

Information note to the Press (Press Release No. 6 /2014)

Telecom Regulatory Authority of India

TRAI Releases Report of the independent agencies engaged for Customer Satisfaction Survey of Telecom Services

TRAI has conducted Customer Satisfaction survey for the assessment of Quality of Service being provided by the service providers and collected customers views through survey for Assessment of (i) Implementation and Effectiveness of various regulations, directions and orders issued by TRAI in the interest of consumers and (ii) Customer perception of telecom service through surveys during the period from April to September, 2013. For this half year, Survey was carried out in Delhi, Punjab, Rajasthan, Haryana, Madhya Pradesh, Gujarat, Odisha, Kolkata, Assam, Chennai and Kerala Service areas. 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:

Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service was based on a scale of 1 to 7 for the assessment of customer satisfaction level. The tabular representation for the same is annexed at "A"

2.2 Basic Telephone Service (Wire Line):

Service Provider's performance on the selected Key Parameters in respect of Basic Telephone Service (Wire Line) was based on a scale of 1 to 7 for the assessment of customer satisfaction level. The tabular representation for the same is annexed at "B"

2.3 Broadband Service:

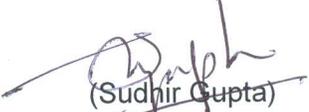
Service Provider's performance on the selected Key Parameters in respect of Broadband Service (Wire Line) was based on a scale of 1 to 7 for the assessment of customer satisfaction level. The tabular representation for the same is annexed at "C"

3 Score on the provisions of Telecom Consumers Protection Regulations, the Telecom Consumer Complaint Redressal Regulations and Other Regulations:

The results of the survey reveal that the service providers need to take effective steps for bringing awareness different stages of redressal mechanism to improve customer's satisfaction. Service provider wise overall score on various parameters pertaining to Cellular Mobile Telephone, Basic Service (Wire Line) and Broadband service is enclosed at Annex "D", "E" and "F" respectively.

4. The detailed Report on Quality of Service –Customer Satisfaction Survey, including complaint redressal mechanism, conducted during the period April, 2013 to September, 2013 is placed at TRAI Website (www.trai.gov.in).

5. In case of any clarification, please contact, Mr A. Robert. J. Ravi, Advisor (CA&QOS) at Tel. No. 011-23230404/23220708 or at email id: advqos@traigov.in.


(Sudhir Gupta)
Secretary

Cellular Mobile Services: Performance of Service providers on the selected key parameters and the proportion of satisfied customers on a scale of 1-7 in respect of related customer service perception parameters.

Name of the Operator	Provision of service	Billing performance		Help Services	Network performance reliability and availability	Maintain-ability	Supple-mentary services	overall services
		Postpaid	Prepaid					
Benchmark	≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
METRO CIRCLE – DELHI								
Airtel	95.20%	95.30%	95.30%	90.10%	95.60%	94.80%	94.10%	95.90%
Vodafone	96.70%	95.40%	96.90%	92.40%	96.30%	94.70%	93.00%	95.70%
MTNL	93.50%	96.20%	95.00%	87.80%	87.90%	87.50%	83.10%	90.90%
Idea	93.10%	93.20%	93.20%	84.40%	86.10%	86.70%	90.70%	88.50%
Rel Com	92.40%	90.80%	89.90%	85.50%	85.60%	83.90%	82.60%	89.30%
TTSL	92.10%	89.40%	87.60%	81.50%	83.20%	84.40%	86.90%	84.00%
Aircel	94.20%	95.50%	91.00%	81.00%	81.90%	82.20%	79.70%	83.50%
MTS	91.30%	NA	82.30%	81.30%	79.50%	81.60%	71.90%	82.80%
SERVICE AREA - Punjab								
Aircel	78.40%	74.70%	79.00%	66.90%	66.90%	82.80%	78.10%	78.00%
Airtel	87.10%	88.60%	83.80%	83.70%	86.70%	91.30%	87.10%	88.20%
BSNL	98.40%	82.20%	92.50%	94.00%	95.60%	92.90%	84.60%	96.50%
HFCL	96.10%	NA	91.70%	92.30%	93.00%	94.00%	90.20%	96.50%
Idea	91.70%	83.80%	90.00%	84.60%	81.80%	87.30%	86.20%	83.30%
Reliance	95.60%	90.10%	87.90%	89.10%	89.20%	93.30%	91.30%	97.70%
TTSL	78.70%	67.90%	74.80%	73.60%	69.90%	74.50%	83.70%	83.00%
Vodafone	84.30%	79.30%	80.70%	74.10%	80.70%	88.50%	83.30%	88.70%
SERVICE AREA - Haryana								
Airtel	94.50%	92.60%	94.60%	91.40%	89.70%	88.00%	94.80%	94.50%
BSNL	97.70%	87.60%	97.50%	87.30%	77.30%	67.80%	86.70%	94.00%
Rel Com	95.90%	93.30%	95.40%	92.80%	92.10%	86.50%	86.80%	94.50%
TTSL	95.40%	95.20%	94.60%	87.40%	83.90%	78.80%	90.30%	94.70%
Idea	94.60%	84.90%	96.00%	91.30%	88.10%	77.80%	64.80%	95.30%
Vodafone	97.60%	86.80%	96.20%	92.90%	92.60%	89.80%	85.10%	96.70%
Videocon	92.70%	NA	87.60%	84.60%	80.60%	70.80%	78.40%	90.00%
SERVICE AREA- Assam								
Aircel	99.60%	98.10%	96.90%	87.10%	96.40%	98.20%	90.40%	99.00%
Bharti Airtel	99.80%	94.00%	98.00%	90.00%	98.60%	98.70%	85.40%	98.70%
BSNL	98.40%	97.50%	90.80%	77.20%	89.90%	93.00%	76.80%	97.10%
Idea Cellular	99.10%	96.40%	96.20%	90.80%	95.80%	96.10%	90.30%	99.50%
Reliance	99.20%	94.70%	96.70%	86.10%	83.50%	90.60%	84.20%	96.40%
Vodafone	99.60%	96.80%	96.90%	91.90%	93.80%	96.00%	88.60%	98.40%
SERVICE AREA - Kolkata								
Aircel	92.30%	87.10%	94.70%	74.30%	84.40%	79.20%	88.40%	94.50%
Bharti airtel	94.70%	87.70%	91.70%	83.20%	95.50%	95.50%	90.20%	96.80%
BSNL	90.60%	90.60%	93.00%	65.10%	82.00%	84.20%	84.30%	89.90%
Idea cellular	86.60%	74.70%	91.90%	78.00%	80.80%	78.50%	80.30%	87.50%
Sistema Shyam	95.80%	NA	94.80%	84.30%	91.10%	92.20%	81.40%	95.10%

