

Information note to the Press

(Press Release No.151/2012)

For Immediate release

Telecom Regulatory Authority of India

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

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customers views through survey for the assessment of implementation and effectiveness of the Telecom Consumers Protection and Redressal of Grievance Regulation, 2007 and customers perception of service of Basic, Cellular Mobile and Broadband Service Providers during the period from January to March, 2012. The main findings of the reports are given below:-

2. Findings of the independent agency on Quality of Service

2.1 Cellular Mobile Telephone Service:

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

2.2 Basic Telephone Service (Wire Line):

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

2.3 Broadband Service:

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

3. Telecom Consumers Protection and Redressal of Grievances score:

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

4. The detailed Report on Quality of Service – Audit / Objective Assessment and Customer Satisfaction Survey, including grievance redressal mechanism, conducted during the period January, 2012 to March, 2012 is placed at TRAI Website (www.trai.gov.in).

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

(Rajeev Agrawal)

Cellular Mobile Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for January 2012 to March 2012 for Haryana Service Area:

Name of Service Provider	Network Availability		Accessibility & Retainability				Metering and Billing				Help Services		Supplementary services
	(Survey)	(Audit)	(Survey)	(Audit)	(Audit)	(Audit)	(Survey)	(Survey)	(Audit)		(Survey)	(Audit)	(Survey)
	Customers satisfied with Provision of Service	Worst affected BTSS due to downtime (%age)	Customers satisfied with network performance	Call Set-up Success Rate (within licensee's own network)	Call Drop Rate (%age)	%age of connection with good voice quality	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	Metering and billing credibility		% Customers satisfied with help service)	Percentage of calls answered by operators (voice to voice) within 60	% Customers satisfied with supplementary service)
Bench marks	≥ 90%	≤ 2%	≥ 95%	≥ 95%	≤ 2%	≥ 95%	≥ 95%	≥ 95%	< 0.1%		≥ 90%	≥ 90%	≥ 90%
AIRCEL	97	0.00	90	98.47	0.80	98.23	-	93	0.07	0.01	89	94.53	94
AIRTEL	98	0.08	92	99.19	0.56	98.64	91	88	0.01	0.00	77	90.04	94
BSNL	95	1.91	83	98.60	1.74	--	93	93	0.00	0.00	78	95.39	95
IDEA	98	0.00	94	99.33	0.76	96.95	88	88	0.17	0.00	75	92.50	91
LOOP	--	0.00	--	99.01	0.00	100.00	--	--	-	0.00	--	100.0	--
RELIANCE (GSM)	97	0.00	85	99.84	0.41	99.30	81	91	0.10	0.06	67	91.93	96
RCOM CDMA		0.00		99.37	0.69	99.30			0.10	0.04		92.07	
TATA(GSM)	97	0.06	88	99.08	0.61	97.01	92	93	0.42	0.05	82	81.93	86
TATA(CDMA)		0.00		99.69	0.63	--			0.46	0.05		94.32	
VIDEOCON	97	0.00	85	98.94	0.66	98.52	--	94	--	0.03	80	94.80	85
VODAFONE	99	0.30	94	98.45	0.71	97.70	71	92	0.00	0.01	82	97.24	89
MTS	97	0.00	92	99.60	0.41	99.45	100	94	--	0.01	81	95.57	86

Basic Telephone Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for January 2012 to March 2012 for Haryana Service Area:

Name of Service Provider	Network Availability	Accessibility	Metering and Billing		Maintanability	Help Service
	(Survey)	(Survey)	(Survey)	(Survey)	(Survey)	(Survey)
	Customers satisfied with Provision of Service	Customers satisfied with network performance	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	% Customers satisfied with Maintainability)	% Customers satisfied with help service
Bench marks	≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%
BSNL	78	83	86	--	67	71
AIRTEL	78	91	90	--	75	80

Broadband Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for January 2012 to March 2012 for Haryana Service Area:

Name of Service Provider	Network Availability	Accessibility	Maintainability	Metering and Billing		Help Services	Supplementary services
	(Survey)	(Survey)	Survey	(Survey)	(Survey)	(Survey)	(Survey)
	Customers satisfied with Provision of Service	Customers satisfied with network performance	Customers satisfied with Maintainability	% customers satisfied with billing performance (Post Paid)	% customers satisfied with billing performance (Pre Paid)	% Customers satisfied with help service)	% Customers satisfied with supplementary service)
Bench marks	≥ 90%	≥ 85%	≥ 85%	≥ 90%	≥ 90%	≥ 90%	≥ 85%
AIRTEL	97	89	87	91	--	77	100
BSNL	94	81	86	89	--	71	88
YOU Broadband	87	88	81	99	89	89	100
Tikona	91	74	86	86	--	64	100

Service provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act in respect of Cellular Mobile, Basic Telephone and Broadband service for January to March, 2012 for Haryana Service Area Area:

S.No.	Sub Parameter	Aircel	Airtel			BSNL			IDEA	MTS	Reliance	TTSL	Videcon	VODAFONE	Tikona	You Telecom
		Cellular (%)	Cellular (%)	Basic (%)	Broadband (%)	Cellular (%)	Basic (%)	Broadband (%)	Cellular (%)	Cellular (%)	Cellular (%)	Cellular (%)	Cellular (%)	Cellular (%)	Broadband	Broadband (%)
1	For prepaid customers awareness about item-wise usage charge details on request	9	2	--	--	3	---	---	1	5	9	3	7	4	---	16
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid	2	---	---	----	----	---	---	---	1	2	---	----	----	---	16
3	For new customers provisioning of "Manual of practice while taking the new connection	69	75	44	29	55	27	27	63	70	67	69	63	74	22	28
4	Awareness of call center for redressing grievances	49	72	50	43	50	39	45	70	50	47	68	65	67	47	14
5	Penetration of consumers made any complaint to the toll free number within last 6 months	20	31	37	43	20	41	34	33	11	29	27	20	24	23	34
6	Call center informing about the action taken on complaint	44	25	63	55	21	73	39	23	50	32	44	53	22	52	96
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	30	14	27	4	8	46	13	12	34	16	30	41	16	41	14
8	Percentage satisfied with complaint resolution by call center	89	73	80	72	77	72	71	68	80	65	81	82	78	65	83
9	Awareness about contact detail of nodal officer for redressing grievances	5	5	5	4	2	5	7	4	2	4	4	2	2	8	6
10	Awareness about contact detail of appellate authority for redressing grievances	2	1	2	1	1	2	3	1	2	3	2	1	----	2	2