	No in both Cases	Total
Bharti	Count	125	38	59	6	228
	%age	54.8%	16.7%	25.9%	2.6%	100.0%
Vodafone	Count	83	62	88	3	236
	%age	35.2%	26.3%	37.3%	1.3%	100.0%
Idea Cellular	Count	80	103	70	9	262
	%age	30.5%	39.3%	26.7%	3.4%	100.0%
BSNL	Count	78	79	61	4	222
	%age	35.1%	35.6%	27.5%	1.8%	100.0%
Rel Comm	Count	101	67	60	8	236
	%age	42.8%	28.4%	25.4%	3.4%	100.0%
Tata Teleservices	Count	90	75	75	24	264
	%age	34.1%	28.4%	28.4%	9.1%	100.0%

27. Have you been informed of the charges of value added services before its activation and immediately after its activation?						
Service provider		Yes before and after activation	Yes only after activation	Yes only before activation	No in both Cases	Total
Shyam	Count	67	106	71	4	248
	%age	27.0%	42.7%	28.6%	1.6%	100.0%
Total	Count	624	530	484	58	1696
	%age	36.8%	31.3%	28.5%	3.4%	100.0%

28. Have you been informed of the charges for value added service(VAS) in advance of its renewal/ recharging				
Service provider		Yes	No	Total
Bharti	Count	147	81	228
	%age	64.5%	35.5%	100.0%
Vodafone	Count	131	105	236
	%age	55.5%	44.5%	100.0%
Idea Cellular	Count	176	86	262
	%age	67.2%	32.8%	100.0%
BSNL	Count	118	104	222
	%age	53.2%	46.8%	100.0%
Rel Comm	Count	148	88	236
	%age	62.7%	37.3%	100.0%
Tata Teleservices	Count	166	98	264
	%age	62.9%	37.1%	100.0%
Shyam	Count	217	31	248
	%age	87.5%	12.5%	100.0%
Total	Count	1103	593	1696
	%age	65.0%	35.0%	100.0%

H. OVERALL CUSTOMER SATISFACTION

29 (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	12	32	422	134	600
	%age	2.0%	5.3%	70.3%	22.3%	100.0%
Vodafone	Count	21	44	440	95	600
	%age	3.5%	7.3%	73.3%	15.8%	100.0%
Idea Cellular	Count	22	45	452	81	600
	%age	3.7%	7.5%	75.3%	13.5%	100.0%
BSNL	Count	5	52	449	94	600
	%age	0.8%	8.7%	74.8%	15.7%	100.0%
Rel Comm	Count	12	34	445	109	600
	%age	2.0%	5.7%	74.2%	18.2%	100.0%
Tata Teleservices	Count	10	30	422	138	600
	%age	1.7%	5.0%	70.3%	23.0%	100.0%
Shyam	Count	8	32	372	188	600
	%age	1.3%	5.3%	62.0%	31.3%	100.0%
Total	Count	90	269	3002	839	4200
	%age	2.1%	6.4%	71.5%	20.0%	100.0%

Q29B-Please specify the reason(s) for your dissatisfaction.					
OPERATOR		BILLING PROBLEM	NETWORK PROBLEM.	PROBLEM WITH HELPLINE/CUSTOMER CARE	TOTAL
Bharti	Count	11	9	9	44
	%age	25.0%	20.5%	20.5%	
Vodafone	Count	17	12	11	65
	%age	26.2%	18.5%	16.9%	
Idea Cellular	Count	8	8	11	67
	%age	11.9%	11.9%	16.4%	
BSNL	Count	19	16	22	57
	%age	33.3%	28.1%	38.6%	
Rel Comm	Count	21	22	18	46
	%age	45.7%	47.8%	39.1%	
Tata Teleservices	Count	11	9	13	40
	%age	27.5%	22.5%	32.5%	
Shyam	Count	8	10	14	40
	%age	20.0%	25.0%	35.0%	
Total	Count	95	86	98	359
	%age	26.5%	24.0%	27.3%	

GENERAL INFORMATION

30. 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	194	45	239
	%age	81.17%	18.83%	100.00%
Vodafone	Count	132	28	160
	%age	82.50%	17.50%	100.00%
Idea Cellular	Count	102	36	138
	%age	73.91%	26.09%	100.00%
BSNL	Count	96	46	142
	%age	67.61%	32.39%	100.00%
Rel Comm	Count	101	47	148
	%age	68.24%	31.76%	100.00%
Tata Teleservices	Count	112	49	161
	%age	69.57%	30.43%	100.00%
Shyam	Count	148	36	184
	%age	80.43%	19.57%	100.00%
Total	Count	885	287	1172
	%age	75.51%	24.49%	100.00%