Reliance CDMA	92.70%	79.40%	91.20%	77.40%	89.50%	90.50%	86.10%	94.20%
Reliance GSM	91.90%	87.20%	91.90%	77.70%	82.50%	84.20%	84.70%	90.60%
Tata Teleservices	94.60%	88.20%	94.10%	80.70%	88.40%	89.30%	81.80%	93.70%
Vodafone	95.30%	93.40%	93.30%	86.50%	96.50%	96.10%	89.30%	98.00%
SERVICE AREA -Orissa								
Aircel	98.60%	100.00%	97.60%	95.40%	91.80%	95.50%	97.40%	98.20%
Bharti airtel	98.70%	100.00%	96.70%	95.00%	95.90%	96.90%	98.30%	98.40%
BSNL	99.10%	100.00%	98.10%	93.20%	94.80%	95.00%	96.70%	97.70%
Idea cellular	99.60%	0.00%	98.40%	97.40%	93.90%	96.90%	99.20%	97.90%
Reliance CDMA	98.90%	85.20%	98.10%	95.60%	94.60%	98.20%	100.00%	98.20%
Reliance GSM	98.60%	100.00%	97.50%	95.10%	94.70%	96.30%	93.60%	97.30%
Tata Teleservices	98.90%	50.00%	97.50%	96.00%	92.90%	95.40%	99.50%	99.10%
Vodafone	99.00%	100.00%	97.50%	95.50%	94.90%	98.20%	95.90%	98.70%
SERVICE AREA - Chennai								
Aircel	98.50%	97.90%	97.10%	91.70%	97.30%	98.00%	96.60%	98.50%
Bharti airtel	98.00%	95.80%	96.30%	91.20%	97.80%	99.40%	95.10%	98.50%
BSNL	98.70%	98.40%	96.90%	89.40%	90.00%	90.20%	91.60%	96.20%
Idea cellular	96.30%	79.20%	95.00%	87.70%	92.40%	94.70%	91.10%	96.60%
Sistema Shyam	97.90%	100.00%	97.50%	87.30%	95.90%	97.40%	94.00%	98.00%
Reliance	97.00%	90.20%	95.90%	82.70%	89.00%	91.30%	83.40%	95.60%
Tata Teleservices	97.60%	94.70%	95.90%	88.50%	89.50%	90.80%	88.70%	97.70%
Vodafone	95.90%	99.20%	94.90%	92.40%	95.50%	97.30%	95.20%	98.90%
SERVICE AREA -Kerala								
Bharti airtel	99.10%	98.80%	96.70%	92.60%	94.90%	93.90%	96.60%	99.10%
BSNL	99.30%	95.70%	96.90%	93.70%	97.70%	96.80%	97.20%	99.30%
Idea cellular	99.10%	91.20%	97.00%	93.70%	96.50%	96.00%	96.40%	98.60%
Reliance	98.00%	98.00%	95.40%	94.40%	96.60%	94.80%	99.10%	99.00%
Sistema shyam	97.20%	94.70%	93.10%	93.40%	94.40%	93.00%	95.50%	96.60%
Tata Teleservices	98.70%	95.90%	96.20%	90.10%	90.90%	89.90%	97.50%	98.40%
Vodafone	99.20%	94.90%	96.00%	94.30%	98.50%	97.80%	99.10%	99.60%
SERVICE AREA - Gujarat								
BSNL	97%	97%	97%	89%	93%	95%	88%	93%
Tata	97%	85%	98%	88%	90%	94%	86%	91%
Reliance	96%	98%	96%	87%	90%	94%	87%	90%
Idea	96%	96%	96%	91%	96%	96%	87%	90%
Vodafone	98%	96%	97%	96%	98%	98%	92%	97%
Bharti Airtel	98%	96%	98%	94%	95%	96%	92%	94%
Uninor	96%	NA	97%	86%	83%	91%	72%	92%
Videocon	98%	NA	97%	95%	96%	96%	91%	95%
Sistema Shyam	98%	96%	95%	96%	96%	96%	94%	94%
SERVICE AREA- Madhya pradesh								
BSNL	93%	91%	95%	82%	84%	84%	84%	92%
Tata	98%	93%	86%	86%	82%	87%	84%	93%
Reliance	99%	94%	93%	88%	79%	90%	89%	95%
Idea	98%	95%	86%	84%	83%	84%	92%	96%
Vodafone	99%	97%	98%	93%	89%	94%	93%	98%
Bharti Airtel	100%	99%	100%	99%	94%	87%	93%	97%
Videocon	98%	98%	NA	97%	89%	88%	91%	94%
SERVICE AREA - Rajasthan								
Airtel	96.70%	81.20%	94.30%	89.20%	94.20%	96.50%	90.80%	92.50%

BSNL	97.10%	82.60%	91.10%	85.40%	85.00%	93.90%	95.20%	88.10%
MTS	96.20%	NA	92.30%	89.80%	92.00%	93.80%	90.90%	90.70%
RelComm	93.60%	78.00%	89.40%	81.30%	82.30%	88.80%	72.70%	86.30%
TTSL	95.70%	86.30%	92.40%	87.30%	89.40%	92.60%	87.10%	86.90%
Idea	94.30%	83.30%	93.10%	86.40%	91.00%	95.60%	90.00%	90.10%
Vodafone	93.80%	89.30%	92.50%	87.20%	90.70%	94.40%	91.30%	91.10%
Aircel	91.60%	87.30%	87.30%	81.50%	75.70%	89.60%	88.10%	88.20%

Annexure “B”

Basic Telephone Services: Performance of Service providers on the selected key parameters and the proportion of satisfied customers on a scale of 1-7 in respect of related customer service perception parameters

