

# QUALITY OF SERVICE ASSESSMENT

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

*for*

### **UP (E) SERVICE AREA**

#### **Assessment of:**

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

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Report Prepared for: TRAI

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## **1.1.PREFACE**

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to 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”<sup>1</sup>.□

While the TRAI is the regulatory body under the Act, TDSAT is the body responsible for settlement of telecom disputes. However, individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual 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 20<sup>th</sup> March 2009 and **Quality of Service of Broadband Service Regulation, 2006** (11 of 2006) dated 6<sup>th</sup> 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 states – Delhi, Rajasthan, Punjab, UP (W), UP (E), Rajasthan, Himachal Pradesh and Jammu & Kashmir by Telecom Regulatory Authority of India (TRAI) on 7<sup>th</sup> January 2008. The contract was further extended for one more year on 13<sup>th</sup> May 2009.

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

## 2. METHDOLOGY

### 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 UP (E) service area, of all the three services, was done between February to April 2010.

## 2.3 SAMPLE AND SAMPL DISTRIBUTION

### 2.3.1 Basic Wireline

As per the tender document, survey agencies were supposed to cover a total sample of 2325 subscribers, to be divided among four service providers. This is shown in the table below.

Name of the Operators	Sample
Bharti Bharti Ltd. (Bharti)	585
BSNL	600
Rel Communication (Rel Com)	590
Tata Teleservices (Tata)	550
<b>Total</b>	<b>2325</b>

The above sample represents the total operator wise subscribers in UP (E) Service Area with 95% confidence level and 4% interval.

As per the tender document, survey agencies were supposed to cover a total sample of 5% of exchanges of each BSO in the circle, covering a sample of 2802 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

For the purpose of selecting exchange areas to be covered, BSNL exchanges were considered as the base. In UP (E) there are 1,226 total BSNL exchanges and 164 SDCA. Therefore altogether 62 exchanges (5% of total exchanges) to be spread among 17 SDCAs (5% of total SDCAs ) were selected for purpose of canvassing the questionnaire. The names of the 6 selected SDAs are as follows:

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

UP (E) Service Area: Name of SDCAs & Exchanges covered.			
SDCA		Indicative list of SDCAs and selected exchanges	
		URBAN	RURAL
1	Allahabad	Subedarganj-1, Subedarganj-2 Colonalgang	Bara
2	Ballia	Sikandarpur	Ratsar, Phephna
3	Jaunpur	Shahganj	Chandwak
4	Jhansi	Bijauli, Chirgaon	Katera
5	Kanpur	Bithoor, Ghatampur, Kalyanpur	Derapur, Kakwan
6	Lucknow	Alambagh, Daliganj, Gomti Nagar	Malihabad, Kakori
7	Mainpuri	Bewar	Nabiganj, Sultanganj
8	Mirzapur	Kachhawa, Marihan	Baraundha, Hallia
9	Raibareli	Lalganj	Nasirahbad, Shivgarh
10	Sultanpur	Amethi	Chanda, Jagdishpur
11	Unnao	Purwa, Safipur	Bara, Hilauli, Magrayar
12	Varanasi	Bhadoli, Mughalsarai	Cholapur, Mirzamurad, Phoolpur
13	Gazipur	Gazipur	Birnon, Gahamar
14	Gorakhpur	Gorakhpur, Pipraich	Kauriram, Kusami, Pali
15	Khushinagar	Padrauna	Fazil Nagar, Bodarwar
16	Gonda	Gonda	Wazeerganj, Dhanepur
17	Basti	Basti	Wazeerganj, Dhanepur

It should be noted here that selection of exchange areas was done on the basis of BSNL exchange structure. At the time of survey, the field team could not find the required number of subscribers of other

private service providers. Therefore, some re-adjustment in the area selection was done in order to complete the required sample.

### Sample distribution in to SDCAs

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

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

UP (E) Service Area: Basic (Wireline): Target Sample distribution in to districts and providers.								
S.No.	District	Population	Percentage %	BSNL	Bharti	Rel Comm	Tata	ALL Total
1	Allahabad	4936105	9.40%	56	55	55	52	218
2	Jaunpur	3911679	7.45%	45	44	44	41	174
3	Ballia	2761620	5.26%	32	31	31	29	123
4	Jhansi	1744931	3.32%	20	19	20	18	77
5	Gorakhpur	3769456	7.18%	43	42	42	39	166
6	Kanpur	5731335	10.92%	66	64	64	60	254
7	Gazipur	3037582	5.79%	35	34	34	30	133
8	Lucknow	3647834	6.95%	42	40	43	41	166
9	Mirzapur	2116042	4.03%	24	24	24	22	94
10	Sultanpur	3214832	6.13%	37	36	36	34	143
11	Rae Bareilly	2872335	5.47%	33	32	32	30	127
12	Varanasi	3138671	5.98%	36	35	35	33	139
13	Unnao	2700324	5.14%	30	30	30	28	118
14	Mainpuri	1596718	3.04%	18	18	18	17	71
15	Basti	2750764	5.24%	30	30	31	29	120
16	Khushinagar	2235505	4.26%	26	25	25	23	99
17	Gonda	2321000	4.42%	27	26	26	24	103
Total:		52486733	100.00%	600	585	590	550	2325

### 2.3.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Over 76% of operator sample was covered through in-depth interview with the consumers' and rest of 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:

UP-E Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
Bharti	Count	144	441	585
	%age	24.7%	75.3%	100.00%
BSNL	Count	142	458	600
	%age	23.7%	76.3%	100.00%
Rel Comm	Count	139	451	590
	%age	23.5%	76.5%	100.00%
Tata Teleservices	Count	136	414	550
	%age	24.6%	75.3%	100.00%
Total	Count	561	1764	2325
	%age	24.1%	75.9%	100.00%

### 2.3.1.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The following table shows the operator wise pre-paid and post-paid division of sample achieved during the survey.

UPE Service Area: Basic services: Type wise distribution				
Operators		Post Paid	Prepaid	Total
Bharti	Count	413	172	585
	%age	70.6%	29.4%	100.0%
BSNL	Count	532	68	600
	%age	88.7%	11.3%	100.0%
Rel Comm	Count	396	194	590
	%age	67.1%	32.9%	100.0%
Tata Teleservices	Count	416	134	550
	%age	75.6%	24.4%	100.0%
Total	Count	1757	568	2325
	%age	75.6%	24.4%	100.0%

### 2.3.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 4,200 subscribers, to be divided among the seven service providers. This is shown in the table below.

Operators	Target Sample
Bharti (Bharti limited)	600
Vodafone	600
BSNL	600
Idea cellular	600
Aircel	600
Tata Teleservices	600
Rel Comm (reliance communication)	600
<b>Total</b>	<b>4200</b>

The above sample represents the total operator wise subscribers in UP (E) Service Area with 95% confidence level and 4% interval.

#### 2.3.2.1 District wise sample distribution

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

In UP (E) there are altogether 34 districts. Therefore 4 districts – Allahabad, Jhansi, Kanpur and Lucknow were selected. Sample was distributed in these four districts on the basis of their proportionate population.

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

UPE Service Area: Cellular Mobile : Target sample distribution in to districts/area and Operators										
Districts/ area	Population	Population %	Total sample size	Bharti	Vodafone	Idea Cellular	Rel Com	Tata Tele- services	BSNL	Aircel
Allahabad	4,941,510	34.06%	1428	204	204	204	204	204	204	204
Jhansi	1,746,715	12.04%	504	72	72	72	72	72	72	72
Kanpur	4,137,489	28.52%	1197	171	171	171	171	171	171	171
Lucknow	3,681,416	25.38%	1071	153	153	153	153	153	153	153
<b>Total</b>	<b>14,507,130</b>	<b>100.00%</b>	<b>4200</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>	<b>600</b>

Note: Population Source: Census of India 2001

#### 2.3.2.2 Area wise sample distribution

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

UP(E) Service Area: Cellular Mobile: Coverage Area	
District Headquarter	Areas Covered (Localities)
<b>Allahabad</b>	Nawada, Nayakatra, Tagore Town, Rani Mandi, Allahapur, Allenaganj, Rambagh, Malviya Nagar, Rajapur, Railway Colony, Bharana, Bans Mandi.
<b>Lucknow</b>	Daulatganj, Daliganj, Wazirbagh, Shahganj, Tilaknagar, Aminabad, Nishantganj, Mukharimnagar, Gopalnagar Colony, Singar Nagar, Alambagh, Sadar Bajar, Moti Nagar.
<b>Kanpur</b>	Nawabganj, Generalganj, Sadar Bajar, Rail Bajar, Colonial Ganj, Navin Market, Guptarghat, Sismau, Chakri, City Centre, Cantt, Gandhi Nagar, Govind Nagar, Kalyanpur
<b>Jhansi</b>	BHEL, Ranipur, Manik Chowk, Sipri Bajar, Talpura, Cantt, Samtha



### 2.3.2.3 Mode of interview

Two modes of interview were selected to cover the entire sample. 75.6% of operator sample was covered through in-depth interview with the consumers and rest 24.4% 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.

UPE Service area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	146	454	600
	%age	24.3%	75.7%	100.0%
Vodafone	Count	141	459	600
	%age	23.5%	76.5%	100.0%
Idea Cellular	Count	150	450	600
	%age	25.0%	75.0%	100.0%
BSNL	Count	150	450	600
	%age	25.0%	75.0%	100.0%
Rel Comm	Count	150	450	600
	%age	25.0%	75.0%	100.0%
Aircel	Count	140	460	600
	%age	23.3%	76.7%	100.0%
Tata Teleservices	Count	146	454	600
	%age	24.3%	75.7%	100.0%
Total	Count	1023	3177	4200
	%age	24.4%	75.6%	100.0%

### 2.3.2.4 Type wise sample distribution

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

UPE 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	582	18	600
	%age	97.0%	3.0%	100.0%
Idea Cellular	Count	588	12	600
	%age	98.0%	2.0%	100.0%
BSNL	Count	576	24	600
	%age	96.0%	4.0%	100.0%
Rel Comm	Count	540	60	600
	%age	90.0%	10.0%	100.0%
Aircel	Count	588	12	600
	%age	98.0%	2.0%	100.0%
Tata Teleservices	Count	564	36	600
	%age	94.0%	6.0%	100.0%
Total	Count	4026	174	4200
	%age	95.9%	4.1%	100.0%

### 2.2.3 Broadband

In the case of Broadband, Survey agencies were required to obtain from Broadband Service Provider's Central ISP Node total number of subscribers in each circle and then work out the sample to be covered.

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 UP (E) Service area.

Sample Distribution	
Operator	Sample
Bharti	600
BSNL	600
Rel Comm	600
<b>Total</b>	<b>1800</b>

The operator wise sample achieved represents the total operator wise subscribers in the UP (E) with 95% confidence level and 4% confidence interval.

The process for area wise sample distribution was same as the Basic services depending upon the availability of operator wise service in the selected area.

### 2.2.3.1 Mode of Interview

As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications.

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

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

UPE Service Area : Operator wise sample distribution with mode of interviews				
Operators		In-Person	Web/Online	Total
Bharti	Count	591	9	600
	%age	98.5%	1.5%	100.0%
BSNL	Count	592	8	600
	%age	98.7%	1.3%	100.0%
Rel Comm	Count	587	13	600
	%age	97.8%	2.2%	100.0%
<b>Total</b>	<b>Count</b>	<b>1770</b>	<b>30</b>	<b>1800</b>
	<b>%age</b>	<b>98.3%</b>	<b>1.7%</b>	<b>100.0%</b>

The table above shows that out of the total sample of 1800, only 30 (1.7%) responses could be collected through web based online mechanism. Therefore, VOICE decided to meet the entire sample through In-person interview. Accordingly 98.3.4% of the total sample was covered using In-person interview techniques.

### ***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 Consumers Protection and Redressal of Grievances Regulations, 2007 through 20 questions. 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 good in UP (E) service area as **all the four operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 93.7% to 97.4%
- The **highest** percentages of **customers satisfied** were found with Bharti at 97.4% followed by Tata Teleservices (96.5%), Rel Comm (96.3%).
- The **lowest** percentages of **customers satisfied** were found with BSNL at 93.7%.

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

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

- In terms of **customers satisfied**, the achievement level of the operators ranged from 95.8% to 98.2%.
- The **highest** percentages of **customers satisfied** were found with Bharti at 98.2% followed by Rel Comm (97.9%) and Tata Teleservices (97.3%).
- The lowest percentages of customers satisfied were found with BSNL at 95.8%.

#### 3.1.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In cases of **pre paid service** two operators – Bharti and BSNL – had met the **benchmark of 95%**. Whereas, in the case of **post paid services** only BSNL had met the **benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the **pre-paid segment**, ranged from 90.3% to 96%. Whereas in the case of **post-paid**, it ranged from 92.5% to 96.5%.
- In the case of **pre paid segment**, highest percentage of satisfied customers were found in the case of Bharti at 96% closely followed by BSNL (95.6%). In the case of **post paid segment**, the highest percentage of satisfied customers was also attained by BSNL with 96.5% satisfied customers.
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was attained by Tata Teleservices at 90.3% followed by Rel Comm (93.3%). In the case of **post-paid segment** the **lowest percentage of customers** was attained by Tata Teleservices at 92.5% followed by Bharti (93.6%) and Rel Comm (94.2%).

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

The customer perception of the parameter maintainability is poor in UP (E) Service Area as out of the four operators none had met the **benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87% to 94.8%.
- The **highest percentages of customer satisfied** were found with Tata Teleservices at 94.8% closely followed by Bharti (94.7%).
- The lowest percentages of customers satisfied were found with Rel Comm at 87% followed by BSNL (89.5%).

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

The customer perception of the parameter help service/ customer care is good in UP (E) Service Area as **three operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of operators ranged from 86.8% to 95.9%.
- The **highest percentages of customer satisfied** were found with Bharti (95.9%), followed by Rel Comm (93.2%) and Tata Teleservices (92.3%).
- The lowest percentages of customers satisfied were found with BSNL in UP (E) area at 89%.