31. If at any time you had terminated your mobile connection, how many days, it took for the termination?						
Previous service providers		> 7 days	4-7 days	2-3 days	1 day	Total
Bharti	Count	1	14	32	48	95
	%age	1.05%	14.74%	33.68%	50.53%	100.00%
Vodafone	Count	3	9	39	11	62
	%age	4.84%	14.52%	62.90%	17.74%	100.00%
Idea Cellular	Count	8	33	11	11	63
	%age	12.70%	52.38%	17.46%	17.46%	100.00%
BSNL	Count	15	42	33	17	107
	%age	14.02%	39.25%	30.84%	15.89%	100.00%
Rel Comm	Count	14	52	19	11	96
	%age	14.58%	54.17%	19.79%	11.46%	100.00%
Tata Teleservices	Count	19	27	37	17	100
	%age	19.00%	27.00%	37.00%	17.00%	100.00%
Shyam	Count	5	16	65	17	103
	%age	4.85%	15.53%	63.11%	16.50%	100.00%
Total	Count	65	193	236	132	626
	%age	10.38%	30.83%	37.70%	21.09%	100.00%

32. Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?				
Service provider		Yes	No	Total
Bharti	Count	112	488	600
	%age	18.67%	81.33%	100.00%
Vodafone	Count	136	464	600
	%age	22.67%	77.33%	100.00%
Idea Cellular	Count	92	508	600
	%age	15.33%	84.67%	100.00%
BSNL	Count	102	498	600
	%age	17.00%	83.00%	100.00%
Rel Comm	Count	86	514	600
	%age	14.33%	85.67%	100.00%
Tata Teleservices	Count	111	489	600
	%age	18.50%	81.50%	100.00%
Shyam	Count	149	451	600
	%age	24.83%	75.17%	100.00%
Total	Count	788	3412	4200
	%age	18.76%	81.24%	100.00%

33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?				
Service provider		Yes	No	Total
Bharti	Count	95	492	587
	%age	16.18%	83.82%	100.00%
Vodafone	Count	72	401	473
	%age	15.22%	84.78%	100.00%
Idea Cellular	Count	71	320	391
	%age	18.16%	81.84%	100.00%
BSNL	Count	72	400	472
	%age	15.25%	84.75%	100.00%
Rel Comm	Count	86	325	411
	%age	20.92%	79.08%	100.00%
Tata Teleservices	Count	81	401	482

33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?				
Service provider		Yes	No	Total
	%age	16.80%	83.20%	100.00%
	Count	115	320	435
Shyam	%age	26.44%	73.56%	100.00%
	Count	592	2659	3251
Total	%age	18.21%	81.79%	100.00%

34. Did your service provider adjust your security deposit in the bill raised after you requested for termination.				
Prev. Service provider		Yes	No	Total
Bharti	Count	81	14	95
	%age	85.26%	14.74%	100.00%
Vodafone	Count	53	9	62
	%age	85.48%	14.52%	100.00%
Idea Cellular	Count	49	14	63
	%age	77.78%	22.22%	100.00%
BSNL	Count	82	25	107
	%age	76.64%	23.36%	100.00%
Rel Comm	Count	68	28	96
	%age	70.83%	29.17%	100.00%
Tata Teleservices	Count	76	24	100
	%age	76.00%	24.00%	100.00%
Shyam	Count	89	14	103
	%age	86.41%	13.59%	100.00%
Total	Count	498	128	626
	%age	79.55%	20.45%	100.00%

35. 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
Bharti	Count	105	35	460	600
	%age	17.5%	5.8%	76.7%	100.0%
Vodafone	Count	77	43	480	600
	%age	12.8%	7.2%	80.0%	100.0%
Idea Cellular	Count	95	45	460	600
	%age	15.8%	7.5%	76.7%	100.0%
BSNL	Count	135	25	440	600
	%age	22.5%	4.2%	73.3%	100.0%
Rel Comm	Count	143	29	428	600
	%age	23.8%	4.8%	71.3%	100.0%
Tata Teleservices	Count	127	36	437	600
	%age	21.2%	6.0%	72.8%	100.0%
Shyam	Count	143	45	412	600
	%age	23.8%	7.5%	68.7%	100.0%
Total	Count	825	258	3117	4200
	%age	19.6%	6.1%	74.2%	100.0%

36a. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?						
Service provider		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	3	5	12	15	35
	%age	8.6%	14.3%	34.3%	42.9%	100.0%
Vodafone	Count	6	12	10	15	43
	%age	14.0%	27.9%	23.3%	34.9%	100.0%
Idea Cellular	Count	7	3	13	22	45
	%age	15.6%	6.7%	28.9%	48.9%	100.0%
BSNL	Count	4	11	8	2	25
	%age	16.0%	44.0%	32.0%	8.0%	100.0%
Rel Comm	Count	5	13	11	0	29
	%age	17.2%	44.8%	37.9%	0.0%	100.0%
Tata Teleservices	Count	11	12	8	5	36
	%age	30.6%	33.3%	22.2%	13.9%	100.0%
Shyam	Count	9	13	19	4	45
	%age	20.0%	28.9%	42.2%	8.9%	100.0%
Total	Count	45	69	81	63	258
	%age	17.4%	26.7%	31.4%	24.4%	100.0%