SP	Provision of service	Billing performance		Help Services	Network, reliability and availability	Maintain-ability	Supplementary services	overall services
		Post-paid	Prepaid					
Benchmark	≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
METRO CIRCLE – DELHI								
Airtel	97.90%	95.90%	NA	94.70%	94.80%	92.70%	85.70%	95.30%
MTNL	92.00%	92.20%	NA	91.00%	91.10%	76.80%	84.50%	91.10%
TTSL	96.00%	91.10%	NA	91.10%	92.00%	88.40%	83.30%	94.30%
Rel Com	90.40%	90.60%	NA	87.20%	87.30%	76.00%	73.40%	86.90%
SERVICE AREA: PUNJAB								
Airtel	99.10%	95.10%	NA	97.30%	97.70%	98.30%	82.50%	98.80%
BSNL	96.70%	98.40%	NA	93.60%	94.70%	97.00%	62.50%	98.00%
HFCL	99.60%	98.40%	NA	97.40%	97.90%	97.50%	79.50%	98.30%
Reliance	99.20%	97.50%	NA	98.20%	98.20%	98.00%	67.40%	99.50%
SERVICE AREA: HARYANA								
Airtel	90.10%	89.40%	NA	89.50%	88.80%	88.80%	80.70%	91.70%
BSNL	94.90%	94.30%	NA	90.40%	91.70%	91.90%	46.90%	94.30%
SERVICE AREA: ASSAM								
BSNL	95.90%	95.80%	-	83.70%	88.80%	82.20%	90.00%	93.00%
SERVICE AREA: KOLKATA								
Bharti Airtel	94.90%	92.80%	NA	86.50%	93.80%	92.00%	91.60%	95.00%
BSNL	83.00%	84.90%	NA	73.60%	84.10%	76.20%	78.60%	86.10%
Reliance	94.70%	81.40%	NA	73.30%	86.10%	83.60%	85.40%	85.40%
SERVICE AREA: ORISSA								
BSNL	87.60%	86.00%	NA	76.70%	77.60%	79.60%	94.80%	89.60%
SERVICE AREA: CHENNAI								
Bharti Airtel	97.00%	97.60%	100%	96.00%	97.00%	96.60%	97.30%	98.10%
BSNL	94.60%	97.80%	NA	96.80%	95.70%	94.80%	98.40%	96.30%
Reliance	96.60%	96.10%	100.00%	92.40%	92.30%	92.40%	79.30%	95.30%
SERVICE AREA: KERALA								
Bharti Airtel	94.80%	92.60%	96%	89.40%	94.60%	92.00%	96.80%	96.80%
BSNL	98.20%	97.30%	NA	93.60%	96.70%	94.60%	97.20%	98.40%
Reliance	88.60%	88.30%	90.40%	87.30%	88.30%	89.80%	98.80%	90.20%
SERVICE AREA: GUJARAT								
BSNL	94%	95%	NA	88%	96%	89%	90%	92%

Tata	94%	96%	NA	85%	95%	87%	84%	91%
Reliance	93%	95%	NA	85%	96%	85%	83%	90%
Airtel	99%	98%	NA	95%	96%	94%	91%	93%
SERVICE AREA: MADHYA PRADESH								
BSNL	97%	94%	NA	89%	95%	87%	99%	89%
Tata	99%	99%	NA	87%	100%	97%	100%	97%
Reliance	97%	96%	NA	79%	95%	83%	88%	94%
Airtel	99%	97%	NA	88%	98%	91%	97%	95%
SERVICE AREA: RAJASTHAN								
Airtel	89.40%	86.60%	NA	87.70%	87.60%	87.70%	86.10%	98.40%
BSNL	93.60%	90.00%	NA	81.50%	86.80%	85.00%	72.50%	88.30%
MTS	89.70%	88.40%	NA	85.50%	86.30%	85.00%	96.20%	89.30%
Rel Com	73.00%	65.50%	NA	61.90%	63.30%	64.30%	47.80%	77.80%

Broadband Services: Performance of Service providers on the selected key parameters and the proportion of satisfied customers on a scale of 1-7 in respect of related customer service perception parameters

Operator	Provision of service	Billing performance		Help Services	Network performance reliability and availability	Maintainability	Supplementary services	overall services
		Postpaid	Prepaid					
Benchmark	90%	90%	90%	90%	85%	85%	85%	85%
SERVICE AREA - Delhi								
Airtel	97.90%	95.90%	NA	93.70%	87.00%	87.00%	84.80%	89.80%
MTNL	94.10%	90.40%	NA	88.80%	83.20%	77.80%	82.90%	85.50%
Rel Com	91.90%	80.90%	NA	82.80%	79.00%	71.20%	78.40%	80.90%
Hathway	93.40%	91.90%	89.70%	92.10%	84.50%	85.40%	79.00%	88.60%
Spectranet	92.20%	89.10%	89.00%	90.40%	80.30%	83.70%	79.10%	84.30%
SERVICE AREA - Punjab								
AIRTEL	99.30%	96.40%	NA	93.80%	94.90%	94.90%	30.50%	89.70%
BSNL	96.30%	95.80%	NA	90.00%	92.20%	90.70%	32.70%	88.50%
HFCL	98.70%	95.20%	NA	86.70%	90.10%	86.90%	100.00%	89.50%
Reliance	93.30%	96.60%	NA	94.90%	96.30%	95.70%	44.80%	90.80%
SERVICE AREA - Haryana								
Airtel	96.00%	96.70%	NA	90.10%	85.60%	87.30%	94.10%	92.30%
BSNL	95.40%	98.10%	NA	91.10%	85.00%	87.80%	98.90%	93.90%
You BB	95.10%	91.30%	81.80%	87.60%	85.10%	86.50%	NA*	89.60%
SERVICE AREA - ASSAM								
BSNL	84.60%	86.10%	37.50%	62.40%	67.10%	65.90%	85.40%	77.70%
SERVICE AREA - KOLKATA								
Bharti Airtel	87.60%	85.90%	87.30%	82.70%	84.00%	84.00%	94.40%	86.50%
Alliance	97.10%	95.70%	96.40%	92.00%	91.30%	93.00%	97.70%	97.30%
BSNL	85.40%	87.50%	90.20%	68.80%	68.50%	69.30%	90.00%	77.00%
Meghbela Cable & Broadband	93.90%	98.00%	92.80%	90.40%	87.50%	88.60%	93.60%	91.00%
Reliance	88.50%	86.10%	85.10%	76.20%	76.70%	75.70%	88.90%	82.10%
Wishnetpvt ltd	97.00%	95.50%	96.80%	93.50%	89.50%	93.40%	95.50%	94.10%
SERVICE AREA - ORISSA								
BSNL	87.60%	86.00%	NA	76.70%	77.60%	79.60%	94.80%	89.60%
Ortel	84.80%	88.60%	84.00%	77.50%	79.20%	79.30%	92.00%	84.70%
SERVICE AREA- CHENNAI								
Bharti Airtel	87.80%	87.40%	NA	85.80%	87.20%	87.20%	92.50%	86.70%
BSNL	95.50%	96.90%	84.40%	93.10%	92.60%	92.20%	96.00%	94.50%
Reliance	89.40%	87.40%	90.90%	83.10%	83.00%	82.90%	75.50%	85.30%
Tata Teleservices	92.30%	91.70%	88.50%	84.00%	78.90%	81.20%	85.70%	83.40%
SERVICE AREA- KERALA								
Bharti Airtel	88.70%	86.70%	87.50%	83.90%	88.40%	88.40%	89.90%	89.40%
Asianet	92.90%	94.70%	89.90%	87.40%	88.80%	89.10%	95.20%	89.50%
BSNL	94.90%	94.50%	93.40%	86.20%	88.90%	88.00%	91.20%	91.40%