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

- Awareness level was found to be moderate in the case of call centre/ customer care help line numbers as this was reported in the range of 70.7% (Tata Teleservices) to 82.8% (BSNL).
- Awareness about the contact details of nodal officer was found to be low and ranged from 0.7% (Rel Comm) to 3.1% (Bharti).
- Similarly awareness about the Appellate Authority was abysmally low among the basic services customers in UP (E). It ranged from 0.2% (Rel Comm) to 0.9% (Bharti and Tata Teleservices).
- Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of Rel Comm (27.8%) and lowest by Bharti Subscribers (17.9%).
- Awareness about item wise usage charges in the case of pre paid services ranged between 9.8% (Rel Comm) to 15.4% (BSNL). Over 30% of BSNL, Rel Comm and Tata Teleservices aware subscribers reported that they were denied the item wise usage charges by their operators.
- Most of the complainants, nearly 9 out of 10, were found to be satisfied with the resolution of their complaints.

## **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 Consumers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **UP (E) Service Area** performance of operators, 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:

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

The customer perception of overall satisfaction level is good in UP (E) as **6 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 96.7 %.

- The **highest** percentage of **customers satisfied** were found with Vodafone at 96.7%, followed by Bharti (95.3%), Idea Cellular (94.5%), Tata Teleservices (93.7%), BSNL (93.5%) and Aircel (92.7%)..
- The lowest percentages of customers satisfied were found by Rel Comm at 88.8%).

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

The customer perception of the parameter network performance is good in UP (E) service Area as out of 7 operators **5 of them had met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 93.1% to 98.4%.
- The **highest** percentages of **customers satisfied** were found with Vodafone at 98.4% followed by Bharti (97.1%), Tata Teleservices (96.6%), Idea Cellular (95.8%) and BSNL (95.1%).
- The lowest customer percentages of customers satisfied were found with Rel Comm (93.1%), followed by Aircel (94.3%).

### 3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services 6 operators to met the benchmark of 95%**. However, in the case of **post paid, only 1 operator was able to meet the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 92.6% to 97.8%. Whereas in the case of **post-paid**, it ranged from 80% to 97.2%.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by BSNL (97.8%) followed by Vodafone and Aircel (97.6%), Tata Teleservices (97.3%), Idea Cellular (95.6%) and Bharti (95.1%).. Similarly, in the case of **post paid segment** the highest percentage of satisfied consumer was also attained by Bharti (97.2%), followed by BSNL (93.2%), Vodafone (92.7%), Idea Cellular (92.1%) and Tata Teleservices (91.9%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Rel Comm (92.6%). In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Aircel (80%) and Rel Comm (84.4%).

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

The customer perception of the parameter maintainability is very poor in UP (E) Service Area as out of 7 operators **none of them had met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.8% to 92.8%.
- The **highest percentage of customers satisfied** were found with Vodafone (92.8%) followed by Bharti (92.4%), Idea Cellular and Tata Teleservices (92.3% each) and Aircel (91.3%).
- The lowest percentages of customers satisfied were found with Rel Comm (88.8%) followed by BSNL (90%).

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

The customer perception of the parameter help service/ customer care is poor in UP (E) Service Area as **only 3 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.3% to 91.4%.
- The **highest percentage of customers satisfied** were found with Vodafone (91.4%) followed by BSNL (90.2%) and Aircel (90%).
- The lowest percentages of customers satisfied were found with Rel Comm (86.3%) followed by Tata Teleservices (88.2%), Idea Cellular (88.5%) and Bharti (89.2%).

### 3.2.6: Consumers 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 87% of consumers surveyed.
- Awareness about the contact details of nodal officer was very low as this was reported by only 1.1% of the consumers surveyed.
- Similarly, the awareness about contact detail of the Appellate Authority was found to be significantly low at 0.2%.
- Highest number of complaints to the call centre, within last 12 months, were made by Idea Cellular subscribers (31%), followed by Tata Teleservices (25%) and Rel Comm (24.8%). The lowest was in the case of Aircel (11.3%).
- Overall only 28.5% confirmed that they received the docket number for most of their complaints.
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Vodafone and Aircel (97.1% each) closely followed by Idea Cellular (96.8%). Whereas it was reported lowest in the case of Rel Comm with 90.6%.

### 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 **UP (E) Service Area** none of the three operators were able to meet benchmark on all the parameters. The findings with respect to major parameters on quality of service are as follows:

#### 3.3.1: **Customers satisfied with overall services (Benchmark >85%)**

The customer perception of overall service is quite good in UP (E) Service Area as **all the three operators met the benchmark of 85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 87.2% to 91.2%.
- The highest percentage of **customers satisfied** was attained Bharti at 91.2%, followed by BSNL (89.5%).
- The lowest percentage of satisfied customers was attained by Rel Comm. at 87.2%.

#### 3.3.2: **Network Performance (Benchmark >85%)**

The customer perception of the parameter network performance is good in UP (E) Service Area as two operators had met the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 83.8% to 90.4%.
- The percentages of **customers satisfied** were found to be highest in the case of Bharti (90.4%), followed by BSNL (93.8%).
- The lowest percentage of satisfied customers was attained by Rel Comm at 83.8%.



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

The survey was conducted separately for post-paid and pre-paid customers. The sample for the pre paid subscribers was found to be too low to make any qualitative statement. In post paid services all the operators met the benchmark of 90%.

#### Post Paid segment

- In the case of **post-paid segment**, the achievement level ranged from 92.8% to 95.3%..
- All the customers (100%) of BSNL in UP (E) area were found to be satisfied. This was followed by BSNL in Uttarakhand (99.7%), Bharti (99.3%), and Rel Comm. (98.6%).

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

The customer perception of the parameter maintainability is poor in UP (E) Service Area as none of the operator could meet the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 73.8% to 80.7%..
- The highest percentage of customers satisfied was attained Bharti (80.7%) followed by BSNL (78.5%).
- The lowest percentage of satisfied customers was attained by and Rel Comm (73.8%)..

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

The customer perception of the parameter help service/ customer care is good in UP (E) Service Area as **two operators had met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.2% to 91.9%.
- The highest percentage was attained by Bharti (91.9%), followed by BSNL (90.4%).
- The lowest percentage of satisfied customers was attained by Rel Comm (88.2%).

### 3.3.6: Customers Protection and Redressal of Grievances

- Awareness level was found to be moderate in the case of call centre/ customer care help line numbers. It ranged from 86.3% (Rel Comm) to 93% (Bharti).
- Complaints in the last 12 months were received quite moderate (around 45%) in the case of all the operators.
- Overall only 42% that they received the docket number for most of their complaints.
- The highest percentage of complainants who were satisfied (satisfied + very satisfied) with the resolution of their problems were found in the case of BSNL (96%) followed by Bharti (95.2%) and Rel Comm (91%).
- Awareness about the contact details of nodal officer (2%) and Appellate Authority (1.2%) was still low among the broadband customers surveyed in UP (E).

## ***4. Detail Report***

## PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), UP (E) Service Area

The following table shows the performance of Basic service operators in UP (E) Service Area on various parameters.

Basic 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%
UP (E) SERVICE AREA									
UP (E)	2325								
Bharti	585	90.7%	93.6%	96.0%	95.9%	98.2%	94.7%	98.0%	97.4%
BSNL	600	81.5%	96.5%	95.6%	86.8%	98.2%	89.5%	98.8%	93.7%
Rel Comm.	590	89.5%	94.2%	93.3%	93.2%	98.2%	87.0%	98.0%	96.3%
Tata Teleservices	550	98.0%	92.5%	90.3%	92.3%	98.2%	94.8%	98.4%	96.5%

The analysis reveals that in terms of meeting the benchmarks, the performance of Bharti was slightly better than other three operators in UP (E) service area, as it was able to meet the benchmark on all the parameters except two – Postpaid billing service and maintainability.

However, performance of Rel Comm was lower than all the other operators as it could meet benchmark only on four parameters.

None of the operators were able to meet the benchmark on maintainability.

Apart from BSNL, none of the operators were able to meet benchmark on billing service, esp. postpaid billing. Bharti and BSNL had barely meet the benchmark on prepaid billing performance.

#### 4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, UP (E) Service Area

The following table shows the performance of cellular operators in UP (E) 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
			Prepaid	Postpaid					
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%
UP (E) SERVICE AREA									
UP (E)	4200								
Bharti	600	93.0%	95.1%	97.2%	89.2%	97.1%	92.4%	93.8%	95.3%
Vodafone	600	95.0%	97.6%	92.7%	91.4%	98.4%	92.8%	98.3%	96.7%
Idea Cellular	600	93.1%	95.6%	92.1%	88.5%	95.8%	92.3%	98.7%	94.5%
BSNL	600	90.1%	97.8%	93.2%	90.2%	95.1%	90.0%	97.9%	93.5%
Rel Comm	600	84.8%	92.6%	84.4%	86.3%	93.1%	88.8%	90.5%	88.8%
Aircel	600	95.0%	97.6%	80.0%	90.0%	94.3%	91.3%	93.1%	92.7%
Tata Teleservices	600	88.7%	97.3%	91.9%	88.2%	96.6%	92.3%	99.4%	93.7%

- The analysis reveals that in terms of meeting the benchmark, the performances of Bharti, Vodafone and BSNL were the better than others operators in UP (E) Service Area. They met benchmark criteria on 6 parameters.
- **Idea Cellular and Aircel** met benchmarks on 5 parameters, whereas, Tata Teleservices could meet the benchmark on 4 parameters.
- The performance of Rel Comm was very poor as it could meet the benchmark on only 1 parameter.

None of the operators were able to meet the benchmark on maintainability. Secondly performance of most of the operators on billing service (post paid) was also below the benchmark.

#### 4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, UP (E) service area

The following table shows the performance of Broadband operators in UP (E) Service Area on various parameters. The analysis reveals that in terms of meeting the benchmark, the performance of **both the operators** were more or less similar.

Broadband (UP (E) 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 Maintain-ability	Customers satisfied with Supplementary services#	Customers satisfied with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
UP (E) SERVICE AREA									
UP (E)	1800								
Bharti	600	93.1%	93.7%	94.7%	91.9%	90.4%	80.7%	89.6%	91.2%
BSNL	600	93.6%	95.3%	NA	90.4%	86.6%	78.5%	88.5%	89.5%
Rel Comm	600	87.2%	92.8%	95.8%	88.2%	83.8%	73.8%	87.5%	87.2%

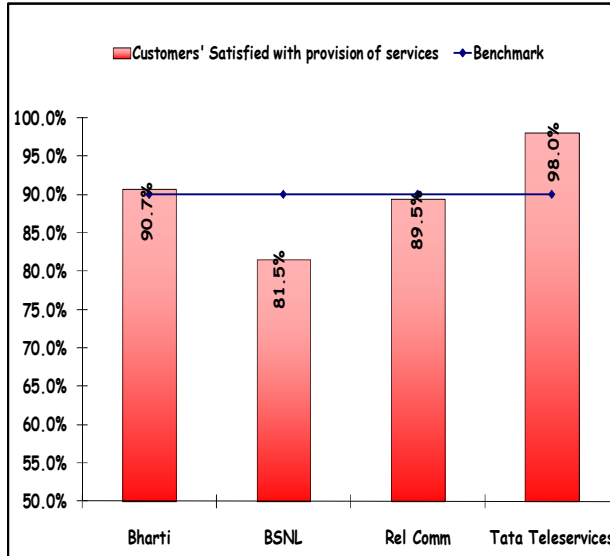
*\* The sample for the pre paid subscribers in UP (E) was too low to make any qualitative statement*

- **Bharti and BSNL** were able to meet benchmark on all the parameters except one.
- The performance of Rel Comm, the third operators, was below the benchmark on three parameters.
- However, none of the operators were able to meet the benchmark on maintainability

## 4.2 GRAPHICAL PRESENTATION

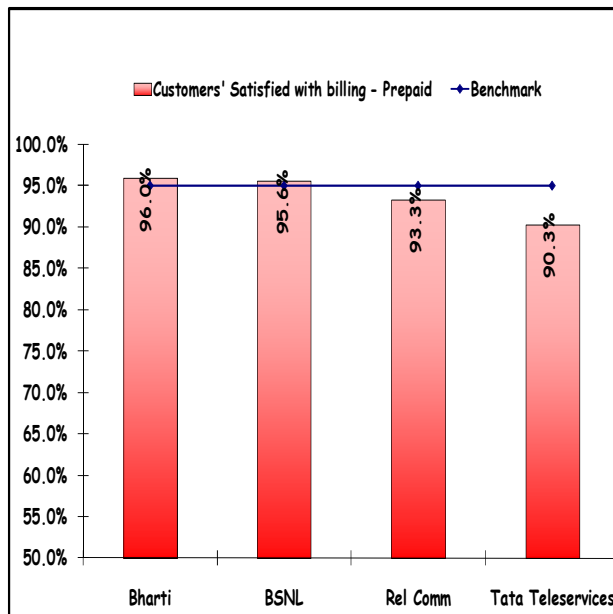
### 4.2.1 BASIC WIRE LINE – UP (E) SERVICE AREA

#### 4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



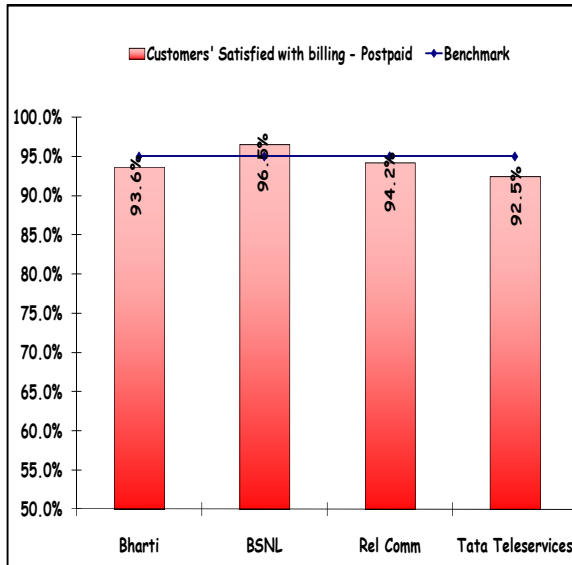
- Audit conducted for 4 operators providing services in UP (E).
- Two operators, Bharti and Tata Teleservices, had met the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 81.5% to 98%.
- The highest percentage of satisfied customers were found in the case of Tata Teleservices (98%) followed by Bharti (90.7%).
- The lowest percentages of customers satisfied were with BSNL (81.5%) followed by Rel Comm (89.5%).