36b. Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for NDNC registry?				
Service provider		Yes	No	Total
Bharti	Count	5	15	20
	%age	25.0%	75.0%	100.0%
Vodafone	Count	8	20	28
	%age	28.6%	71.4%	100.0%
Idea Cellular	Count	5	18	23
	%age	21.7%	78.3%	100.0%
BSNL	Count	6	17	23
	%age	26.1%	73.9%	100.0%
Rel Comm	Count	11	18	29
	%age	37.9%	62.1%	100.0%
Tata Teleservices	Count	12	19	31
	%age	38.7%	61.3%	100.0%
Shyam	Count	11	30	41
	%age	26.8%	73.2%	100.0%
Total	Count	58	137	195
	%age	29.7%	70.3%	100.0%

BROADBAND

Section A-Service Provision

1. When did you last apply for a phone connection?					
Service Provider		< 6months	6-12 months	> 12 Months	Total
Bharti	Count	35	147	418	600
	%age	5.8%	24.5%	69.7%	100.0%
BSNL	Count	25	54	521	600
	%age	4.2%	9.0%	86.8%	100.0%
Rel Comm	Count	0	24	142	166
	%age	0.0%	14.5%	85.5%	100.0%
VSNL	Count	13	18	219	250
	%age	5.2%	7.2%	87.6%	100.0%
Shyam	Count	18	86	334	438
	%age	4.1%	19.6%	76.3%	100.0%
Total	Count	91	329	1634	2054
	%age	4.4%	16.0%	79.6%	100.0%

1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Provider		Within 15 working days	> 15 working days	Total
Bharti	Count	167	15	182
	%age	91.8%	8.2%	100.0%
BSNL	Count	70	9	79
	%age	88.6%	11.4%	100.0%
Rel Comm	Count	19	5	24
	%age	79.2%	20.8%	100.0%
VSNL	Count	26	5	31
	%age	83.9%	16.1%	100.0%
Shyam	Count	93	11	104
	%age	89.4%	10.6%	100.0%
Total	Count	375	45	420
	%age	89.3%	10.7%	100.00%

2. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	23	159	0	182
	%age	0.0%	12.6%	87.4%	0.0%	100.0%
BSNL	Count	0	14	59	6	79
	%age	0.0%	17.7%	74.7%	7.6%	100.0%
Rel Comm	Count	0	5	19	0	24
	%age	0.0%	20.8%	79.2%	0.0%	100.0%
VSNL	Count	0	5	26	0	31
	%age	0.0%	16.1%	83.9%	0.0%	100.0%
Shyam	Count	0	10	93	1	104
	%age	0.0%	9.6%	89.4%	1.0%	100.0%
Total	Count	0	57	356	7	420
	%age	0.0%	13.6%	84.8%	1.7%	100.0%

3. 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		> 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	4	34	115	109	262
	%age	1.5%	13.0%	43.9%	41.6%	100.0%
BSNL	Count	6	90	235	162	493
	%age	1.2%	18.3%	47.7%	32.9%	100.0%
Rel Comm	Count	0	13	76	16	105
	%age	0.0%	12.4%	72.4%	15.2%	100.0%
VSNL	Count	9	30	62	78	179
	%age	5.0%	16.8%	34.6%	43.6%	100.0%
Shyam	Count	6	56	132	80	274
	%age	2.2%	20.4%	48.2%	29.2%	100.0%
Total	Count	25	223	620	445	1313
	%age	1.9%	17.0%	47.2%	33.9%	100.00%

Section-B-Billing Related (only for postpaid customers)

4. How satisfied are you with the timely delivery if bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	547	0	560
	%age	0.0%	2.3%	97.7%	0.0%	100.0%
BSNL	Count	3	50	511	10	574
	%age	0.5%	8.7%	89.0%	1.7%	100.0%
Rel Comm	Count	0	15	114	1	130
	%age	0.0%	11.5%	87.7%	0.8%	100.0%
VSNL	Count	0	14	196	11	221
	%age	0.0%	6.3%	88.7%	5.0%	100.0%
Shyam	Count	1	16	398	0	415
	%age	0.2%	3.9%	95.9%	0.0%	100.0%
Total	Count	4	108	1766	22	1900
	%age	0.2%	5.7%	92.9%	1.2%	100.0%

5a. How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	17	501	42	560
	%age	0.0%	3.0%	89.5%	7.5%	100.0%
BSNL	Count	9	21	472	72	574
	%age	1.6%	3.7%	82.2%	12.5%	100.0%
Rel Comm	Count	0	19	93	18	130
	%age	0.0%	14.6%	71.5%	13.8%	100.0%
VSNL	Count	0	10	195	16	221
	%age	0.0%	4.5%	88.2%	7.2%	100.0%
Shyam	Count	3	12	383	17	415
	%age	0.7%	2.9%	92.3%	4.1%	100.0%
Total	Count	12	79	1644	165	1900
	%age	0.6%	4.2%	86.5%	8.7%	100.00%