Reliance	86.40%	86.30%	93.80%	77.90%	82.40%	81.80%	83.80%	83.90%
SERVICE AREA - Gujarat								
BSNL	93%	93%	50%	74%	79%	80%	81%	89%
Hathway	91%	NA	93%	70%	84%	86%	79%	89%
Reliance	91%	90%	NA	70%	78%	76%	84%	85%
Gujarat Telelink	93%	NA	93%	69%	86%	81%	88%	89%
You Broadband	97%	100%	96%	87%	88%	87%	94%	91%
Chandranet	91%	NA	91%	60%	67%	69%	73%	86%
Airtel	100%	99%	NA	97%	96%	96%	91%	95%
Indusland Media	97%	NA	97%	85%	92%	89%	100%	91%
Tata Comm.	93%	91%	91%	74%	80%	83%	82%	87%
Zylog Systems	92%	NA	2%	4%	0%	1%	0%	1%
SERVICE AREA - Madhya Pradesh								
BSNL	95%	95%	NA	87%	82%	80%	91%	93%
Hathway	100%	100%	100%	93%	84%	99%	NA	88%
Reliance	90%	91%	NA	69%	77%	74%	91%	85%
Airtel	98%	98%	NA	93%	93%	95%	96%	98%
Tata Comm.	100%	100%	NA	83%	88%	75%	NA	88%
Indusland Media	100%	NA	100%	97%	71%	55%	NA	81%
SERVICE AREA- Rajasthan								
Airtel	87.00%	85.40%	NA	83.40%	84.50%	82.00%	68.60%	82.10%
BSNL	89.40%	88.30%	NA	84.50%	84.60%	84.20%	69.70%	85.30%
Rel Com	68.80%	60.60%	NA	59.50%	57.80%	57.00%	55.00%	64.70%

The following table shows the service provider wise score on various provisions of the Telecom Consumer Protection Regulations and the Telecom Consumer ComplaintRedressalRegulations and other regulations in respect of Cellular Mobile service.

Delhi Service Area

Sub Parameters	All SPs	Airtel	Voda-fone	MTNL	Idea	RelComm	TTSL	Aircel	MTS
Registration for blocking unsolicited commercial calls/SMSs	16.0%	17.9%	17.4%	13.6%	18.9%	7.1%	21.6%	14.0%	17.1%
Complaint lodged in case unsolicited call/SMS have not stopped	29.3%	27.2%	19.0%	76.7%	33.0%	48.1%	6.9%	50.3%	3.8%
Complaint to toll free Consumer Care Number	67.5%	66.7%	69.3%	66.4%	69.4%	62.6%	68.2%	67.0%	70.5%
Average satisfaction score on the manner in which your complaint was addressed by consumer care	4.58	4.27	4.46	4.96	4.27	4.87	5.18	4.14	4.53
Awareness about appellate authority	2.7%	2.9%	10.7%	4.9%	1.9%	1.2%	6.4%	1.0%	3.9%
Appeal to the appellate	91.8%	72.4%	78.1%	99.1%	90.6%	95.2%	92.3%	98.5%	63.6%
Average satisfaction score on the manner in which your appeal was addressed by appellate authority	4.94	5.14	4.64	5.02	4.96	5.60	4.00	4.86	4.29
MNP utilized	3.8%	2.5%	2.6%	10.0%	4.3%	2.2%	1.2%	6.9%	0.7%
Average satisfaction score on the process of porting to another operator	5.35	4.93	4.96	5.55	5.85	5.25	4.85	5.25	4.57

Punjab service Area

S.N.	Sub Parameters	All SPs	Aircel	Airtel	BSNL	HFCL	Idea	Rel Com	TTSL	Voda-fone
1	Registration for blocking unsolicited commercial calls/SMSs	22.6%	25.3%	22.2%	18.5%	19.8%	26.2%	21.8%	25.0%	21.8%
2	Satisfaction on effectiveness of blocking	4.83	4.64	4.80	4.85	5.02	4.73	4.72	4.83	5.09
3	Complaint to toll free Consumer Care Number for redressing grievances	61.7%	74.6%	69.4%	54.1%	42.8%	81.9%	52.3%	41.2%	78.0%
4	Satisfaction on manner the complaint was handled	4.27	3.91	3.93	4.69	5.58	3.79	4.95	5.18	3.58
5	Awareness about appellate authority	2.5%	1.2%	0.3%	0.7%	0.2%	16.5%	0.0%	0.8%	0.3%
6	Appeal to Appellate Authority	Only 6 had appealed, their satisfaction score was above average (5.17).								
7	MNP utilized	7.6%	7.5%	6.0%	21.7%	3.8%	5.2%	2.7%	6.5%	7.3%
8	Satisfaction on the process of porting to another operator	4.68	4.58	4.69	4.50	5.09	4.94	4.19	4.97	4.82

Haryana Service Area

Sub Parameter	Over all	Airtel	BSNL	Rel Com	TTSL	Idea	Voda-fone	Video-con
Registration for blocking unsolicited commercial calls/SMSs	23.3 %	8.8%	29.8%	30.3%	24.3%	34.2%	17.1%	18.5%
Satisfaction on effectiveness of blocking	3.10	2.80	2.60	4.00	3.00	2.90	2.00	3.90
Complaint to toll free Consumer Care Number for redressing grievances	54.6 %	54.8%	54.5%	51.5%	77.7%	64.2%	48.0%	31.3%
Average Satisfaction score on manner in which the complaint was handled in consumer care	4.70	4.83	4.48	4.61	4.94	4.54	4.88	4.46
Awareness about appellate authority	3.8%	2.2%	11.2%	0.7%	0.3%	11.3%	1.0%	0.2%
Appeal to the appellate authority for redressing grievances	None of the respondent had filed appeal							
MNP Utilized	7.8%	3.3%	2.5%	13.3%	8.7%	17.5%	5.1%	4.3%
Average satisfaction score on the process of porting to another operator	5.31	5.70	5.67	5.38	5.10	5.06	5.58	5.69

Assam Service Area

Sub Parameters	All SPs	Aircel	Bharti Airtel	BSNL	Idea Cellular	Reliance	Vodafone
Registration for blocking unsolicited commercial calls/SMSs	12.2%	17.8%	7.6%	9.9%	14.0%	11.4%	12.6%
Complaint lodged in case unsolicited call/SMS have not stopped	9.4%	14.9%	0.0%	20.0%	3.8%	11.1%	6.3%
Complaint to toll free Consumer Care Number	53.0%	47.50%	41.90%	56.10%	57.30%	65.10%	50.30%
satisfaction score on the manner in which your complaint was addressed by consumer care (Top 4 box)	4.7	4.8	4.8	4.3	4.9	4.8	4.9
Awareness about appellate authority	4.8%	3.90%	1.60%	8.60%	3.90%	2.30%	8.70%
Appeal to the appellate	4.8%	0.00%	0.00%	15.20%	13.30%	0.00%	0.00%
Average satisfaction score on the manner in which your appeal was addressed by appellate authority	4.1	NA	NA	4.2	4.0	NA	NA
MNP utilized	539.5%	1.00%	3.90%	1.60%	2.10%	0.50%	12.00%
Average satisfaction score on the process of porting to another operator	5.4	5.3	5.5	5.5	5.0	6.0	5.1