#### 4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING PERFORMANCE



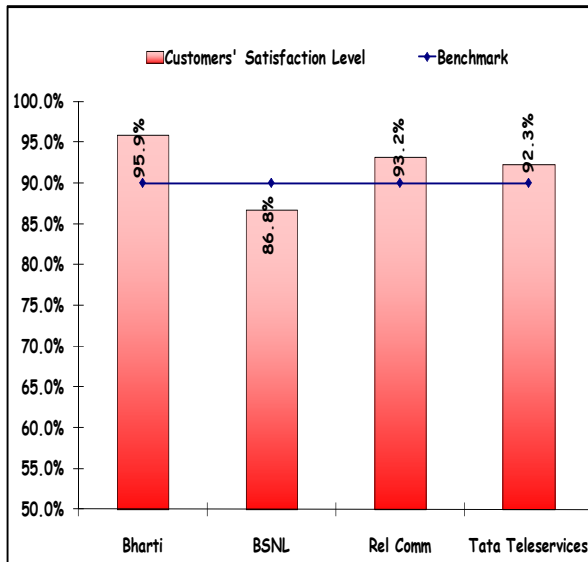
- Audit conducted for 4 operators providing services in UP (E).
- Bharti and BSNL were found to be meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the four operators ranged from 90.3% to 96%.
- The highest percentages of consumers were satisfied were found with Bharti (96%) and BSNL (95.6%).
- The lowest percentage of satisfied customers was attained by Tata Teleservices (90.3%) followed by Rel Comm (93.3%).

#### 4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING PERFORMANCE



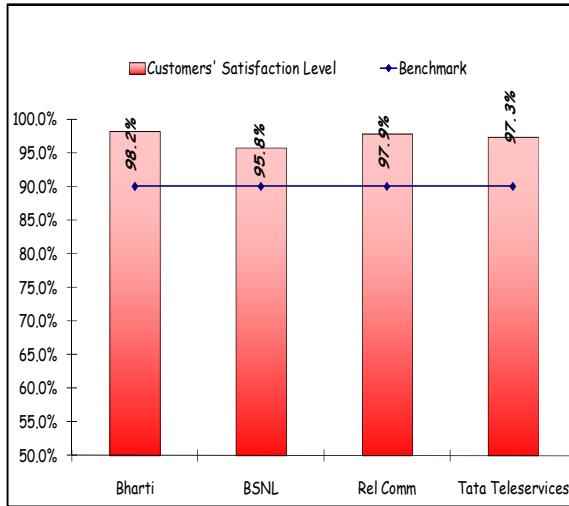
- Audit conducted for 4 operators providing services in UP (E).
- BSNL was the only operators to meet the benchmark of >95%.
- Percentage of satisfied customers among all operators ranged from 92.5% to 96.5%.
- Highest percentage of satisfied customers were found in the case of BSNL (96.5%).
- The lowest percentage of satisfied customers was attained by Tata Teleservices at 92.5% followed by Bharti (93.6%) and Rel Comm (94.2%).

#### 4.2.1.4 SATISFIED WITH HELP SERVICES



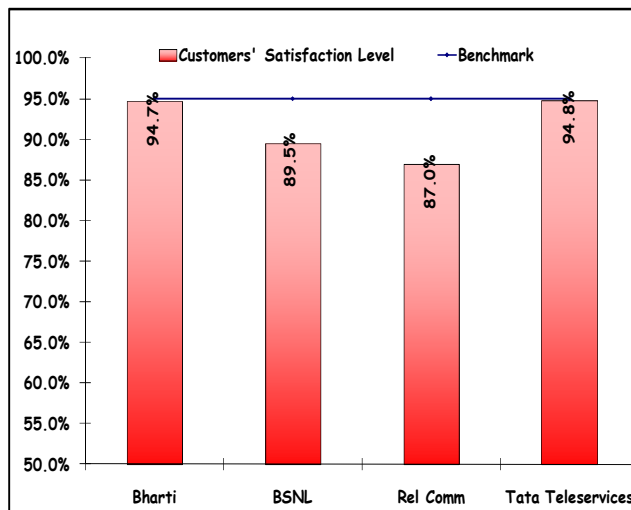
- Audit conducted for 4 operators providing services in UP (E).
- All the operators, except BSNL, were found to be meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 86.8% to 95.9%.
- Highest percentage of satisfied customers were with Bharti (95.9%), followed by Rel Comm (93.2%) and Tata Teleservices (92.3%).
- The lowest percentage of satisfied customers was attained by BSNL at 86.8%.

#### 4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



- Audit conducted for 4 operators providing services in UP (E).
- All operator were found meeting the benchmark of >95%.
- Percentage of customers satisfied with the network performance ranged from 95.8% to 98.2%.
- Highest percentage of satisfied customers were in the case of Bharti (98.2%) followed by Rel Comm (97.9%) and Tata Teleservices (97.3%).
- The lowest percentage of satisfied customers was attained by BSNL at 95.8%.

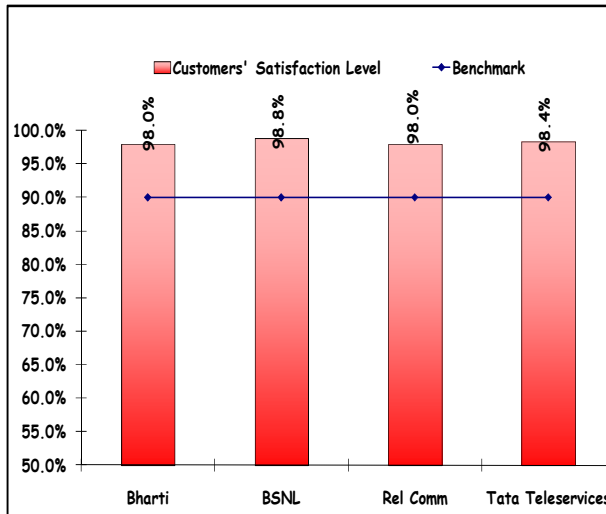
#### 4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



- Audit conducted for 4 operators providing services in UP (E).
- None of the operators were found to be meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 87% to 94.8%.
- Highest percentages of satisfied customers were found with Tata Teleservices (94.8%) closely followed by Bharti (94.7%).
- The lowest percentage of satisfied customers was attained by Rel Comm at 87% followed by BSNL (89.5%).

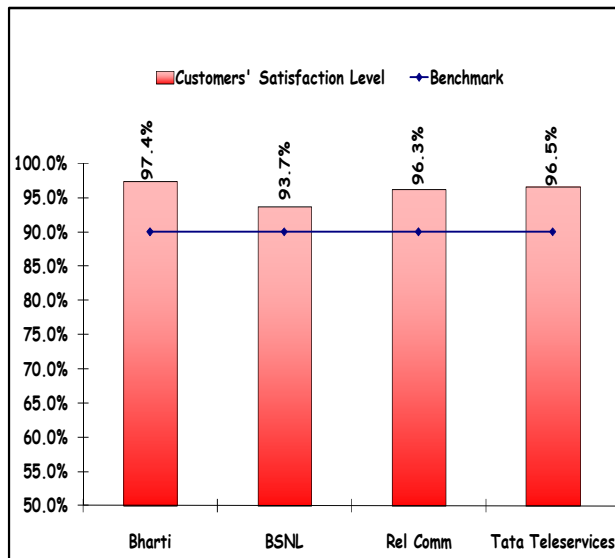


#### 4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 4 operators providing services in UP (E).
- All operators, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the supplementary services ranged from 98% to 98.8%.
- Highest percentage of satisfied customers were found with BSNL (98.8%) closely followed by followed by Tata Teleservices (98.4%) and Bharti and Rel Comm (98% each).

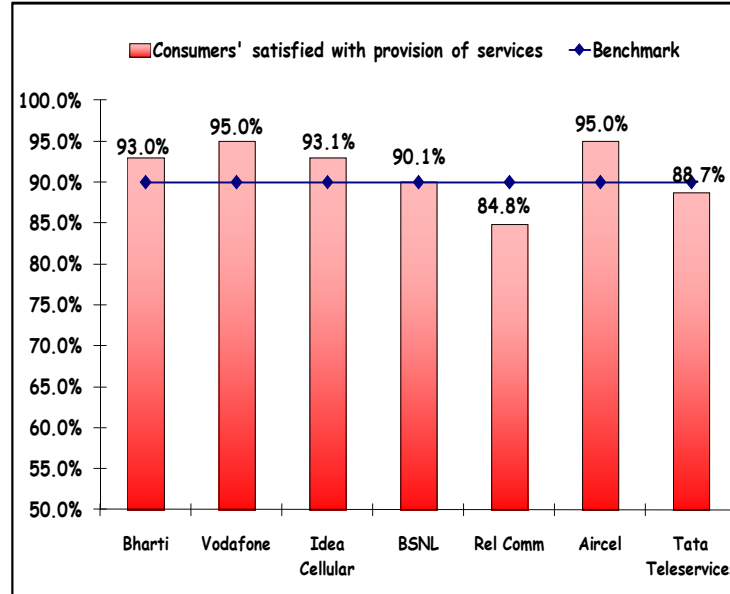
#### 4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 4 operators providing services in UP (E).
- All operators, were found meeting the benchmark of >90%
- Percentage of customers satisfied with the overall services ranged from 93.7% to 97.4%.
- Highest percentages of satisfied customers were found with Bharti (97.4%), followed by Tata Teleservices (96.5%), Rel Comm (96.3%) and BSNL (93.7%).

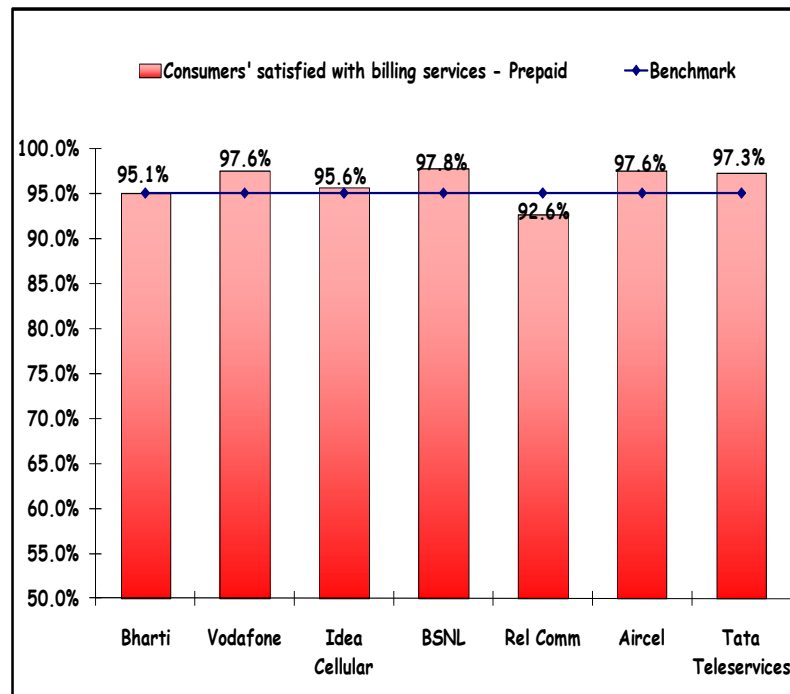
## 4.2.2 CELLULAR SERVICE – UP (E) SERVICE AREA

### 4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



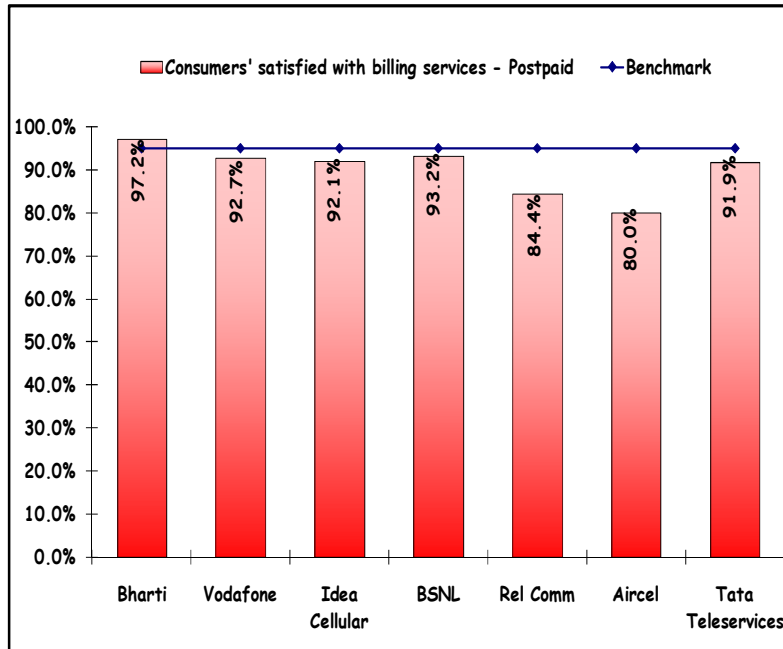
- Audit conducted for 7 operators providing services in UP (E) including Uttarakhand.
- Five service providers were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the seven operators ranged from 84.8% to 95%.
- Highest percentage of customers satisfied were found with Aircel and Vodafone (95% each) followed by Idea Cellular (93.1%), Bharti (93%) and BSNL (90.1%).
- The lowest percentage of satisfied customers was attained by Rel Comm at 84.8% followed by Tata Teleservices (88.7%).