5b. 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	Total
Bharti	Count	8	4	14	17
	Row %	47.1%	23.5%	82.4%	
BSNL	Count	10	16	22	30
	Row %	33.3%	53.3%	73.3%	
Rel Comm	Count	5	9	15	19
	Row %	26.3%	30.0%	50.0%	
VSNL	Count	3	2	7	10
	Row %	17.6%	11.8%	41.2%	
Shyam	Count	3	7	12	15
	Row %	17.6%	41.2%	70.6%	
Total	Count	29	38	70	91
	Row %	31.9%	41.8%	76.9%	

6. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	264	296	560
	%age	47.1%	52.9%	100.0%
BSNL	Count	331	243	574
	%age	57.7%	42.3%	100.0%
Rel Comm	Count	77	53	130
	%age	59.2%	40.8%	100.0%
VSNL	Count	67	154	221
	%age	30.3%	69.7%	100.0%
Shyam	Count	214	201	415
	%age	51.6%	48.4%	100.0%
Total	Count	953	947	1900
	%age	50.2%	49.8%	100.0%

7. How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	16	248	0	264
	%age	0.0%	6.1%	93.9%	0.0%	100.0%
BSNL	Count	27	70	233	1	331
	%age	8.2%	21.1%	70.4%	0.3%	100.0%
Rel Comm	Count	0	13	61	3	77
	%age	0.0%	16.9%	79.2%	3.9%	100.0%
VSNL	Count	0	11	56	0	67
	%age	0.0%	16.4%	83.6%	0.0%	100.0%
Shyam	Count	5	27	182	0	214
	%age	2.3%	12.6%	85.0%	0.0%	100.0%
Total	Count	32	137	780	4	953
	%age	3.4%	14.4%	81.8%	0.4%	100.0%

8a. 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
Bharti	Count	0	10	526	24	560
	%age	0.0%	1.8%	93.9%	4.3%	100.0%
BSNL	Count	21	64	475	14	574
	%age	3.7%	11.1%	82.8%	2.4%	100.0%
Rel Comm	Count	0	12	115	3	130

8a. 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
	%age	0.0%	9.2%	88.5%	2.3%	100.0%
VSNL	Count	0	13	208	0	221
	%age	0.0%	5.9%	94.1%	0.0%	100.0%
Shyam	Count	3	32	377	3	415
	%age	0.7%	7.7%	90.8%	0.7%	100.0%
Total	Count	24	131	1701	44	1900
	%age	1.3%	6.9%	89.5%	2.3%	100.00%

8b. Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges	Total
Bharti	Count	2	6	2	7	10
	%age	20.0%	60.0%	20.0%	70.0%	
BSNL	Count	13	27	22	46	85
	%age	15.3%	31.8%	25.9%	54.1%	
Rel Comm	Count	3	5	3	8	12
	%age	25.0%	41.7%	25.0%	66.7%	
VSNL	Count	2	9	5	11	13
	%age	0.2%	4.0%	79.8%	16.0%	
Shyam	Count	3	15	10	22	35
	%age	0.2%	4.0%	79.8%	16.0%	
Total	Count	23	62	42	94	155
	%age	14.8%	40.0%	27.1%	60.6%	

Section C: Billing related (Pre-paid)

9a. 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	0	3	33	4	40
	%age	0.0%	7.5%	82.5%	10.0%	100.0%
BSNL	Count	0	3	23	0	26
	%age	0.0%	11.5%	88.5%	0.0%	100.0%
Rel Comm	Count	0	6	18	12	36
	%age	0.0%	16.7%	50.0%	33.3%	100.0%
VSNL	Count	0	4	19	6	29
	%age	0.0%	13.8%	65.5%	20.7%	100.0%
Shyam	Count	0	3	20	0	23
	%age	0.0%	13.0%	87.0%	0.0%	100.0%
Total	Count	0	19	113	22	154
	%age	0.0%	12.3%	73.4%	14.3%	100.0%

Section D--Help Service /Customer Care

10. 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 wise				
Service Provider		Yes	No	Total
Bharti	Count	485	115	600
	%age	80.8%	19.2%	100.0%
BSNL	Count	474	126	600
	%age	79.0%	21.0%	100.0%
Rel Comm	Count	146	20	166
	%age	88.0%	12.0%	100.0%
VSNL	Count	226	24	250
	%age	90.4%	9.6%	100.0%
Shyam	Count	332	106	438
	%age	75.8%	24.2%	100.0%
Total	Count	1663	391	2054
	%age	81.0%	19.0%	100.0%