Kolkata Service Area

Sub Parameters	All SPs	Aircel	Bharti airtel	BSNL	Idea cellular	Sistema Shyam	Reliance CDMA	Reliance GSM	Tata Teleservices	Vodafone
Registration for blocking unsolicited commercial calls/SMSs	24.3%	31.8%	22.0%	14.4%	18.1%	26.2%	33.1%	30.7%	22.4%	27.7%
Complaint lodged in case unsolicited call/SMS have not stopped	14.0%	20.3%	12.5%	12.1%	22.4%	9.5%	7.2%	7.4%	13.7%	8.5%
Complaint to toll free Consumer Care Number	13.4%	17.6%	14.9%	11.3%	12.5%	12.0%	11.8%	18.9%	4.8%	19.5%
Average satisfaction score on the manner in which your complaint was addressed by consumer care (Top 4 box)	4.7	4.7	5.1	4.1	4.6	5.0	4.8	4.8	4.8	5.3
Awareness about appellate authority	6.9%	6.9%	4.4%	7.5%	8.1%	4.6%	10.1%	6.9%	8.7%	3.8%
Appeal to the appellate	13.4%	17.6%	14.9%	11.3%	12.5%	12.0%	11.8%	18.9%	4.8%	19.5%
Average satisfaction score on the manner in which your appeal was addressed by appellate authority	4.5	4.1	6.0	3.8	3.7	4.8	4.6	4.0	4.9	4.5
MNP utilized	7.6%	11.0%	5.2%	3.7%	17.0%	3.3%	5.3%	11.1%	7.6%	5.3%
Average satisfaction score on the process of porting to another operator	5.2	5.1	5.6	5.7	4.8	5.1	4.7	5.5	5.4	5.8

Orissa Service Area

Sub Parameters	All SPs	Aircel	Bharti airtel	BSNL	Idea cellular	Reliance CDMA	Reliance GSM	Tata Teleservices	Vodafone
Registration for blocking unsolicited commercial calls/SMSs	71.3%	93.5%	98.1%	95.2%	95.3%	9.5%	9.9%	97.9%	93.9%
Complaint lodged in case unsolicited call/SMS have not stopped	8.8%	9.2%	11.2%	11.1%	6.4%	6.9%	8.7%	7.9%	10.2%
Complaint to toll free Consumer Care Number	38.4%	42.4%	39.0%	41.3%	37.7%	36.3%	36.9%	35.5%	40.4%
Average satisfaction score on the manner in which your complaint was addressed by consumer care (Top 4 box)	5.0	5.0	5.0	4.9	4.8	5.1	5.0	5.0	5.1
Awareness about appellate authority	3.1%	2.9%	3.4%	3.7%	2.9%	1.3%	4.5%	2.9%	2.3%
Appeal to the appellate	64.1%	81.8%	53.8%	64.3%	45.5%	80.0%	61.1%	61.9%	88.9%
Average satisfaction score on the manner in which your appeal was addressed by appellate authority	5.1	4.6	5.3	4.8	5.2	5.5	5.3	5.3	5.0
MNP utilized	7.8%	10.2%	8.8%	5.2%	9.6%	4.3%	5.7%	10.8%	12.9%
Average satisfaction score on the process of porting to another operator	5.3	5.3	5.4	5.4	5.1	5.0	5.3	5.4	5.4

Chennai Service Area

Sub Parameters	All SPs	Aircel	Bharti airtel	BSNL	Idea cellular	Sistema Shyam	Reliance	Tata Teleservices	Vodafone
Registration for blocking unsolicited commercial calls/SMSs	15.0%	17.3%	12.6%	12.1%	15.5%	14.0%	18.2%	10.9%	18.3%
Complaint lodged in case unsolicited call/SMS have not stopped	4.1%	5.7%	3.0%	3.3%	4.5%	2.2%	5.9%	4.4%	5.7%
Complaint to toll free Consumer Care Number	20.5%	19.5%	23.0%	22.8%	22.0%	9.8%	26.1%	24.2%	21.2%
satisfaction score on the manner in which your complaint was addressed by consumer care (Top 4 box)	5.5	5.6	5.5	5.6	5.5	NA	5.1	5.9	5.7
Awareness about appellate authority	12.9%	14.7%	10.0%	17.8%	14.9%	8.3%	11.5%	13.5%	11.9%
Appeal to the appellate	7.4%	4.5%	10.7%	6.9%	6.3%	5.7%	10.4%	16.9%	13.3%
Average satisfaction score on the manner in which your appeal was addressed by appellate authority	5.3	5.1	5.7	5.8	4.8	NA	5.1	5.6	4.7
MNP utilized	84.6%	68.4%	100.0%	75.0%	90.6%	91.7%	81.6%	93.8%	86.7%
Average satisfaction score on the process of porting to another operator	5.0	4.3	5.9	5.3	5.3	NA	4.3	5.4	4.9

Kerala Service Area

Sub Parameters	All SPs	Bharti airtel	BSNL	Idea cellular	Reliance	Sistema shyam	Tata Teleservices	Vodafone
Registration for blocking unsolicited commercial calls/SMSs	10.2%	12.5%	11.1%	14.7%	5.2%	5.5%	12.1%	15.9%
Complaint lodged in case unsolicited call/SMS have not stopped	18.1%	14.5%	17.0%	23.6%	10.8%	15.5%	27.3%	28.0%
Complaint to toll free Consumer Care Number	46.5%	46.3%	45.1%	45.5%	50.5%	41.9%	49.8%	48.9%
Average satisfaction score on the manner in which your complaint was addressed by consumer care (Top 4 box)	5.4	5.4	5.6	5.7	5.3	5.1	5.1	5.5
Awareness about appellate authority	7.3%	10.6%	9.3%	5.4%	6.4%	6.1%	6.1%	7.5%
Appeal to the appellate	7.2%	9.4%	8.9%	6.1%	5.1%	8.1%	5.4%	4.4%
Average satisfaction score on the manner in which your appeal was addressed by appellate authority	4.2	5.3	5.4	5.0	3.0	4.0	2.5	4.5
MNP utilized	6.6%	9.0%	11.3%	5.6%	4.8%	1.0%	8.0%	10.1%
Average satisfaction score on the process of porting to another operator	5.2	5.6	5.5	5.6	5.6	3.8	5.4	5.6