### 4.2.2.2 CUSTOMERS SATISFIED WITH BILLING PERFORMANCE - PREPAID



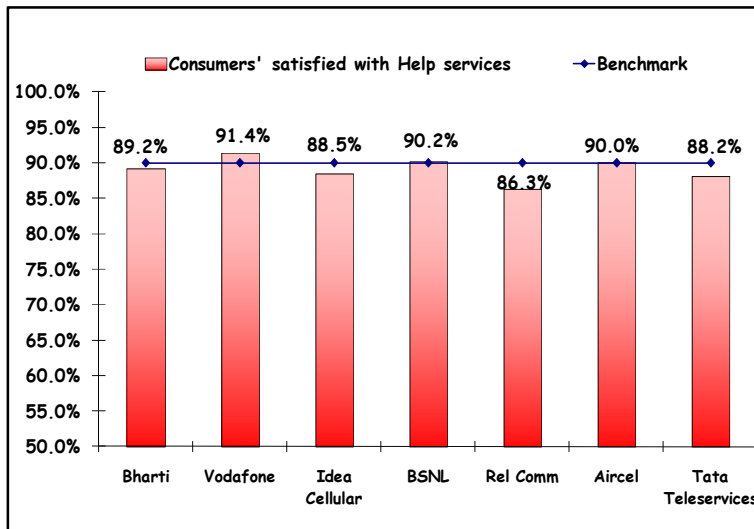
- Audit conducted for 7 operators providing services in UP (E).
- All operators, except Rel Comm, were found to be meeting the benchmark of >95%.
- Percentages of satisfied consumer by all the seven operators ranged from 92.6% to 97.8%.
- Highest percentages of customers satisfied were found with BSNL (97.8%) followed by Vodafone and Aircel (97.6%), Tata Teleservices (97.3%), Idea Cellular (95.6%) and Bharti (95.1%).
- The lowest percentage of satisfied customers was attained by Rel Comm (92.6%) – below the benchmark.

#### 4.2.2.3 CUSTOMERS SATISFIED WITH BILLING SERVICES - POSTPAID



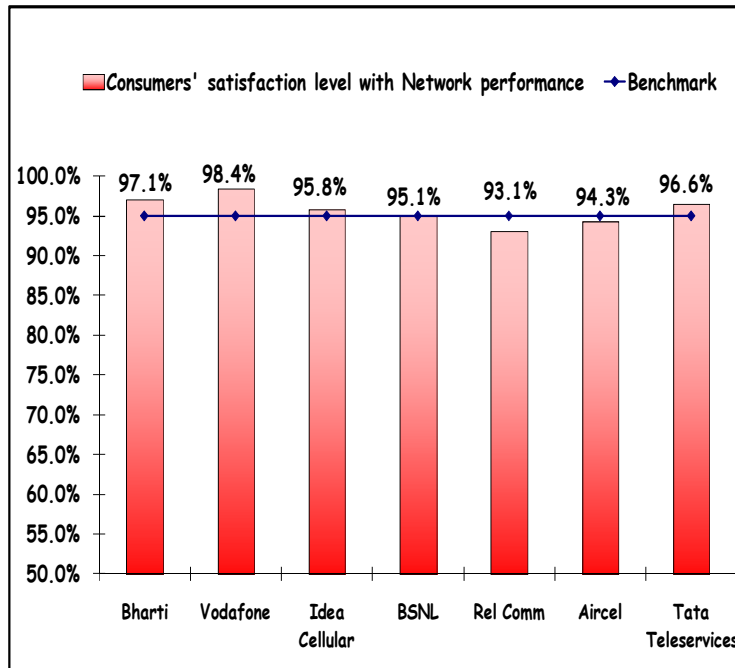
- Audit conducted for 7 operators providing services in UP (E).
- Bharti was the only operator to meet the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 80% to 97.2%.
- The highest percentage of satisfied customers was attained by Bharti (97.2%), followed by BSNL (93.2%), Vodafone (92.7%), Idea Cellular (92.1%) and Tata Teleservices (91.9%).
- The lowest percentage of satisfied customers was attained by Aircel (80%) and Rel Comm (84.4%).

#### 4.2.2.4 CUSTOMERS SATISFIED WITH HELP SERVICES



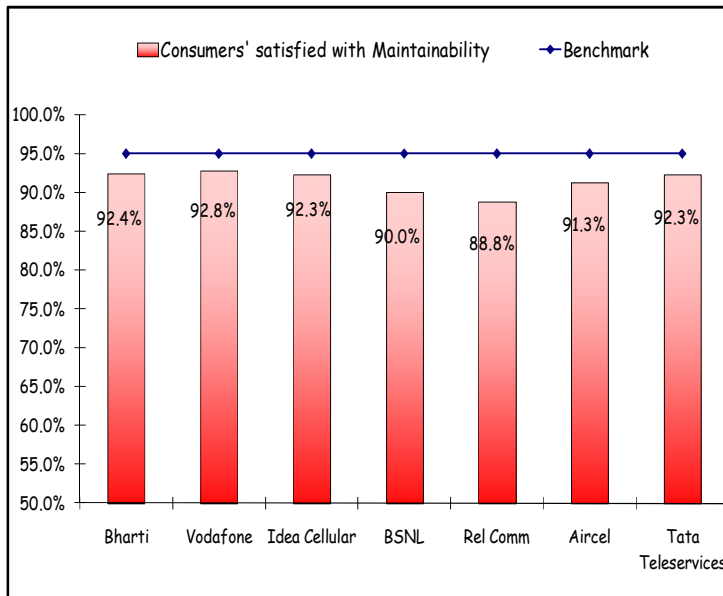
- Audit conducted for 7 operators providing services in UP (E).
- Out of them 3 operators, were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the seven operators ranged from 86.3% to 91.4%.
- Highest percentage of satisfied customers were found with Vodafone (91.4%) followed by BSNL (90.2%) and Aircel (90%).
- The lowest percentages of satisfied customers were found with Rel Comm (86.3%) followed by Tata Teleservices (88.2%), Idea Cellular (88.5%) and Bharti (89.2%).

#### 4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



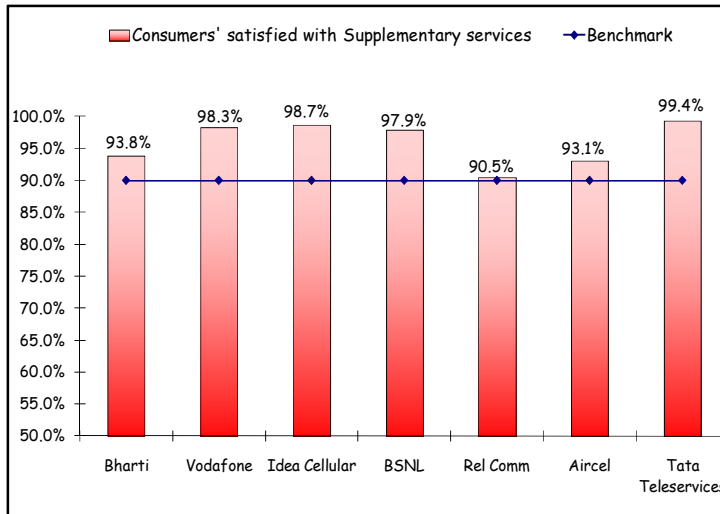
- Audit conducted for 7 operators providing services in UP (E).
- Five operators were found to be meeting the benchmark of >95%. They were Vodafone, Idea Cellular, Bharti, BSNL and Tata Teleservice.
- Percentages of customers satisfied by all the seven operators ranged from 93.1% to 98.4%.
- Highest percentages of customers satisfied were found with Vodafone (98.4%) followed by Bharti (97.1%), Tata Teleservices (96.6%), Idea Cellular (95.8%) and BSNL (95.1%).
- The lowest percentage of satisfied customers was attained by Rel Comm (93.1%), followed by Aircel (94.3%).

#### 4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



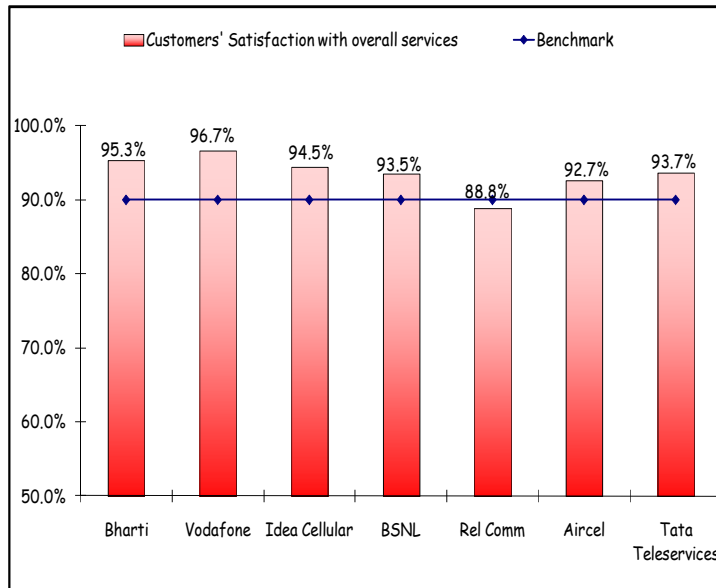
- Audit conducted for 7 operators providing services in UP (E).
- None of the operators, were found to be meeting the benchmark of >95%.
- Percentage of satisfied customers by all the seven operators ranged from 88.8% to 92.8%.
- Highest percentage of customers satisfied were with Vodafone (92.8%) followed by Bharti (92.4%), Idea Cellular and Tata Teleservices (92.3% each) and Aircel (91.3%).
- The lowest percentage of satisfied customers with Rel Comm (88.8%) followed by BSNL (90%).

#### 4.2.2.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit conducted for 7 operators providing services in UP (E).
- All operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the seven operators ranged from 90.5% to 99.4%
- Highest percentage of customers satisfied were found with Tata Teleservices (99.4%), followed by Idea Cellular (98.7%), Vodafone (98.3%) and BSNL (97.9%).
- The lowest percentage of satisfied customers was attained by Rel Comm (90.5%), Aircel (93.1%) and Bharti (93.8%).

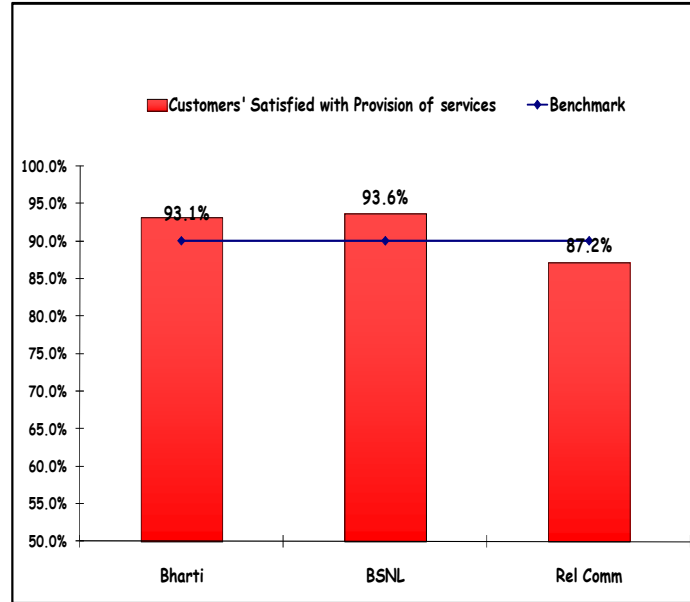
#### 4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICE QUALITY



- Audit conducted for 7 operators providing services in UP (E).
- All operators, except Rel Comm, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the seven operators ranged from 88.8% to 96.7 %.
- Highest level of satisfaction was found by the customers of Vodafone (96.7%), followed by Bharti (95.3%), Idea Cellular (94.5%), Tata Teleservices (93.7%), BSNL (93.5%) and Aircel (92.7%).
- The lowest percentage of satisfied customers was attained by Rel Comm (88.8%) – below the benchmark of 90%

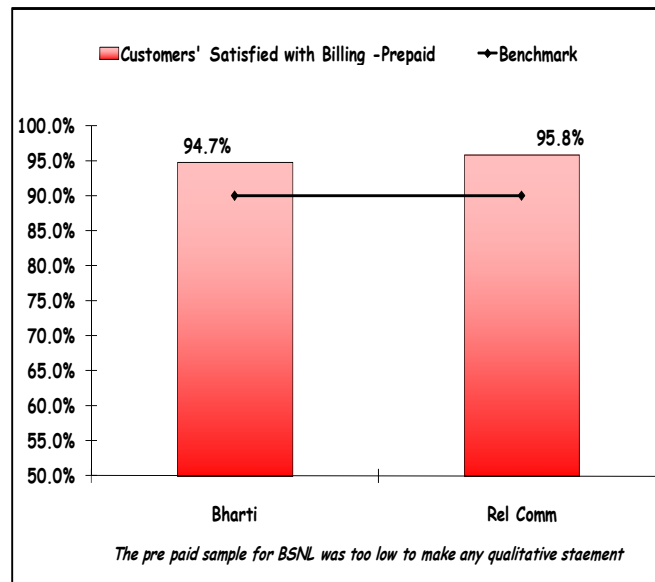
### 4.2.3 Broadband services – UP (E) including Uttarakhand Service area

#### 4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



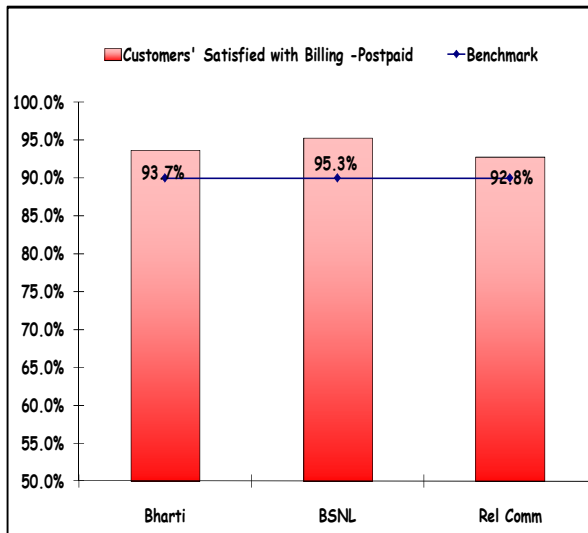
- Audit conducted for 3 operators providing services in UP (E) service area.
- Percentage of customers satisfied by all the six operators ranged from 87.2% to 93.6%.
- BSNL and Bharti were found to be meeting the benchmark of >90%.
- The highest percentage of satisfied customers were found with BSNL (93.6%) followed by Bharti (93.1%).
- The lowest percentage of satisfied customers was attained by Rel Comm. at 87.2%.