11. 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	0	12	457	16	485
	%age	0.0%	2.5%	94.2%	3.3%	100.0%
BSNL	Count	39	55	347	33	474
	%age	8.2%	11.6%	73.2%	7.0%	100.0%
Rel Comm	Count	0	19	123	4	146
	%age	0.0%	13.0%	84.2%	2.7%	100.0%
VSNL	Count	3	23	197	3	226
	%age	1.3%	10.2%	87.2%	1.3%	100.0%
Shyam	Count	9	23	290	10	332
	%age	2.7%	6.9%	87.3%	3.0%	100.0%
Total	Count	51	132	1414	66	1663
	%age	3.1%	7.9%	85.0%	4.0%	100.00%

12. 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	8	20	185	272	485
	%age	1.6%	4.1%	38.1%	56.1%	100.0%
BSNL	Count	49	38	165	222	474
	%age	10.3%	8.0%	34.8%	46.8%	100.0%
Rel Comm	Count	0	8	50	88	146
	%age	0.0%	5.5%	34.2%	60.3%	100.0%
VSNL	Count	0	3	82	141	226
	%age	0.0%	1.3%	36.3%	62.4%	100.0%
Shyam	Count	7	10	138	177	332
	%age	2.1%	3.0%	41.6%	53.3%	100.0%
Total	Count	64	79	620	900	1663
	%age	3.8%	4.8%	37.3%	54.1%	100.00%

13. 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	0	41	222	222	485
	%age	0.0%	8.5%	45.8%	45.8%	100.0%
BSNL	Count	68	24	214	168	474
	%age	14.3%	5.1%	45.1%	35.4%	100.0%
Rel Comm	Count	0	12	66	68	146
	%age	0.0%	8.2%	45.2%	46.6%	100.0%
VSNL	Count	0	27	143	56	226
	%age	0.0%	11.9%	63.3%	24.8%	100.0%
Shyam	Count	12	15	151	154	332
	%age	3.6%	4.5%	45.5%	46.4%	100.0%
Total	Count	80	119	796	668	1663
	%age	4.8%	7.2%	47.9%	40.2%	100.00%

14. 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
Bharti	Count	8	27	433	17	485
	%age	1.6%	5.6%	89.3%	3.5%	100.0%
BSNL	Count	16	83	277	98	474
	%age	3.4%	17.5%	58.4%	20.7%	100.0%
Rel Comm	Count	0	19	94	33	146
	%age	0.0%	13.0%	64.4%	22.6%	100.0%
VSNL	Count	0	16	200	10	226
	%age	0.0%	7.1%	88.5%	4.4%	100.0%
Shyam	Count	6	26	271	29	332
	%age	1.8%	7.8%	81.6%	8.7%	100.0%
Total	Count	30	171	1275	187	1663
	%age	1.8%	10.3%	76.7%	11.2%	100.00%

E. Network Performance, Reliability & Availability

15. How satisfied are you with the speed of Broadband connection?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	16	348	236	600
	%age	0.0%	2.7%	58.0%	39.3%	100.0%
BSNL	Count	30	56	359	155	600
	%age	5.0%	9.3%	59.8%	25.8%	100.0%
Rel Comm	Count	0	11	100	55	166
	%age	0.0%	6.6%	60.2%	33.1%	100.0%
VSNL	Count	0	20	162	68	250
	%age	0.0%	8.0%	64.8%	27.2%	100.0%
Shyam	Count	6	18	303	111	438
	%age	1.4%	4.1%	69.2%	25.3%	100.0%
Total	Count	36	121	1272	625	2054
	%age	1.8%	5.9%	61.9%	30.4%	100.0%

16. How satisfied are you with the amount of time for which service is up and working?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	8	5	524	63	600
	%age	1.3%	0.8%	87.3%	10.5%	100.0%
BSNL	Count	6	44	431	119	600
	%age	1.0%	7.3%	71.8%	19.8%	100.0%
Rel Comm	Count	0	11	94	61	166
	%age	0.0%	6.6%	56.6%	36.7%	100.0%
VSNL	Count	0	12	213	25	250
	%age	0.0%	4.8%	85.2%	10.0%	100.0%
Shyam	Count	2	27	352	57	438
	%age	0.5%	6.2%	80.4%	13.0%	100.0%
Total	Count	16	99	1614	325	2054
	%age	0.8%	4.8%	78.6%	15.8%	100.0%

Section F-Maintainability

Q.17. How Often do you face a problem with your Broadband connection?						
Service provider		Never	Occasionally	Frequently	Very Frequently	Total
Bharti	Count	0	552	28	20	600
	%age	0.0%	92.0%	4.7%	3.3%	100.0%
BSNL	Count	0	493	48	59	600
	%age	0.0%	82.2%	8.0%	9.8%	100.0%
Rel Comm	Count	1	120	42	4	166
	%age	0.2%	72.3%	25.3%	2.4%	100.0%
VSNL	Count	0	204	46	0	250
	%age	0.0%	81.6%	18.4%	0.0%	100.0%
Shyam	Count	0	391	31	16	438
	%age	0.0%	89.3%	7.1%	3.7%	100.0%
Total	Count	0	1760	195	99	2054
	%age	0.0%	85.7%	9.5%	4.8%	100.0%