Gujarat Service Area

Parameter	B S N L	Tat a	Reli ance	Ide a	Vo daf on e	Air tel	Uni nor	Vide oco n	Sy ste ma Sh ya m
Number registered for not receiving / blocking unsolicited commercial calls / SMSs	18%	26%	25%	28%	22%	28%	27%	24%	14%
Customers satisfied with the effectiveness of blocking of unsolicited commercial calls	84%	87%	88%	85%	85%	91%	89%	89%	91%
Registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same	4%	4%	4%	5%	4%	5%	4%	2%	3%
Customers satisfied with the ease of lodging the complaint	61%	67%	64%	58%	64%	59%	45%	42%	74%
Customers satisfied with the action taken on the complaint	63%	64%	62%	56%	64%	63%	55%	50%	51%
Made complaint to the toll free Consumer Care Number	29%	44%	48%	44%	41%	49%	41%	44%	30%
Customers satisfied with the manner in which complaint was addressed to such as intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint	80%	82%	77%	83%	94%	91%	71%	82%	86%
Filed any appeal with the appellate authority	0.3 %	1%	1%	1%	0.2%	1%	1%	0.4%	1%
Customers satisfied with the manner in which appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc.	100 %	89%	88%	90%	50%	93%	44%	75%	67%
Customers satisfied with the information, received through SMS at the time of activation of various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc	78%	86%	80%	72%	65%	75%	92%	92%	83%
Customers satisfied with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc	77%	88%	82%	77%	67%	80%	94%	93%	86%
Requested for an item-wise usage bill	3%	4%	4%	5%	4%	3%	2%	1%	3%
Customers satisfied with the timely receipt and completeness of the item-wise usage bill on request	66%	68%	64%	46%	57%	57%	75%	91%	88%
Utilized the service of Mobile number portability for changing your operator	4%	10%	4%	6%	6%	5%	3%	0.1%	0.3%
Customers satisfied with the process of porting to another operator	82%	80%	88%	75%	85%	76%	78%	100%	100%

Madhya Pradesh Area

Parameter	BS NL	Tata	Reliance	Idea	Vodafone	Airtel	Videcon
Number registered for not receiving / blocking unsolicited commercial calls / SMSs	18%	17%	21%	26%	23%	21%	21%
Customers satisfied with the effectiveness of blocking of unsolicited commercial calls	87%	84%	90%	93%	85%	89%	93%
Registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same	2%	1%	2%	6%	3%	3%	1%
Customers satisfied with the ease of lodging the complaint	67%	33%	44%	86%	93%	69%	20%
Customers satisfied with the action taken on the complaint	67%	NA	44%	76%	80%	31%	20%
Made complaint to the toll free Consumer Care Number	43%	28%	34%	31%	28%	8%	38%
Customers satisfied with the manner in which complaint was addressed to such as intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint	81%	79%	82%	82%	94%	78%	85%
Filed any appeal with the appellate authority	1%	1%	1%	2%	1%	1%	1%
Customers satisfied with the manner in which appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc.	5%	2%	3%	3%	1%	3%	NA
Customers satisfied with the information, received through SMS at the time of activation of various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc	75%	80%	83%	74%	79%	98%	91%
Customers satisfied with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc	76%	83%	83%	73%	79%	98%	92%
Requested for an item-wise usage bill	0%	0%	1%	6%	2%	1%	0%
Customers satisfied with the timely receipt and completeness of the item-wise usage bill on request	100%	100%	20%	89%	83%	100%	100%
Utilized the service of Mobile number portability for changing your operator	1%	1%	3%	5%	2%	2%	1%
Customers satisfied with the process of porting to another operator	13%	NA	6%	44%	10%	NA	20%

Rajasthan Service Area

S. N.	Sub Parameters	All SPs	Airtel	BSNL	MTS	Rel Com	TTSL	Idea	Voda fone	Aircel
1	Registration for blocking unsolicited commercial calls/SMSs	19.20%	24.90%	24.40%	4.80%	19.10%	7.20%	17.50%	17.00%	36.40 %
2	Satisfaction on effectiveness of blocking	4.06	4.13	4.44	3.14	3.89	4.16	4.21	3.99	3.91
2	Complaint lodged in case unsolicited call/SMS have not stopped	57.50%	48.10%	75.00%	55.20%	45.20%	22.70%	70.00%	45.90%	66.80 %
4	Satisfaction on ease of lodging the complaint	4.37	4.67	4.53	3.13	4.3	3.7	4.47	4.46	4.2
5	Satisfaction on action taken on the complaint	4.43	4.88	4.61	2.56	4.39	4.1	4.6	4.62	4.13
5	Complaint to toll free Consumer Care Number for redressing grievances	52.00%	65.90%	44.60%	33.90%	59.40%	48.70%	51.80%	55.20%	52.50 %
6	Satisfaction on manner in which the complaint was handled in consumer care	4.52	4.67	4.58	4.72	4.26	4.49	4.43	4.66	4.43
7	MNP utilized	4.00%	3.30%	2.30%	0.50%	3.50%	2.30%	4.10%	3.40%	12.20 %
8	Satisfaction on the process of porting to another operator	5.12	4.67	5.29	4.67	4.7	5.21	5.23	5.05	5.34

The following table shows the service provider wise score on various provisions of the Telecom Consumer Protection Regulations and the Telecom Consumer ComplaintRedressalRegulations and other regulations in respect of Basic Telephone service.

Delhi Service area

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

Punjab Service Area

Sub Parameters	All SPs	Airtel	BSNL	HFCL	Reliance
Registration for blocking unsolicited commercial calls/SMSs	7.6%	8.8%	6.5%	9.1%	5.8%
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	21.4%	22.6%	30.8%	10.9%	25.7%
Average Satisfaction score on ease of lodging the complaint	5.05	5.17	5.00	5.00	5.00
Average Satisfaction score on action taken on the complaint	5.18	5.33	5.08	5.33	5.00
Complaint to toll free Consumer Care Number for redressing grievances	16.1%	11.8%	24.6%	21.7%	6.1%
Average Satisfaction score on manner in which the complaint was handled in consumer care	4.92	5.08	4.76	5.07	4.76
Awareness about appellate authority	Only 2 respondents were aware about Appellate Authority				
Appeal to the appellate authority for redressing grievances	None of the respondents had filed appeal				

Haryana Service area

Sub Parameter	Overall	Airtel	BSNL
Registration for blocking unsolicited commercial calls/SMSs	2.3%	3.3%	1.3%
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same	35.7%	20.0%	75.0%
Average Satisfaction score on ease of lodging the complaint	4.70	5.00	4.50
Average Satisfaction score on action taken on the complaint	4.70	5.00	4.50
Awareness about toll free Consumer Care Number	99.6%	99.8%	99.3%
Complaint to toll free Consumer Care Number for redressing grievances	20.3%	22.4%	18.3%
Average Satisfaction score on manner in which the complaint was handled in consumer care	3.89	3.81	3.99
Awareness about appellate authority	0.4%	0.2%	0.7%
Appeal to the appellate authority for redressing grievances	None of the respondents had filed appeal		
Average Satisfaction score on manner in which your appeal was addressed by appellate authority			