#### 4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



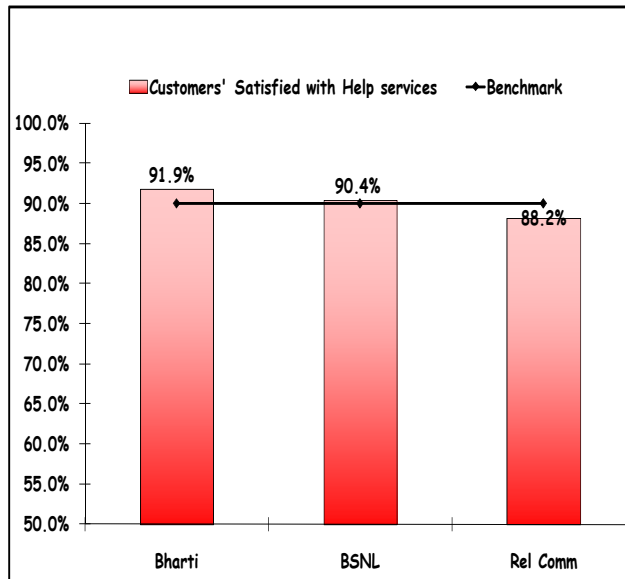
- Audit conducted for 2 operators providing services in UP (E).
- The sample for the BSNL pre paid subscribers in UP (E) was found to be too low to make any qualitative statement.
- Both the operators were able to meet the benchmark of >90%
- Highest percentages of satisfied customers were found in case of Rel Comm (95.8%) followed by Bharti (94.7%)

#### 4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



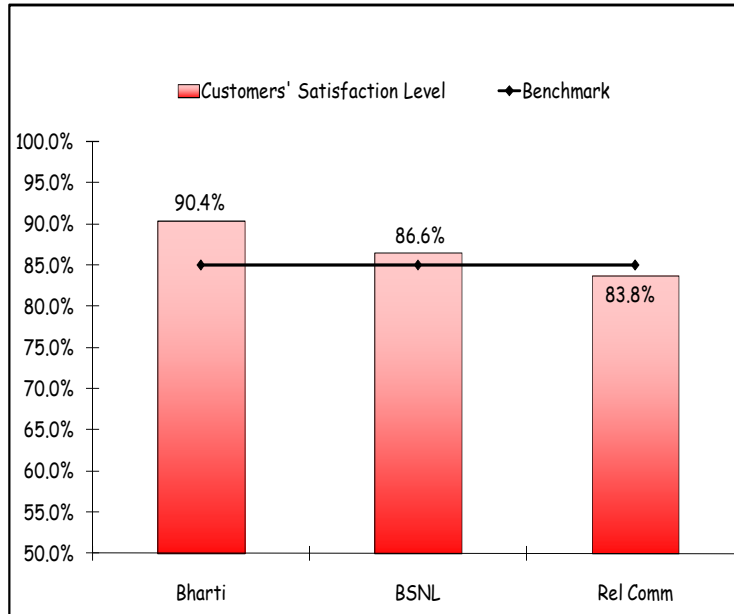
- Audit conducted for 3 operators providing services in UP (E).
- Percentage of customers satisfied by all the five operators ranged from 92.8% to 95.3%.
- All operators were found to be meeting the benchmark of >90%.
- The highest percentage was attained by BSNL (95.3%), Bharti (93.7%), and Rel Comm. (92.8%).

#### 4.2.3.4 SATISFIED WITH HELP SERVICES



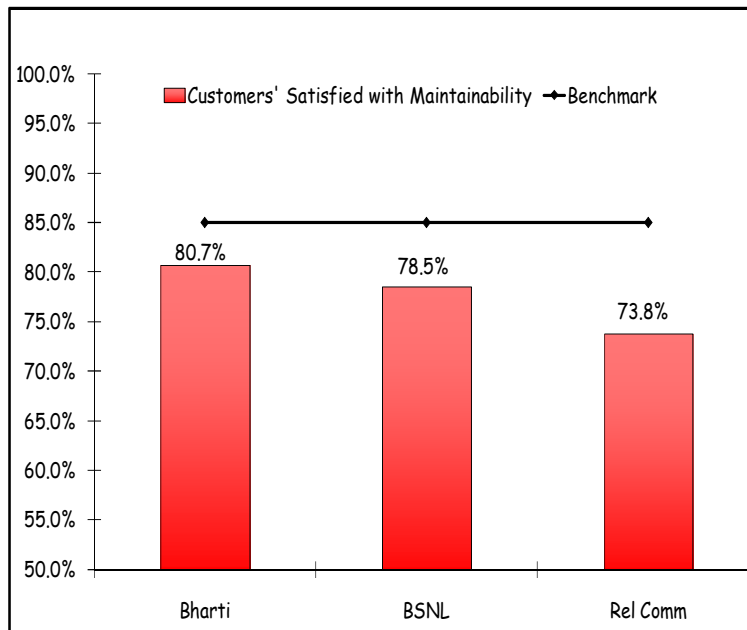
- Audit conducted for 3 operators providing services in UP (E).
- Percentage of customers satisfied by all the five operators ranged from 88.2% to 91.9%.
- Bharti and BSNL were found to be meeting the benchmark of >90%.
- The highest percentage was attained by Bharti (91.9%), followed by BSNL (90.4%).
- The lowest percentage of satisfied customers was attained by Rel Comm (88.2%).

#### 4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



- Audit conducted for 3 operators providing services in UP (E).
- Percentage of customers satisfied by all the four operators ranged from 83.8% to 90.4%.
- Bharti and BSNL were found to be meeting the benchmark of >85%.
- The highest percentage was attained by Bharti (90.4%), followed by BSNL (93.8%).
- The lowest percentage of satisfied customers was attained by Rel Comm at 83.8%.

#### 4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY

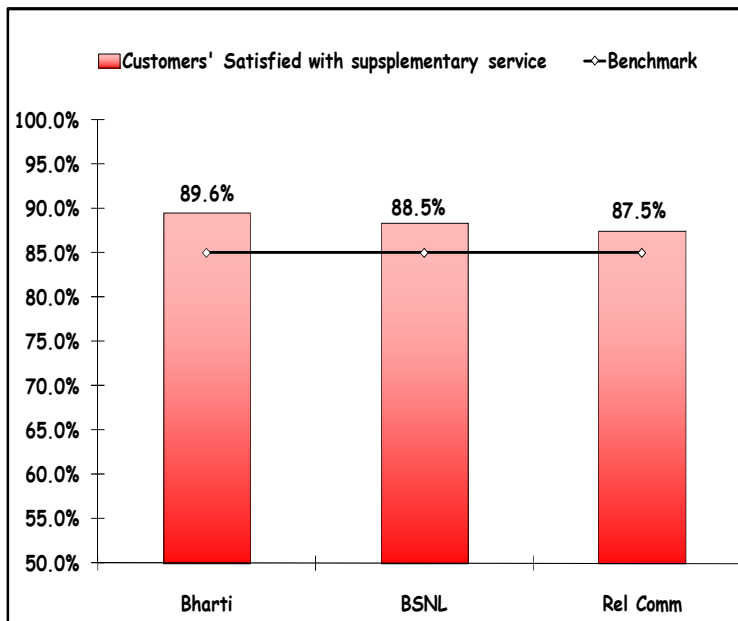


- Audit conducted for 3 operators providing services in UP (E).
- Percentage of customers satisfied by all the five operators ranged from 73.8% to 80.7%.
- None of the operator had met the benchmark of >85%.
- The highest percentage was attained by Bharti (80.7%) followed by BSNL (78.5%) and Rel Comm (73.8%).



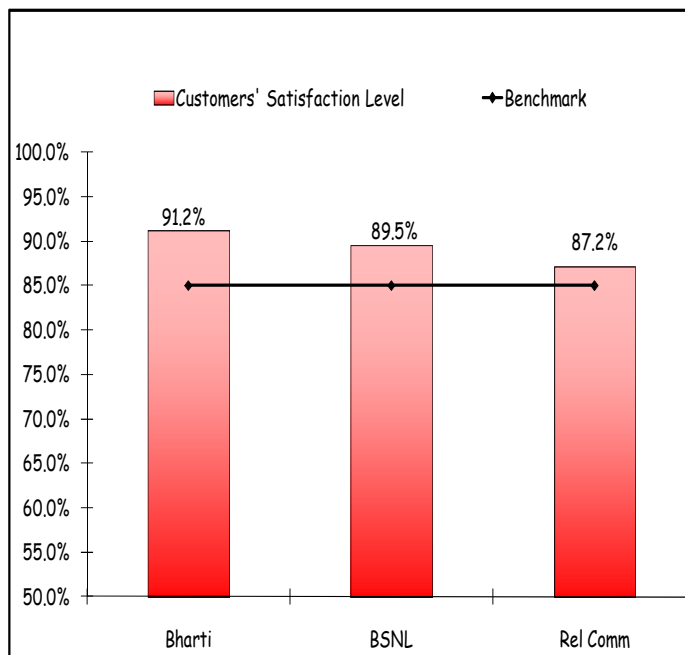


#### 4.2.3.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit conducted for 3 operators providing services in UP (E) including Uttarakhand..
- Percentage of customers satisfied by all the five operators ranged from 87.3% to 89.6%.
- All operators were found to be meeting the benchmark of >85%.
- The highest percentage was attained by Bharti at 89.6%, followed by BSNL (88.3%) and Rel Comm (87.3) %.

#### 4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 3 operators providing services in UP (E) including Uttarakhand..
- Percentage of customers satisfied by all the five operators ranged from 87.2% to 91.2%.
- All operators were found to be meeting the benchmark of >85%.
- The highest percentage was attained by Bharti at 91.2%, followed by BSNL (89.5%) and Rel Comm (87.2%).

***5. Assessment of Implementation and Effectiveness of  
Telecom Consumer Protection and Redressal of Grievances  
Regulation, 2007.***

## 5.1: BASIC (WIRELINE) – UP (E) Service Area

**5.1.1: Awareness about Call centre telephone number:** Altogether 2325 wireline customers of 4 operators in UP (E) service area were targeted. Out of these, only 1749 (75.2%) were aware about the call centre telephone numbers of their operators. The highest percentages of aware subscribers were found in the case of BSNL (82.8%) and lowest in the case of Tata Teleservices (70.7%).

Awareness about the call centre/ customer care services				
		Yes	No	Total
Bharti	Count	440	145	585
	row%	75.2%	24.8%	100.0%
BSNL	Count	497	103	600
	row%	82.8%	17.2%	100.0%
Rel Comm	Count	423	167	590
	row%	71.7%	28.3%	100.0%
Tata Teleservices	Count	389	161	550
	row%	70.7%	29.3%	100.0%
<b>Total</b>	<b>Count</b>	<b>1749</b>	<b>576</b>	<b>2325</b>
	<b>row%</b>	<b>75.2%</b>	<b>24.8%</b>	<b>100.0%</b>

**5.1.2: Customers' complaints about services:** The table below shows that out of 2325 respondents, 505 (21.7%) had made complaints to the Call Centre/ customer care. The highest number of respondents, who had made complaints within lasts 12 months, were from Rel Comm (27.8%). The lowest was in the case of Tata Teleservices at (16.4%).

Complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number				
		Yes	No	Total
Bharti	Count	105	480	585
	row%	17.9%	82.1%	100.0%
BSNL	Count	146	454	600
	row%	24.3%	75.7%	100.0%
Rel Comm	Count	164	426	590
	row%	27.8%	72.2%	100.0%
Tata Teleservices	Count	90	460	550
	row%	16.4%	83.6%	100.0%
<b>Total</b>	<b>Count</b>	<b>505</b>	<b>1820</b>	<b>2325</b>
	<b>row%</b>	<b>21.7%</b>	<b>78.3%</b>	<b>100.0%</b>

**5.1.3: Receipt of docket number against complaints:** The table below shows that only 52.9% confirmed that they received docket numbers on most of their complaints, whereas, 35.4% did not receive docket number for most of the complaints they had made.

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	3	2	39	61	105
	row%	2.9%	1.9%	37.1%	58.1%	100.0%
BSNL	Count	2	12	50	82	146
	row%	1.4%	8.2%	34.2%	56.2%	100.0%
Rel Comm	Count	7	22	57	78	164
	row%	4.3%	13.4%	34.8%	47.6%	100.0%
Tata Teleservices	Count	5	6	33	46	90
	row%	5.6%	6.7%	36.7%	51.1%	100.0%
<b>Total</b>	<b>Count</b>	<b>17</b>	<b>42</b>	<b>179</b>	<b>267</b>	<b>505</b>
	<b>row%</b>	<b>3.4%</b>	<b>8.3%</b>	<b>35.4%</b>	<b>52.9%</b>	<b>100.0%</b>

**5.1.4: Feedback from Call Centre:** Out of 505 respondents who made complaints, 426 (84.4%) confirmed that they were informed about the action taken on their complaints, the highest from Bharti (92.4%), whereas lowest from BSNL (79.5%).