18. What was the broadband connection problem faced by you in last 12 months related to?				
Service Provider		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider.	Total
Bharti	Count	17	31	48
	%age	35.4%	64.6%	100.0%
BSNL	Count	48	59	107
	%age	45.2%	54.8%	100.0%
Rel Comm	Count	17	29	46
	%age	36.8%	63.2%	100.0%
VSNL	Count	7	39	46
	%age	15.5%	84.5%	100.0%
Shyam	Count	17	30	47
	%age	36.5%	63.5%	100.0%
Total	Count	102	192	294
	%age	34.8%	65.2%	100.0%

19. How satisfied are you with the time taken for restoration of Broadband connection?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	45	2	48
	%age	0.0%	1.3%	94.7%	4.0%	100.0%
BSNL	Count	1	6	85	15	107
	%age	1.0%	6.0%	79.2%	13.8%	100.0%
Rel Comm	Count	0	4	36	6	46
	%age	0.0%	7.7%	78.3%	14.0%	100.0%
VSNL	Count	0	3	43	1	46
	%age	0.0%	5.8%	93.0%	1.2%	100.0%
Shyam	Count	1	1	42	3	47
	%age	1.4%	2.7%	90.2%	5.7%	100.0%
Total	Count	2	15	251	26	294
	%age	1.4%	2.7%	90.2%	5.7%	100.0%

Section G: Supplementary Service

20. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	447	153	600
	%age	74.5%	25.5%	100.0%
BSNL	Count	406	194	600
	%age	67.7%	32.3%	100.0%
Rel Comm	Count	146	20	166
	%age	88.0%	12.0%	100.0%
VSNL	Count	182	68	250
	%age	72.8%	27.2%	100.0%
Shyam	Count	308	130	438
	%age	70.3%	29.7%	100.0%
Total	Count	1489	565	2054
	%age	72.5%	27.5%	100.0%

21. How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	35	412	0	447
	%age	0.0%	7.8%	92.2%	0.0%	100.0%
BSNL	Count	0	45	343	18	406
	%age	0.0%	11.1%	84.5%	4.4%	100.0%
Rel Comm	Count	0	16	106	24	146
	%age	0.0%	11.0%	72.6%	16.4%	100.0%
VSNL	Count	0	36	141	5	182
	%age	0.0%	19.8%	77.5%	2.7%	100.0%
Shyam	Count	0	14	284	10	308
	%age	0.0%	4.5%	92.2%	3.2%	100.0%
Total	Count	0	146	1286	57	1489
	%age	0.0%	9.8%	86.4%	3.8%	100.0%

OVERALL SATISFACTION

22a. How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	556	31	600
	%age	0.0%	2.2%	92.7%	5.2%	100.0%
BSNL	Count	7	113	447	33	600
	%age	1.2%	18.8%	74.5%	5.5%	100.0%
Rel Comm	Count	0	27	123	16	166
	%age	0.0%	16.3%	74.1%	9.6%	100.0%
VSNL	Count	0	28	185	37	250
	%age	0.0%	11.2%	74.0%	14.8%	100.0%
Shyam	Count	1	24	390	23	438
	%age	0.2%	5.5%	89.0%	5.3%	100.0%
Total	Count	8	205	1701	140	2054
	%age	0.4%	10.0%	82.8%	6.8%	100.0%

22b. Please specify reasons for dissatisfaction

Service Provider		Billing problem	Maintain ability	Helpline service/ customer care	Network performance, reliability	Supplementary services	Total
Bharti	Count	9	2	6	2	5	13
	%age	69.2%	15.4%	46.2%	15.4%	38.5%	
BSNL	Count	49	55	61	37	12	120
	%age	40.8%	45.8%	50.8%	30.8%	10.0%	
Rel Comm	Count	12	23	16	19	9	27
	%age	44.4%	85.2%	59.3%	70.4%	33.3%	
VSNL	Count	4	11	26	26	8	28
	%age	14.3%	39.3%	92.9%	92.9%	28.6%	
Shyam	Count	6	14	17	12	10	25
	%age	24.0%	56.0%	68.0%	48.0%	40.0%	
Total	Count	74	91	109	84	34	213
	%age	34.7%	42.7%	51.2%	39.4%	16.0%	