Assam service area

Sub Parameters	BSNL
Registration for blocking unsolicited commercial calls/SMSs	3.6%
Satisfaction score on effectiveness of blocking	4.9
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	14.3%
Satisfaction score on action taken on the complaint	2.5
Complaint to toll free Consumer Care Number for redressing grievances	40.8%
Satisfaction score on manner in which the complaint was handled in consumer care	4.1
Awareness about appellate authority	18.2%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	3.9

Kolkata Service Area

Sub Parameters	All SP's	Bsnl	Reliance	Bharti Airtel
Registration for blocking unsolicited commercial calls/SMSs	4.9%	3.7%	2.5%	8.6%
Satisfaction score on effectiveness of blocking	5.4	5.0	5.8	5.5
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	11.0%	19.0%	3.8%	9.2%
Satisfaction score on action taken on the complaint	3.8	4.4	3.0	3.4
Complaint to toll free Consumer Care Number for redressing grievances	49.4%	43.9%	53.9%	50.8%
Satisfaction score on manner in which the complaint was handled in consumer care	4.6	4.4	4.2	5.1
Awareness about appellate authority	9.7%	9.5%	6.7%	13.0%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	3.6	3.5	2.8	4.3

Orissa Service Area

Sub Parameters	BSNL
Registration for blocking unsolicited commercial calls/SMSs	5.7%
Satisfaction score on effectiveness of blocking	4.9
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	87.0%
Satisfaction score on action taken on the complaint	5.2
Complaint to toll free Consumer Care Number for redressing grievances	38.9%
Satisfaction score on manner in which the complaint was handled in consumer care	4.9
Awareness about appellate authority	5.0%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	4.7

Chennai Service Area

Sub Parameters	All SP's	BSNL	Reliance	Bharti Airtel
Registration for blocking unsolicited commercial calls/SMSs	5.0%	7.6%	3.4%	3.7%
Satisfaction score on effectiveness of blocking	5.8	6.0	5.5	5.5
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	24.1%	31.4%	5.6%	25.0%
Satisfaction score on action taken on the complaint	5.2	5.5	3.0	4.9
Complaint to toll free Consumer Care Number for redressing grievances	20.6%	23.6%	19.6%	18.4%
Satisfaction score on manner in which the complaint was handled in consumer care	5.3	5.6	4.9	5.4
Awareness about appellate authority	13.2%	15.0%	6.9%	17.5%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	5.5	5.9	3.5	5.3

Kerala Service Area

Sub Parameters	All SP's	Bsnl	Reliance	Bharti Airtel
Registration for blocking unsolicited commercial calls/SMSs	7.2%	3.6%	11.5%	6.7%
Satisfaction score on effectiveness of blocking	5.3	5.3	5.4	4.9
Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	44.6%	63.6%	14.7%	85.0%
Satisfaction score on action taken on the complaint	5.0	5.4	4.6	5.0
Complaint to toll free Consumer Care Number for redressing grievances	55.7%	51.1%	65.9%	50.3%
Satisfaction score on manner in which the complaint was handled in consumer care	5.3	5.6	5.3	5.1
Awareness about appellate authority	11.8%	12.5%	15.5%	7.5%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	4.7	5.0	4.6	4.8

Gujarat Service Area

Parameter	BSNL	Tata	Reliance	Airtel
Number registered for not receiving / blocking unsolicited commercial calls / SMSs	14%	10%	8%	11%
Customers satisfied with the effectiveness of blocking of unsolicited commercial calls	73%	76%	78%	81%
Registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same	0.01%	0.001%	0.007%	0.08%
Customers satisfied with the ease of lodging the complaint	50%	100%	75%	74%
Customers satisfied with the action taken on the complaint	69%	100%	63%	92%
Made complaint to the toll free Consumer Care Number	42%	57%	61%	63%
Customers satisfied with the manner in which complaint was addressed to such as intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint	80%	66%	59%	80%
Filed any appeal with the appellate authority	1%	0.1%	0.4%	1%
Customers satisfied with the manner in which appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc.	64%	100%	50%	64%

Madhya Pradesh Service Area

Parameter	BSNL	Tata	Reliance	Airtel
Number registered for not receiving / blocking unsolicited commercial calls / SMSs	75%	0%	92%	66%
Customers satisfied with the effectiveness of blocking of unsolicited commercial calls	12%	NA	14%	9%
Registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same	1%	0%	0%	0.33%
Customers satisfied with the ease of lodging the complaint	80%	NA	NA	50%
Customers satisfied with the action taken on the complaint	80%	NA	NA	50%
Made complaint to the toll free Consumer Care Number	42%	73%	81%	69%
Customers satisfied with the manner in which complaint was addressed to such as intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint	64%	47%	70%	78%
Filed any appeal with the appellate authority	4%	5%	6%	6%
Customers satisfied with the manner in which appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc.	85%	80%	66%	91%

Rajasthan Service Area

SN	Sub Parameters	All SPs	Airtel	BSNL	MTS	Rel Com
1.	Registration for blocking unsolicited commercial calls/SMSs	3.9%	8.7%	3.3%	1.8%	1.8%
2.	Satisfaction score on effectiveness of blocking	2.39	1.52	3.00	5.00	2.91
3.	Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for same	8.3%	0.0%	15.0%	18.2%	27.3%
4.	Satisfaction score on ease of lodging the complaint	3.00	NA	1.67	3.50	4.00
5.	Satisfaction score on action taken on the complaint	3.13	NA	1.67	3.50	4.33
6.	Complaint to toll free Consumer Care Number for redressing grievances	17.4%	18.0%	27.5%	14.5%	9.4%
7.	Satisfaction score on manner in which the complaint was handled in consumer care	4.07	4.62	4.09	4.07	2.98
8.	Awareness about appellate authority	Only 5 respondents were aware about Appellate Authority and none of them had filed appeal				
9.	Appeal to the appellate authority for redressing grievances					

The following table shows the service provider wise score on various provisions of the Telecom Consumer Protection Regulations and The Telecom Consumer Complaint Redressal Regulations and other regulations in respect of Broadband service.