Information from call centre on the action taken on complaint				
		Yes	No	Total
Bharti	Count	97	8	105
	row%	92.4%	7.6%	100.0%
BSNL	Count	116	30	146
	row%	79.5%	20.5%	100.0%
Rel Comm	Count	136	28	164
	row%	82.9%	17.1%	100.0%
TATA	Count	77	13	90
	row%	85.6%	14.4%	100.0%
Total	Count	426	79	505
	row%	84.4%	15.6%	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

How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline; Service provider wise								
Service provider		Very Dissatisfied	Disatisfied	Very Dissatisfied + Dissatisfied	Satisfied	Very Satisfied	Very satisfied + satisfied	Total
Bharti	Count	0	3	3	53	49	102	105
	%age	0.0%	2.9%	2.9%	50.5%	46.7%	97.2%	100.0%
BSNL	Count	3	14	17	73	56	129	146
	%age	2.1%	9.6%	11.7%	50.0%	38.4%	88.4%	100.0%
Rel Comm	Count	1	9	10	116	38	154	164
	%age	0.6%	5.5%	6.1%	70.7%	23.2%	93.9%	100.0%
Tata Teleservices	Count	1	3	4	53	33	86	90
	%age	1.1%	3.3%	4.4%	58.9%	36.7%	95.6%	100.0%
Total	Count	5	29	34	295	176	471	505
	%age	1.0%	5.7%	6.7%	58.4%	34.9%	93.3%	100.0%

The highest percentage of satisfied (very satisfied and satisfied) with the resolution of their complaints were found in the case of Bharti at 97.2% followed by Tata Teleservices (95.6%), Rel Comm (93.9%). The lowest percentages of satisfied consumers were found in the case of BSNL at 78.4%.

**5.1.6: Reasons for dissatisfaction with the resolution of complaints:** Nearly 80% of the consumer were dissatisfied with resolution of their complaint because of the time taken for redressal. Half of the complainants also reported that it is difficult to connect to the call centre executive.

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	3	2	3	3	2	3
	%age	100.0%	66.7%	100.0%	100.0%	66.7%	
BSNL	Count	7	2	4	12	3	17
	%age	41.2%	11.8%	23.5%	70.6%	17.6%	
Rel Comm	Count	5	1	1	8	1	10
	%age	50.0%	10.0%	10.0%	80.0%	10.0%	
TATA	Count	2	1	1	4	2	4
	%age	50.0%	25.0%	25.0%	100.0%	50.0%	
Total	Count	17	6	9	27	8	34
	%age	50.0%	17.6%	26.5%	79.4%	23.5%	
Note: sum may not add because of multiple response							

Note: sum may not add because of multiple response

**5.1.7 Resolution of billing complaints:** The following table shows that 280 consumers had billing related complaints. Out of these only 45.7% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. Therefore over half of the complainants did not get the redressal from their service providers.

Resolution of billing complaint				
		Yes	No	total
Bharti	Count	32	26	58
	row%	55.2%	44.8%	100.0%
BSNL	Count	39	44	83
	row%	47.0%	53.0%	100.0%
Rel Comm	Count	32	53	85
	row%	37.6%	62.4%	100.0%
Tata Teleservices	Count	25	29	54
	row%	46.3%	53.7%	100.0%
Total	Count	128	152	280
	row%	45.7%	54.3%	100.0%

**5.1.8 Awareness about the contact details of nodal officers:** Out of 2325 respondents targeted during the survey, only 45 (1.9%) were aware about the contact details of their operators' nodal officers. This was found to be highest in the case of BSNL (14, 2.3%) and lowest in the case of Rel Comm (4, 0.7%)

Awareness about the contact details of the nodal officer				
		Yes	No	Total
Bharti	Count	18	567	585
	row%	3.1%	96.9%	100.0%
BSNL	Count	14	586	600
	row%	2.3%	97.7%	100.0%
Rel Comm	Count	4	586	590
	row%	0.7%	99.3%	100.0%
Tata Teleservices	Count	9	541	550
	row%	1.6%	98.4%	100.0%
Total	Count	45	2280	2325
	row%	1.9%	98.1%	100.0%

**5.1.9 Complaints to Nodal officer:** Out of the 45 respondents who were aware of the contact details of nodal officers, none had made complaint to the Nodal Officer, which was not resolved or unsatisfactorily resolved by call centre/ customer care.

**5.1.10 Awareness about the contact details of Appellate Authority:** Only 13 of the basic telecom customers in UP (E) were found to be aware about the contact details of the Appellate Authority where they can file complaints which were not resolved or unsatisfactorily resolved by the Nodal officers. **None of these aware customers had ever filed any appeal to the Appellate Authority.**

Awareness about the contact details of the Appellate Authority				
		Yes	No	Total
Bharti	Count	5	580	585
	row%	0.9%	99.1%	100.0%
BSNL	Count	2	598	600
	row%	0.3%	99.7%	100.0%
Rel Comm	Count	1	589	590
	row%	0.2%	99.8%	100.0%
TATA	Count	5	545	550
	row%	0.9%	99.1%	100.0%
Total	Count	13	2312	2325
	row%	0.6%	99.4%	100.0%

**5.1.11 Awareness about item wise charges of prepaid services:** Only 60 (10.6%) of the pre paid customers were aware that they can avail item wise usage charges from their providers. It was found to be highest in the case of BSNL (15.4%) whereas it was lowest in the case of Rel Comm (9.8%).

Awareness about item wise charges of prepaid services				
		Yes	No	Total
Bharti	Count	18	154	172
	row%	10.3%	89.7%	100.0%
BSNL	Count	10	58	68
	row%	15.4%	84.6%	100.0%
Rel Comm	Count	19	175	194
	row%	9.8%	90.2%	100.0%
TATA	Count	13	121	134
	row%	9.9%	90.1%	100.0%
Total	Count	60	508	568
	row%	10.6%	89.4%	100.0%

Out of the 60 pre paid customers who were aware about such facilities, 14 (23.3%) reported that they were denied of their request for itemized usage charges. This was by over 30% of the customers in the case of BSNL, Rel Comm and Tata Teleservices. In the case of Bharti this was reported lowest (7.7%).

Denial of request for itemized usage charge details for your pre-paid connection				
Service provider		Yes	No	Total
Bharti	Count	1	17	18
	%age	7.7%	92.3%	100.0%
BSNL	Count	3	7	10
	%age	30.0%	70.0%	100.0%
Rel Comm	Count	6	13	19
	%age	31.6%	68.4%	100.0%
Tata Teleservices	Count	4	9	13
	%age	30.8%	69.2%	100.0%
Total	Count	14	46	60
	%age	23.3%	76.7%	100.0%

**5.1.12 Provision of Manual of Practice by the Operators:** Out of 205 new customers whose connection was less than 12 months old at the time of survey, over two third (64.4%) confirmed that they had received 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. This was found to be highest in the case of Bharti (75%) and lowest in the case of Tata Teleservices (56%).

Provision of Manual of Practice				
		Yes	No	Total
Bharti	Count	32	11	43
	row%	75.00%	25.00%	100.00%
BSNL	Count	34	20	54
	row%	63.60%	36.40%	100.00%
Rel Comm	Count	37	20	57
	row%	64.50%	35.50%	100.00%
Tata Teleservices	Count	29	22	51
	row%	56.00%	44.00%	100.00%
Total	Count	132	73	205
	row%	64.39%	35.61%	100.00%

### 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
2	For pre-paid customers awareness about item-wise usage charge details on request	10.3%	15.4%	9.8%	9.9%
3	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	7.7%	30%	31.6%	30.8%
4	For new customers provisioning of "Manual of practice while taking the new connection	75%	63.6%	64.5%	56%
5	Awareness of call center number for redressing grievances	75.2%	82.8%	71.7%	70.7%
6	Penetration of customers made any complaint to the toll free number within last 12 months	17.9%	24.3%	27.8%	16.4%
7	Call center informing about the action taken on complaint	92.4%	79.5%	82.9%	85.6%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	55.2%	47%	37.6%	46.3%
9	Percentage satisfied with complaint resolution by call center	97.2%	88.4%	93.9%	95.6%
10	Awareness of contact detail of nodal officer for redressing grievances	3.1%	2.3%	0.7%	1.6%
11	Awareness of appellate authority for redressing grievances	0.9%	0.3%	0.2%	0.9%

- ✓ Awareness level was found at moderate level in the case of call centre/ customer care help line numbers. This was found in the range of 70.7% (Tata Teleservices) to 82.8% (BSNL).
- ✓ Awareness about the Nodal Officer was found to be low and ranged from 0.7% (Rel Comm) to 3.1% (Bharti).
- ✓ Similarly awareness about the Appellate Authority was abysmally low among the basic services customers in UP (E). It ranged from 0.2% (Rel Comm) to 0.9% (Bharti and Tata Teleservices).
- ✓ Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of Rel Comm (27.8%) and lowest by Bharti Subscribers (17.9%).
- ✓ Awareness about item wise usage charges in the case of pre paid services ranged between 9.8% (Rel Comm) to 15.4% (BSNL). Over 30% of BSNL, Rel Comm and Tata Teleservices aware subscribers reported that they were denied the item wise usage charges by their operators.



## 5.2 CELLULAR Mobile – UP (E) Service Area

**5.2.1: Awareness about Call centre telephone number:** Altogether 4200 mobile consumers of 7 operators in UP (E) were targeted and 3654 (87%) were aware about the call centre telephone number of their operator. The highest percentage of aware subscribers were found in the case of BSNL and Aircel (92.2%) whereas lowest in the case of Bharti (82%).

Awareness about call centre telephone number of telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	492	108	600
	%age	82.0%	18.0%	100.0%
Vodafone	Count	500	100	600
	%age	83.3%	16.7%	100.0%
Idea Cellular	Count	509	91	600
	%age	84.8%	15.2%	100.0%
BSNL	Count	553	47	600
	%age	92.2%	7.8%	100.0%
Rel Comm	Count	520	80	600
	%age	86.7%	13.3%	100.0%
Aircel	Count	553	47	600
	%age	92.2%	7.8%	100.0%
Tata Teleservices	Count	527	73	600
	%age	87.8%	12.2%	100.0%
Total	Count	3654	546	4200
	%age	87.0%	13.0%	100.0%

**5.2.2: Consumers' complaints about services:** Altogether 961 (22.9%) consumers had made complaints to the call centre/ help line number of their operators in the last 12 months. This was found highest in the case of Idea Cellular (31%) whereas lowest numbers of complaints were registered in the case of Aircel (11.3%)

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	132	468	600
	%age	22.0%	78.0%	100.0%
Vodafone	Count	140	460	600
	%age	23.3%	76.7%	100.0%
Idea Cellular	Count	186	414	600
	%age	31.0%	69.0%	100.0%
BSNL	Count	136	464	600
	%age	22.7%	77.3%	100.0%
Rel Comm	Count	149	451	600
	%age	24.8%	75.2%	100.0%
Aircel	Count	68	532	600
	%age	11.3%	88.7%	100.0%
Tata Teleservices	Count	150	450	600
	%age	25.0%	75.0%	100.0%
Total	Count	961	3239	4200
	%age	22.9%	77.1%	100.0%

**5.2.3: Receipt of docket number against complaints:** Only 28.5% indicated that they had received docket numbers most of their complaints. Other 36.5% had indicated that they received docket number only on request.

Receipt of docket number from customer care center/ call center on the complaints registered						
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	47	39	42	132
	%age	3.0%	35.6%	29.5%	31.8%	100.0%
Vodafone	Count	2	33	54	51	140
	%age	1.4%	23.6%	38.6%	36.4%	100.0%
Idea Cellular	Count	2	88	52	44	186
	%age	1.1%	47.3%	28.0%	23.7%	100.0%
BSNL	Count	1	39	54	42	136
	%age	0.7%	28.7%	39.7%	30.9%	100.0%
Rel Comm	Count	9	47	59	34	149
	%age	6.0%	31.5%	39.6%	22.8%	100.0%
Aircel	Count	1	27	21	19	68
	%age	1.5%	39.7%	30.9%	27.9%	100.0%
Tata Teleservices	Count	2	70	36	42	150
	%age	1.3%	46.7%	24.0%	28.0%	100.0%
Total	Count	21	351	315	274	961
	%age	2.2%	36.5%	32.8%	28.5%	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 780 (81.2%) complainants. The highest from Idea Cellular (89.2%) whereas lowest in the case of BSNL (78.7%).

Call centre information on action taken on complaint made				
Service provider		Yes	No	Total
Bharti	Count	106	26	132
	%age	80.3%	19.7%	100.0%
Vodafone	Count	118	22	140
	%age	84.3%	15.7%	100.0%
Idea Cellular	Count	166	20	186
	%age	89.2%	10.8%	100.0%
BSNL	Count	107	29	136
	%age	78.7%	21.3%	100.0%
Rel Comm	Count	121	28	149
	%age	81.2%	18.8%	100.0%
Aircel	Count	43	25	68
	%age	63.2%	36.8%	100.0%
Tata Teleservices	Count	119	31	150
	%age	79.3%	20.7%	100.0%
Total	Count	780	181	961
	%age	81.2%	18.8%	100.0%

**5.2.5: Satisfaction with the resolution of complaints:** Maximum percentages of satisfied consumers (very satisfied and satisfied) were reported in the case of Vodafone and Aircel (97.1% each) followed by Idea Cellular (96.8%). Whereas the lowest were in the case of Rel Comm (90.6%).

41. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline; Service provider wise							
Service provider		Very Dissatisfied	Dissatisfied	Very Dissatisfied + Dissatisfied	Satisfied	Very Satisfied	Very satisfied + satisfied
Bharti	Count	3	5	8	85	39	124
	%age	2.3%	3.8%	6.1%	64.4%	29.5%	93.9%
Vodafone	Count	2	2	4	82	54	136
	%age	1.4%	1.4%	2.9%	58.6%	38.6%	97.1%
Idea Cellular	Count	2	4	6	97	83	180
	%age	1.1%	2.2%	3.2%	52.2%	44.6%	96.8%
BSNL	Count	5	5	10	105	21	126
	%age	3.7%	3.7%	7.4%	77.2%	15.4%	92.6%
Rel Comm	Count	3	11	14	99	36	135
	%age	2.0%	7.4%	9.4%	66.4%	24.2%	90.6%
Aircel	Count	0	2	2	53	13	66
	%age	0.0%	2.9%	2.9%	77.9%	19.1%	97.1%
Tata Teleservices	Count	0	5	5	95	50	145
	%age	0.0%	3.3%	3.3%	63.3%	33.3%	96.7%

Total	Count	15	34	49	616	296	912	961
	%age	1.6%	3.5%	5.1%	64.1%	30.8%	94.9%	100.0%

**5.2.6: 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	6	2	3	6	2	8
	%age	75.0%	25.0%	37.5%	75.0%	25.0%	
Vodafone	Count	4	2	1	4	3	4
	%age	100.0%	50.0%	25.0%	100.0%	75.0%	
Idea Celluar	Count	3	1	2	2	1	6
	%age	50.0%	16.7%	33.3%	33.3%	16.7%	
BSNL	Count	6	4	5	5	2	10
	%age	60.0%	40.0%	50.0%	50.0%	20.0%	
Rel Comm	Count	3	4	3	6	2	14
	%age	21.4%	28.6%	21.4%	42.9%	14.3%	
Aircel	Count	1	1	1	1	2	2
	%age	50.0%	50.0%	50.0%	50.0%	100.0%	
Tata Teleservices	Count	4	3	4	2	2	5
	%age	80.0%	60.0%	80.0%	40.0%	40.0%	
Total	Count	27	17	19	26	14	45
	%age	60.0%	37.8%	42.2%	57.8%	31.1%	
Note: sum may not add because of multiple response							

Out of 45 dissatisfied respondents 60% cited the reasons that it was “difficult to connect to the call centre executive”. The other major reason cited was “Time taken by call centre for redressal of complaint is too long” reported by almost 58% of complainants.

**5.2.7 Resolution of billing complaints:** The following table shows that only 96 complainants had billing related problems and 89 (92.7%) of them reported that their problem was resolved satisfactorily. In the case of Rel Comm and Aircel 41.7% and 25% respectively reported that their billing problem was not resolved satisfactorily.

Resolution of Billing Complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	5	0	5
	%age	100.0%	0.0%	100.0%
Vodafone	Count	46	0	46
	%age	100.0%	0.0%	100.0%
Idea Cellular	Count	4	0	4
	%age	100.0%	0.0%	100.0%
BSNL	Count	15	0	15
	%age	100.0%	0.0%	100.0%
Rel Comm	Count	7	5	12
	%age	58.3%	41.7%	100.0%
Aircel	Count	6	2	8
	%age	75.0%	25.0%	100.0%
Tata Teleservices	Count	6	0	6
	%age	100.0%	0.0%	100.0%
Total	Count	89	7	96
	%age	92.7%	7.3%	100.0%

**5.2.8 Awareness about the contact details of nodal officers:** The analysis shows that in UP (E) only 1.1% were aware about the contact details of the nodal officers. This was found to highest in the case of Vodafone

(1.7%) closely followed by Aircel (1.5%). In the case of Bharti and Idea Cellular, less than 1% were about the contact detail of the nodal officers.

Awareness about the contact details of nodal officers				
Service provider		Yes	No	Total
Bharti	Count	3	597	600
	%age	0.5%	99.5%	100.0%
Vodafone	Count	10	590	600
	%age	1.7%	98.3%	100.0%
Idea Celluar	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	7	593	600
	%age	1.2%	98.8%	100.0%
Aircel	Count	9	591	600
	%age	1.5%	98.5%	100.0%
Tata Teleservices	Count	12	588	600
	%age	2.0%	98.0%	100.0%
Total	Count	48	4152	4200
	%age	1.1%	98.9%	100.0%

**5.2.9 Complaints to Nodal officer:** None of the complainants have ever complained to the nodal officers. Therefore redressal from the Nodal officers could not be ascertained.

**5.2.10 Awareness about the contact details of Appellate Authority:** Awareness about the Appellate authority was found to be abysmally low. - only 0.2% (8 out of 4200).

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	1	599	600
	%age	0.2%	99.8%	100.0%
Vodafone	Count	1	599	600
	%age	0.2%	99.8%	100.0%
Idea Celluar	Count	2	598	600
	%age	0.3%	99.7%	100.0%
BSNL	Count	0	600	600
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	1	599	600
	%age	0.2%	99.8%	100.0%
Aircel	Count	1	599	600
	%age	0.2%	99.8%	100.0%
Tata Teleservices	Count	2	598	600
	%age	0.3%	99.7%	100.0%
Total	Count	8	4192	4200
	%age	0.2%	99.8%	100.0%

**5.2.11 Redressal from Appellate authority:** Out these 36 respondents, who were aware about the contact details of Appellate authority, none of the subscribers had filled the appeal to the Appellate authority in the prescribed form in the last 12 months. 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 4026 prepaid customers of 7 providers targeted, only 231 (5.7%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of BSNL (7.2%), whereas, it was reported lowest from Bharti (3.3%).

Pre paid customers' awareness about item-wise usage charge details, on request.				
Service provider		Yes	No	Total
Bharti	Count	19	569	588
	%age	3.3%	96.7%	100.0%
Vodafone	Count	34	548	582
	%age	5.8%	94.2%	100.0%
Idea Cellular	Count	26	562	588
	%age	4.5%	95.5%	100.0%
BSNL	Count	41	535	576
	%age	7.2%	92.8%	100.0%
Rel Comm	Count	51	489	540
	%age	9.5%	90.5%	100.0%
Aircel	Count	36	552	588
	%age	6.2%	93.8%	100.0%
Tata Teleservices	Count	24	540	564
	%age	4.2%	95.8%	100.0%
Total	Count	231	3795	4026
	%age	5.7%	94.3%	100.0%

**5.2.13 Denial of itemized usage charges detail:** Altogether one foth (20.8%) were denied of their request of the item wise usage charges. This was reported highest in the case of Rel Comm (25.5%) closely followed by Idea Cellular (23.1%). In the case of Bharti only one customer reported the same.

Denial of request for itemized usage charge details for pre-paid connection				
Service provider		Yes	No	Total
Bharti	Count	1	18	19
	%age	5.3%	94.7%	100.0%
Vodafone	Count	5	29	34
	%age	14.7%	85.3%	100.0%
Idea Cellular	Count	6	20	26
	%age	23.1%	76.9%	100.0%
BSNL	Count	7	34	41
	%age	17.1%	82.9%	100.0%
Rel Comm	Count	13	38	51
	%age	25.5%	74.5%	100.0%
Aircel	Count	12	24	36
	%age	33.3%	66.7%	100.0%
Tata Teleservices	Count	4	20	24
	%age	16.7%	83.3%	100.0%
Total	Count	48	183	231
	%age	20.8%	79.2%	100.0%

**5.2.14: Reason for Denial:** In most of the cases no reason for the denial of item wise usage was charges given.

What were the reason(s) for denying your request				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	1	0	1
	%age	77.8%	22.2%	100.0%
Vodafone	Count	4	1	5
	%age	50.0%	50.0%	100.0%
Idea Cellular	Count	6	0	6
	%age	33.3%	66.7%	100.0%
BSNL	Count	6	1	7
	%age	85.7%	14.3%	100.0%
Rel Comm	Count	12	1	13
	%age	100.0%	0.0%	100.0%
Aircel	Count	9	3	12
	%age	25.0%	75.0%	100.0%
Tata Teleservices	Count	4	0	4
	%age	100.0%	0.0%	100.0%
Total	Count	42	6	48
	%age	87.5%	12.5%	100.0%

**5.2.16 Provision of Manual of Practice by the Operators:** There were 1053 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 only 290 (31.2%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Idea Cellular (41.3%) and lowest in the case of Aircel (19.7%).

Receipt of manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc.				
Service provider		Yes	No	Total
Bharti	Count	23	60	83
	%age	28.0%	72.0%	100.0%
Vodafone	Count	27	71	98
	%age	27.8%	72.2%	100.0%
Idea Cellular	Count	46	77	123
	%age	37.0%	63.0%	100.0%
BSNL	Count	37	65	102
	%age	36.6%	63.4%	100.0%
Rel Comm	Count	45	93	138
	%age	32.7%	67.3%	100.0%
Aircel	Count	73	300	373
	%age	19.7%	80.3%	100.0%
Tata Teleservices	Count	39	97	136
	%age	28.4%	71.6%	100.0%
Total	Count	290	763	1053
	%age	27.5%	72.5%	100.0%

### 5.2.17: OVERALL SCORE - CELLULAR (MOBILE)

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

S.N.	Sub Parameter	Bharti	Voda-fone	Idea Cellular	BSNL	Rel Comm.	Aircel	Tata
1	For pre-paid customers awareness about item-wise usage charge details on request	3.3%	5.8%	4.5%	7.2%	9.5%	6.2%	4.2%
2	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	5.3%	14.7%	23.1%	17.1%	25.5%	33.3%	16.7%
3	For new customers provisioning of "Manual of practice while taking the new connection	28.0%	27.8%	37.0%	36.6%	32.7%	19.7%	28.4%
4	Awareness of call center number for redressing grievances	82.0%	83.3%	84.8%	92.2%	86.7%	92.2%	87.8%
5	Penetration of customers made any complaint to the toll free number within last 12 months	22.0%	23.3%	31.0%	22.7%	24.8%	11.3%	25.0%
6	Call center informing about the action taken on complaint	80.3%	84.3%	89.2%	78.7%	81.2%	63.2%	79.3%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	100.0%	100.0%	100.0%	100.0%	58.3%	75.0%	100.0%
8	Percentage satisfied with complaint resolution by call center	93.9%	97.1%	96.8%	92.6%	90.6%	97.1%	96.7%
9	Awareness of contact detail of nodal officer for redressing grievances	0.5%	1.7%	0.7%	0.5%	1.2%	1.5%	2.0%
10	Awareness of appellate authority for redressing grievances	0.2%	0.2%	0.3%	0.0%	0.2%	0.2%	0.3%

- ✓ Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 82% (Bharti) to 92.2% (BSNL and Aircel).
- ✓ Awareness about the Nodal Officer was found to be too low and ranged from 0.5% (BSNL) to 2% (Tata Teleservices).
- ✓ The awareness was also found to be abysmally low in the case of Appellate Authority, which ranged from 0% (BSNL) to 0.3% (Tata Teleservices).
- ✓ Highest numbers of complaints to the call centre, within last 12 months, were made by the subscribers of Idea Cellular (31%) whereas it was lowest in the case of Aircel (11.3%).
- ✓ Awareness about item wise usage charges in the case of pre paid services was found to be too low among the subscribers of all the operators and ranged from 3.3% (Bharti) to 6.2% (Aircel)



### 5.3 BROADBAND – UP (E) Service area

**5.3.1: Awareness about Call centre telephone number:** Altogether 1800 Broadband customers of 3 operators in UP (E) Service area including Uttarakhand were targeted. 89.4% were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers was found in the case of Bharti (93%) and lowest in Rel Comm (86.3%).

Awareness about the call centre/ customer care services				
		Yes	No	Total
Bharti	Count	558	42	600
	% age	93.0%	7.0%	100.0%
BSNL	Count	534	66	600
	% age	89.0%	11.0%	100.0%
Rel Comm	Count	518	82	600
	% age	86.3%	13.7%	100.0%
Total	Count	1610	190	1800
	% age	89.4%	10.6%	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 altogether 44.5% had used this facility. The high percentage was found was in the case of Rel Comm (46.2%) and lowest in the case of BSNL (41.8%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
		Yes	No	Total
Bharti	Count	273	327	600
	% age	45.5%	54.5%	100.0%
BSNL	Count	251	349	600
	% age	41.8%	58.2%	100.0%
Rel Comm	Count	277	323	600
	% age	46.2%	53.8%	100.0%
Total	Count	801	999	1800
	% age	44.5%	55.5%	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. Around 54% reported that they did not receive docket numbers for most of their complaints. Only one third (32.1%) confirmed that they did receive docket number for most of the complaints they made. The table also shows that 1 out of 10 had 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 4%. Operator wise results are shown in the table below:

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	53	28	64	128	273
	% age	19.4%	10.3%	23.4%	46.9%	100.0%
BSNL	Count	45	69	34	103	251
	% age	17.9%	27.5%	13.5%	41.0%	100.0%
Rel Comm	Count	33	71	63	110	277
	% age	11.9%	25.6%	22.7%	39.7%	100.0%
Total	Count	131	168	161	341	801
	% age	16.4%	21.0%	20.1%	42.6%	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. Only 60% confirmed that they were informed about the action taken on their complaints. The highest in the case of Bharti (76%) whereas it was lowest in the case of Rel Comm. (43.7%).

Information from call centre on the action taken on complaint				
		Yes	No	Total
Bharti	Count	207	66	273
	% age	75.8%	24.2%	100.0%
BSNL	Count	156	95	251
	% age	62.2%	37.8%	100.0%
Rel Comm	Count	121	156	277
	% age	43.7%	56.3%	100.0%
Total	Count	484	317	801
	% age	60.4%	39.6%	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. The highest percentage of complainants who were satisfied (satisfied + very satisfied) with the resolution of their problems were found in the case of BSNL (96%) followed by Bharti (95.2%) and Rel Comm (91%).

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	9	231	29	273
	% age	1.5%	3.3%	84.6%	10.6%	100.0%
BSNL	Count	5	5	223	18	251
	% age	2.0%	2.0%	88.8%	7.2%	100.0%
Rel Comm	Count	8	17	236	16	277
	% age	2.9%	6.1%	85.2%	5.8%	100.0%
Total	Count	17	31	690	63	801
	% age	2.1%	3.9%	86.1%	7.9%	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 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	6	3	2	4	2	13
	%age	46.2%	23.1%	15.4%	30.8%	15.4%	
BSNL	Count	5	4	2	5	3	10
	%age	50.0%	40.0%	20.0%	50.0%	30.0%	
Rel Comm	Count	10	3	1	9	7	25
	%age	40.0%	12.0%	4.0%	36.0%	28.0%	
Total	Count	21	10	5	18	12	48
	%age	43.8%	20.8%	10.4%	37.5%	25.0%	

Note: sum may not add because of multiple response

Over two out of five complainants (43.8%) cited the reasons **“Difficult to connect to the call centre executive”** This was cited maximum in the case of BSNL (50%). The other major reasons cited was **“Time taken by call centre for redressal of complaint is too long”** reported by over 47% of complainants – highest in the case of BSNL (50%).