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

Service Provider		Yes	No	Total
Bharti	Count	95	505	600
	%age	15.83%	84.17%	100.00%
BSNL	Count	76	524	600
	%age	12.67%	87.33%	100.00%
Rel Comm	Count	23	143	166
	%age	13.86%	86.14%	100.00%
VSNL	Count	29	221	250
	%age	11.60%	88.40%	100.00%
Shyam	Count	68	370	438
	%age	15.53%	84.47%	100.00%
Total	Count	291	1763	2054
	%age	14.17%	85.83%	100.00%

Annexure B

Questionnaires



SURVEY OF BASIC SERVICE (WIRELINE) YEAR 2009-2010

Name: _____	Gender: <input type="checkbox"/> 1 Male <input type="checkbox"/> 2 Female
Tel: _____	Age (in years): <input type="checkbox"/> 1 less than 25 <input type="checkbox"/> 2 25-60 <input type="checkbox"/> 3 more than 60
Operator: <input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com	Usage Type : <input type="checkbox"/> 1 Residential <input type="checkbox"/> 2 Commercial
<input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam	Area: <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban
State: _____ District _____	User Type: <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid
Address: _____	Mode of Interview: <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person
Name of SDCA (only for surveyor): _____	Signature of Subscriber _____
Name of Exchange (only for surveyor) _____	Date : _____

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 → (If >12 month, go to Q 4)
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 3 days <input type="checkbox"/> 3 3-7 days <input type="checkbox"/> 2 8-15 days <input type="checkbox"/> 1 More than 15 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. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 days <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED (only for pos-tpaid customers) (for pre-paid customer go to Question 10)

5. 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
6a. 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
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<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) _____
7. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes No <input type="checkbox"/> 2 → (If no, go to Q 9 (a))
8. 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
9(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
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<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



	5 Others (please specify) _____
--	---------------------------------

For Prepaid Customers only

10. 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
---	--

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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 → (If no, go to Q 16)
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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

E. MAINTAINABILITY (FAULT REPAIR)

19. 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 23)
20. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 4 Nil <input type="checkbox"/> 3 One time <input type="checkbox"/> 2 2-3 times <input type="checkbox"/> 1 More than 3 times
21. How long did it take generally for repairing the fault after lodging complaint?	<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
22. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 25(a))
24. How satisfied are you with the quality of the supplementary services / value added service 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

25(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
--	--

(Ask this question only if 1 OR 2 is coded in Q25(a))	1. _____
25(b) Please specify the reason(s) for your dissatisfaction	2. _____



	3. _____
--	----------

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 26. 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
27. Have you terminated a - Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 31)
28. 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
29. 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
30. 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
31. 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
(Ask only if yes in Q31) 32a. 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
(Ask only if 3 or 2 or 1 coded in Q32 (a)) 32.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32.(c) If Yes, please indicate the following -	<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

33. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Have you made any complaint within last 12 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 40)
35. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
36. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



37. 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
(Ask this question only if 1 OR 2 is coded in Q.37) 38. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
39. 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
40. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 45)
41. 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 45)
42. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. 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
(Ask this question only if 1 OR 2 is coded in Q43) 44. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
45. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)
46. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 49)
47. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
48. 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
(Q49 to Q51 are for prepaid customers only)	

49. 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 (if no go to Q 52)
50. 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 52)
51. 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)
If coded 1 and 2 in Q.1. 52. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by : _____ Date of back check: _____
Name of field officer: _____

SURVEY OF MOBILE TELEPHONE SERVICE: YEAR 2009-2010

Name: _____		Gender: <input type="checkbox"/> 1 Male <input type="checkbox"/> 2 Female	
Tel: _____		Age (in years): <input type="checkbox"/> 1 less than 25 <input type="checkbox"/> 2 25-60 <input type="checkbox"/> 3 more than 60	
Operator: <input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Comm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam <input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify).....		Occupation: <input type="checkbox"/> 1 Service <input type="checkbox"/> 2 Business/self employed <input type="checkbox"/> 3 Student <input type="checkbox"/> 4 Housewife <input type="checkbox"/> 5 Retired	
Area: <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban		Type: <input type="checkbox"/> 1 GSM <input type="checkbox"/> 2 CDMA	
State: _____ District _____		User Type: <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid	
Address: _____		Mode of Interview: <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person	
		Signature of Subscriber _____ Date : _____	

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 much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 day <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
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
5(c) Have you made any complaint related to charging /credit /waiver /validity/adjustment in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
5 (d) How satisfied are you with the process of resolution of complaints relating to charging?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

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
(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
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<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 → (If no, go to Q 10(a))
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
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<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 INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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 → (If no, go to Q 16)
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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How often does your call drops during conversation?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 2 Frequently <input type="checkbox"/> 1 Very Frequently
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Occasionally <input type="checkbox"/> 2 Frequently <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied

G. SUPPLEMENTARY SERVICES AND 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 → (If no, go to Q 29(a))
--	---

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
26. Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal / recharging of VAS ?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
27. Have you been informed of the charges of value added services before its activation and immediately after its activation?	<input type="checkbox"/> 1 Yes before and after activation <input type="checkbox"/> 2 Yes only after activation <input type="checkbox"/> 3 Yes only before activation <input type="checkbox"/> 4 No in both cases	
28. Have you been informed of the charges for value added services in advance of its renewal / recharging?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	

G. OVERALL CUSTOMER SATISFACTION

29(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
(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____	

H. GENERAL INFORMATION

Ask this question only if 1 OR 2 is coded in Q1)		
30. 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"/> 1 Yes	<input type="checkbox"/> 2 No
31. If at any time you had terminated your mobile connection, how many days, it took for the termination?	<input type="checkbox"/> 4 1 day	<input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 > 7 days
32. Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
33. Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and not applicable currently?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
34. 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
35. 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"/> 0 Do not mind receiving such calls/SMS	<input type="checkbox"/> 2 No
(Ask only if yes in Q35) 36a. 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"/> 2 Slight decrease	<input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if 3 or 2 or 1 coded in Q36 (a))		
36.(b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
36.(c) If Yes, please indicate the following -	<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

37. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
38. Have you made any complaint within last 12 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 44)
39. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request
40. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. 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

(Ask this question only if 1 OR 2 is coded in Q.41) 42. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
43. 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
44. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 49)
45. 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 49)
46. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
47. 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
(Ask this question only if 1 OR 2 is coded in Q47) 48. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
49. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 53)
50. Have you filed any appeal in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 53)

51. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
52. 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
(Q 53 to Q 54 are for prepaid customers only) 53. 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 (if no go to Q 56)
54. 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 56)
55. 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)
If coded 1 and 2 in Q.1. 56.. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by : _____ Date of back check: _____
Name of field officer: _____

SURVEY OF BROADBAND SERVICE (WIRELINER) YEAR 2009-2010

Name: _____		Gender: <input type="checkbox"/> 1 Male <input type="checkbox"/> 2 Female	
Tel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		Age (in years): <input type="checkbox"/> 1 less than 25 <input type="checkbox"/> 2 25-60 <input type="checkbox"/> 3 more than 60	
Email <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
Operator: <input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 21 VSNL <input type="checkbox"/> 22 Sify <input type="checkbox"/> 23 Asianet		Usage Type : <input type="checkbox"/> 1 Residential <input type="checkbox"/> 2 Commercial	
<input type="checkbox"/> 24 Ortel <input type="checkbox"/> 25 You Telcom <input type="checkbox"/> 26 Hathway <input type="checkbox"/> 27 Others_____		Area: <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban	
State: _____ District _____		User Type: <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid	
Address: _____		Mode of Interview: <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person <input type="checkbox"/> 3 e-mail <input type="checkbox"/> 4 Web/online	
Name of SDCA (only for surveyor): _____		Signature of Subscriber _____	
Name of Exchange (only for surveyor) _____		Date : _____	

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for broadband 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 3)
1(b). After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 15 working days <input type="checkbox"/> 2 More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 4 Within 24 hrs. <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 days <input type="checkbox"/> 0 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. 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
5(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
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<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)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 8(a))
7. 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



8(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
(Ask this question only if 1 OR 2 is coded in Q8(a))	<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)	
8(b) Please specify the reason(s) for your dissatisfaction. (multiple code)		

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(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
(Ask this question only if 1 OR 2 is coded in Q9(a))	<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) _____	
9(b) Please specify the reason(s) for your dissatisfaction		

D. HELP SERVICE

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?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	→ (If no, go to Q 15)
11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied	
12. 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	
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<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 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
(Ask if response to Q17 is Frequently/Very Frequently)	<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.	
18. What was the broadband connection problem faced by you in last twelve months related to, please specify		
19. How satisfied are you with the time taken for restoration of	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied

Broadband connection?	<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	→ (If no, go to Q 22(a))	
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

H. 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
(Ask this question only if 1 OR 2 is coded in Q22(a)) 22(b) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____			

I. 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 call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No		
25. Have you made any complaint within last 12 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 31)	
26. With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?	<input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request			
27. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No		
28. 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
(Ask this question only if 1 OR 2 is coded in Q.37) 29. Please specify the reason(s) for your dissatisfaction. (multiple code)	<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			



	<p>problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
30. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 0 Not applicable</p>
31. In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q36)</p>
32. Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 36)</p>
33. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
34. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
(Ask this question only if 1 OR 2 is coded in Q34)	
35. Please specify the reason(s) for your dissatisfaction. (multiple code)	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
36. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 40)</p>
37. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)</p>
38. Did you receive any acknowledgement?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
39. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
(Q40 to Q42 are for prepaid customers only)	
40. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
41. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 43)</p>
42. What were the reason(s) for denying your request?	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
If coded 1 and 2 in Q.1.	
43. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	
---	--

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by : _____ Date of back check: _____
Name of field officer: _____