Delhi service area

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

Punjab Service Area

Sub Parameters	All SPs	Airtel	BSNL	HFCL	Reliance
Awareness about toll free Consumer Care Number	69.4%	72.9%	79.2%	40.7%	84.8%
Complaint to toll free Consumer Care Number for redressing grievances	62.6%	65.5%	70.0%	40.4%	63.7%
Satisfaction with redressal provided by Customer Care Service	3.75	3.15	3.86	4.43	3.47
Awareness about appellate authority	10.8%	19.3%	10.5%	1.2%	12.2%
Appeal to the appellate authority for redressing grievances	8.5%	8.6%	6.4%	14.3%	9.6%
Satisfaction with Appellate Authority	3.18	2.00	5.00	5.00	3.57
Satisfaction under Fair Usage Policy (FUP):	4.32	3.70	4.46	5.01	4.13
Satisfaction with the facility to measure the broadband connection speed	3.94	3.15	4.10	4.98	3.50

Haryana Service area

Sub Parameters	All SPs	Airtel	BSNL	You BB
Complaint to toll free Consumer Care Number for redressing grievances	72.7%	68.9%	72.7%	76.5%
Satisfaction with redressal provided by Customer Care Service	3.76	4.34	3.66	3.34
Awareness about appellate authority	2.0%	2.5%	1.0%	2.5%
Appeal to the appellate authority for redressing grievances	83.3%	100.0%	100.0%	60.0%
Satisfaction with Appellate Authority	3.73	2.60	5.00	4.78
Satisfaction under Fair Usage Policy (FUP):	4.79	4.77	4.83	4.77
Satisfaction with the facility to measure the broadband connection speed	4.79	4.75	4.83	4.75

Assam service area

Sub Parameters	BSNL
Complaint to toll free Consumer Care Number for redressing grievances	53.2%
Satisfaction score on manner in which the complaint was handled in consumer care	3.98
Awareness about appellate authority	18.2%
Appeal to the appellate authority for redressing grievances	36.1%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	3.23

Kolkata Service area

Sub Parameters	All SPs	BSNL	Airtel	Reliance	Alliance	Wishnetpvt ltd	Meghbela
Complaint to toll free Consumer Care Number for redressing grievances	57.1%	52.5%	67.4%	70.1%	47.5%	56.1%	48.2%
Satisfaction score on manner in which the complaint was handled in consumer care	4.7	4.1	4.8	4.3	5.3	5.2	5.1
Awareness about appellate authority	13.5%	19.6%	13.2%	18.9%	11.6%	6.1%	10.0%
Appeal to the appellate authority for redressing grievances	10.0%	15.0%	13.8%	13.8%	4.2%	3.2%	9.0%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	4.0	3.8	4.0	3.3	4.6	4.8	4.7

Orissa Service area

Sub Parameters	All SPs	BSNL	Ortel
Complaint to toll free Consumer Care Number for redressing grievances	53.6%	53.6%	32.6%
Satisfaction score on manner in which the complaint was handled in consumer care	4.6	4.6	4.6
Awareness about appellate authority	4.0%	6.1%	2.2%
Appeal to the appellate authority for redressing grievances	22.8%	12.1%	25.7%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	4.4	3.2	4.5

Chennai Service Area

Sub Parameters	All SPs	BSNL	Airtel	Tata communication	Reliance
Complaint to toll free Consumer Care Number for redressing grievances	41.8%	35.3%	54.3%	41.7%	34.0%
Satisfaction score on manner in which the complaint was handled in consumer care	4.7	5.3	4.9	4.5	3.9
Awareness about appellate authority	7.5%	12.3%	8.1%	5.2%	4.1%
Appeal to the appellate authority for redressing grievances	27.8%	16.1%	25.2%	23.2%	44.5%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	3.6	4.1	3.9	3.9	2.9

Kerala Service Area

Sub Parameters	All SPs	BSNL	Airtel	Reliance	Asianet
Complaint to toll free Consumer Care Number for redressing grievances	57.0%	45.4%	69.2%	64.9%	43.3%
Satisfaction score on manner in which the complaint was handled in consumer care	4.8	4.9	4.9	4.5	5.1
Awareness about appellate authority	11.3%	14.7%	12.2%	5.3%	15.8%
Appeal to the appellate authority for redressing grievances	14.7%	14.7%	15.2%	28.0%	8.5%
Average Satisfaction score on manner in which your appeal was addressed by appellate authority	4.2	3.8	4.3	3.9	4.7

Gujarat Service Area

Parameter	BSNL	Hathway	Reliance	Gujarat Teelink	You Broadband	Chandranet	Bharti Airtel	Indusland Media	Tata Comm.	Zylog Systems
Customers satisfied with the information, provided by the service provider under the fair usage policy (FUP) such as data usage limit with higher speed and speed of connection up to or beyond data usage limit	81 %	91%	81%	86%	92%	85%	89%	94 %	81%	16%
Customers satisfied with the facility to measure the broadband connection speed provided by the service provider	79 %	81%	73%	85%	86%	77%	89%	94 %	81%	13%
Made complaint to the toll free Consumer Care Number	50 %	40%	81%	80%	65%	90%	72%	8%	68%	78%
Level of satisfaction with the manner in which complaint was addressed to such as intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint	66 %	62%	64%	63%	80%	53%	82%	71 %	72%	3%
Filed any appeal with the appellate authority	1%	1%	2%	1%	2%	3%	0%	0%	3%	5%
Level of satisfaction with the manner in which appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc.	67 %	20%	52%	60%	56%	61%	NA	NA	31%	0%

Madhya Pradesh Service Area

Parameter	BSNL	Hathway	Reliance	Bharti Airtel	Tata Comm.	Indusland Media
Customers satisfied with the information, provided by the service provider under the fair usage policy (FUP) such as data usage limit with higher speed and speed of connection up to or beyond data usage limit	78%	1%	64%	82%	77%	19%
Customers satisfied with the facility to measure the broadband connection speed provided by the service provider	76%	1%	57%	79%	77%	19%
Made complaint to the toll free Consumer Care Number	29%	84%	78%	59%	56%	81%
Level of satisfaction with the manner in which complaint was addressed to such as intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint	69%	89%	54%	83%	57%	88%
Filed any appeal with the appellate authority	0.67%	0%	8%	3%	0%	0%
Level of satisfaction with the manner in which appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc.	50%	NA	24%	94%	NA	NA

Rajasthan Service Area

S.N.	Sub Parameters	All SPs	Airtel	BSNL	Rel Com
1.	Complaint to toll free Consumer Care Number for redressing grievances	16.9%	21.2%	21.4%	8.3%
2.	Satisfaction with redressal provided by Customer Care Service	3.86	4.60	3.39	3.18
3.	Awareness about appellate authority	4.50%	1.0%	9.6%	2.8%
4.	Appeal to the appellate authority for redressing grievances	79.0%	50.0%	89.7%	52.9%
5.	Satisfaction with Appellate Authority	4.14	3.00	4.27	3.78
6.	Satisfaction with information provided under FUP	3.65	3.62	3.63	3.70
7.	Satisfaction with facility provided to measure broadband speed	3.70	3.66	3.73	3.73