**5.3.7 Resolution of billing complaints:** The following table shows that out of 739 respondents who had complained to call centre/ customer care about billing problem, about 85% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint.

Resolution of billing complaint				
		Yes	No	total
Bharti	Count	188	33	221
	% age	85.1%	14.9%	100.0%
BSNL	Count	197	40	237
	% age	83.1%	16.9%	100.0%
Rel Comm	Count	242	39	281
	% age	86.1%	13.9%	100.0%
Total	Count	627	112	739
	% age	84.8%	15.2%	100.0%

**5.3.8 Awareness about the contact details of nodal officers:** out of 2183 respondents, very few only 36 (2%) were aware about the contact details of nodal officer.

Awareness about the contact details of the nodal officer				
		Yes	No	Total
Bharti	Count	12	588	600
	% age	2.0%	98.0%	100.0%
BSNL	Count	10	590	600
	% age	1.7%	98.3%	100.0%
Rel Comm	Count	14	586	600
	% age	2.3%	97.7%	100.0%
Total	Count	36	1764	1800
	% age	2.0%	98.0%	100.0%

**5.3.9 Complaints to Nodal officer and resolution:** Out of the 36 respondents who were aware of the contact details of nodal officers, none 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 1800 total respondents contacted during the survey, only 21 (1.2%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer - highest in the case of Bharti at 1.8%.

Awareness about the contact details of the Appellate Authority				
		Yes	No	Total
Bharti	Count	11	589	600
	% age	1.8%	98.2%	100.0%
BSNL	Count	5	595	600
	% age	0.8%	99.2%	100.0%
Rel Comm	Count	5	595	600
	% age	0.8%	99.2%	100.0%
Total	Count	21	1779	1800
	% age	1.2%	98.8%	100.0%

**5.3.11 Redressal from Appellate authority and resolution of complaint:** None of these aware subscribers had ever appealed to the Appellate authority on the problem not resolved or unsatisfactorily resolved by the nodal officers.

**5.3.12 Awareness about item wise charges of prepaid services:** All prepaid customers were asked whether they were aware that consumers can get item wise usage charges details, on request. Only 12 (12.6%) were found to be aware. Maximum awareness was found in the case of BSNL in Bharti (31.6%).

Awareness about item wise charges of prepaid services				
		Yes	No	Total
Bharti	Count	6	13	19
	row%	31.6%	68.4%	100.0%
BSNL	Count	1	3	4
	row%	25.0%	75.0%	100.0%
Rel Comm	Count	5	67	72
	row%	6.9%	93.1%	100.0%
Total	Count	12	83	95
	row%	12.6%	87.4%	100.0%

**5.3.13 Denial of itemized usage charges detail:** None of the 6 paid customers reported that they were denied of itemizes usage charges detail as none of them had requested for the statement of charges.

**5.3.14 Provision of Manual of Practice by the Operators:** Out of 564 new subscribers, only 25.7% confirmed that they had received the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection

Receipt of Manual of Practice				
		Yes	No	Total
Bharti	Count	54	177	231
	row%	23.4%	76.6%	100.0%
BSNL	Count	56	144	200
	row%	28.0%	72.0%	100.0%
Rel Comm	Count	35	98	133
	row%	26.3%	73.7%	100.0%
Total	Count	145	419	564
	row%	25.7%	74.3%	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.
1	For pre-paid customers awareness about item-wise usage charge details on request	31.6%	25.0%	6.9%
2	If aware (for pre-paid customers )ever denied of item wise usage charge details for pre paid connection	NA	NA	NA
3	For new customers provisioning of "Manual of practice while taking the new connection	23.4%	28.0%	26.3%
4	Awareness of call center number for redressing grievances	93.0%	89.0%	86.3%
5	Penetration of customers made any complaint to the toll free number within last 12 months	45.5%	41.8%	46.2%
6	Call center informing about the action taken on complaint	75.8%	62.2%	43.7%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	100.0%	100.0%	58.3%
8	Percentage satisfied with complaint resolution by call center	95.2%	96.0%	91.0%
9	Awareness of contact detail of nodal officer for redressing grievances	2.0%	1.7%	2.3%
10	Awareness of appellate authority for redressing grievances	1.8%	0.8%	0.8%

- ✓ Awareness level of call centre/ customer care help line numbers was found in the range of 86.3% (Rel Comm) and 93% (Bharti).
- ✓ Awareness about the Nodal Officer was found to be low for four operators from 1.7% (BSNL) to 2.3% (Rel Comm).
- ✓ Similar trend was observed in the awareness about Appellate Authority, which was 0.8% (BSNL and Rel Comm) to 1.8% (Bharti).
- ✓ Complaints to the call centre, within last 12 months, were found to be in the range of 41.8% (BSNL) to 46.2% (Rel Comm).
- ✓ Awareness about item wise usage charges in the case of pre paid services was reported to be much lower in the case of Rel Comm (6.9%). It was highest in the case of Bharti at 31.6%, whereas, it was 25% in the case of BSNL.

## ***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 1<sup>st</sup> July 2005 and Broadband Service dated 6<sup>th</sup> October 2006*.

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in UP (E) 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 was 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) None of the operators were able to meet the benchmark on all the parameters.
- 2) The performance of Bharti, Rel Comm and Tata Teleservices on billing services – both post paid and pre paid – were below the benchmark standards as set up by the TRAI.
- 3) None of the operators were able to meet the benchmark on maintainability
- 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 of customers are left unsatisfied with the resolution provided to the complainants by the call center. However, these unsatisfied customers are hardly aware of the second tier of redressal grievances and suggested by the TRAI.

#### 6.1.2 Cellular Service

1. The performance of Bharti BSNL and Vodafone was found to be much better as they met the benchmarks on almost all the parameters set up by the TRAI.

2. The performance of all the other four operators were found to be below average as they could not met the benchmark on many parameters.
3. None of the operators could meet the benchmark on maintainability which is a cause of concern
4. The performances of most of the operators on post paid billing service, except Bharti, were below the prescribed benchmark.
5. The performances of Reliance on nearly all the parameters except supplementary service were below the benchmark.
6. With regard to the implementation and effectiveness of grievance redressal, most of the customers are aware of only call centre. However awareness about 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 and BSNL was reported better than Rel Comm providing broadband service in UP (E). They met the prescribed benchmark level on all except one parameter – Maintainability.
2. The Performance of Rel Comm was found to be low on provision of services and Network performances.
  - **With regard to the implementation and effectiveness of grievance redressal mechanism,** around 15% of the subscribers were even not aware about the call centre facility set up their operators. This was also reflected on the percentages of complaint made by the customers which was moderate at 45%. However, over half of the complainants did get any feed back fro the customer care executives on the action taken on their complaints. Awareness about the contact details of nodal officer (2%) and Appellate Authority (1.2%) was still low among the broadband customers surveyed in UP (E).

## **6.2 Recommendations**

### **6.2.1 Basic Service (Wireline):**

- 1) All operators should improve maintenance services in order to build trust with their customers.
- 2) All the private operators – Bharti, Rel Comm and Tata Teleservices require focusing more on billing. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 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) Rel Comm and Tata Teleservices should take drastic steps to improve their services on almost all the parameters..
- 2) All operators should introduce a transparent mechanism in the case of post paid billing services. Customers are still bothered on the charges they are paying especially for the Value Added Services.
- 3) Customer Care service is the major issues which have been indicated by most of the customers. All operators in UP (E) need improve their infrastructure so that consumer can easily access the help services.
- 4) Rel Comm. and Aircel should improve their network performance by improving their infrastructure facility as the number of subscribers of these operators are increasing every day.



Regulator should evolve a mechanism to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored.

- 5) All operators need to 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) All operators should focus more on maintainability of the services they are providing. Operators, invest in skilled manpower and evolve some mechanism of detecting fault properly rather than finding fault with the customers operating system. In fact the modem provided by the operators should have certain minimum standard and regulator should fix certain norms regarding labeling and brands.

## ANNEXURE A – All TABLES

### BASIC (WIRELINE) 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	28	15	542	585
	%age	4.8%	2.6%	92.6%	100.0%
BSNL	Count	22	32	546	600
	%age	3.7%	5.3%	91.0%	100.0%
Rel Comm	Count	31	26	533	590
	%age	5.3%	4.4%	90.3%	100.0%
Tata Teleservices	Count	25	26	499	550
	%age	4.5%	4.7%	90.7%	100.0%
Total	Count	106	99	2120	2325
	%age	4.6%	4.3%	91.2%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it?						
Service Provider		More than 15days	8-15 days	3-7 days	Less than 3 Days	Total
Bharti	Count	2	0	9	32	43
	%age	4.7%	0.0%	20.9%	74.4%	100.0%
BSNL	Count	1	1	35	17	54
	%age	1.9%	1.9%	64.8%	31.5%	100.0%
Rel Comm	Count	1	0	31	25	57
	%age	1.8%	0.0%	54.4%	43.9%	100.0%
Tata Teleservices	Count	0	0	23	28	51
	%age	0.0%	0.0%	45.1%	54.9%	100.0%
Total	Count	4	1	98	102	205
	%age	2.0%	0.5%	47.8%	49.8%	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	4	30	9	43
	%age	0.0%	9.3%	69.8%	20.9%	100.0%
BSNL	Count	0	10	42	2	54
	%age	0.0%	18.5%	77.8%	3.7%	100.0%
Rel Comm	Count	0	6	31	20	57
	%age	0.0%	10.5%	54.4%	35.1%	100.0%
Tata Teleservices	Count	0	1	44	6	51
	%age	0.0%	2.0%	86.3%	11.8%	100.0%
Total	Count	0	12	152	41	205
	%age	0.0%	5.9%	74.1%	20.0%	100.00%

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	45	4	6	13	68
	%age	66.2%	5.9%	8.8%	19.1%	100.0%
BSNL	Count	28	4	27	37	96
	%age	29.2%	4.2%	28.1%	38.5%	100.0%
Rel Comm	Count	39	2	5	11	57
	%age	68.4%	3.5%	8.8%	19.3%	100.0%
Tata Teleservices	Count	33	3	9	18	63
	%age	52.4%	4.8%	14.3%	28.6%	100.0%
Total	Count	145	13	47	79	284
	%age	51.1%	4.6%	16.5%	27.8%	100.00%

#### B. Billing Related – Post paid

5. How satisfied are you with the timely delivery if bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	8	15	180	210	413
	%age	1.9%	3.6%	43.6%	50.8%	100.0%
BSNL	Count	1	13	230	288	532
	%age	0.2%	2.4%	43.2%	54.1%	100.0%
Rel Comm	Count	14	10	217	155	396
	%age	3.5%	2.5%	54.8%	39.1%	100.0%
Tata Teleservices	Count	5	23	244	144	416
	%age	1.2%	5.5%	58.7%	34.6%	100.0%

Total	Count	28	61	871	797	1757
	%age	1.6%	3.5%	49.6%	45.4%	100.0%

6. How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	25	264	119	413
	%age	1.2%	6.1%	63.9%	28.8%	100.0%
BSNL	Count	5	8	364	155	532
	%age	0.9%	1.5%	68.4%	29.1%	100.0%
Rel Comm	Count	10	12	247	127	396
	%age	2.5%	3.0%	62.4%	32.1%	100.0%
Tata Teleservices	Count	0	16	248	152	416
	%age	0.0%	3.8%	59.6%	36.5%	100.0%
Total	Count	20	61	1123	553	1757
	%age	1.1%	3.5%	63.9%	31.5%	100.0%

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	15	14	14	30
	Row %	50.0%	46.7%	46.7%	100.0%
BSNL	Count	7	4	6	13
	Row %	53.8%	30.8%	46.2%	100.0%
Rel Comm	Count	4	4	13	22
	Row %	18.2%	30.8%	100.0%	100.0%
Tata Teleservices	Count	4	8	12	16
	Row %	13.3%	26.7%	40.0%	100.0%
Total	Count	17	17	35	81
	Row %	21.0%	21.0%	43.2%	100.0%

7. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	90	323	413
	%age	21.8%	78.2%	100.0%
BSNL	Count	72	460	532
	%age	13.5%	86.5%	100.0%
Rel Comm	Count	92	304	396
	%age	23.2%	76.8%	100.0%
Tata Teleservices	Count	62	354	416
	%age	14.9%	85.1%	100.0%
Total	Count	316	1441	1757
	%age	18.0%	82.0%	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	12	51	27	90
	%age	0.0%	13.3%	56.7%	30.0%	100.0%
BSNL	Count	1	13	36	22	72
	%age	1.4%	18.1%	50.0%	30.6%	100.0%
Rel Comm	Count	4	4	56	28	92
	%age	4.3%	4.3%	60.9%	30.4%	100.0%
Tata Teleservices	Count	0	7	30	25	62
	%age	0.0%	11.3%	48.4%	40.3%	100.0%
Total	Count	5	36	173	102	316
	%age	1.6%	11.4%	54.7%	32.3%	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	5	15	343	50	413
	%age	1.2%	3.6%	83.1%	12.1%	100.0%
BSNL	Count	3	14	421	94	532
	%age	0.6%	2.6%	79.1%	17.7%	100.0%
Rel Comm	Count	14	6	339	37	396
	%age	3.5%	1.5%	85.6%	9.3%	100.0%
Tata Teleservices	Count	0	47	338	31	416
	%age	0.0%	11.3%	81.3%	7.5%	100.0%
Total	Count	22	82	1441	212	1757
	%age	1.3%	4.7%	82.0%	12.1%	100.0%

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
Bharti	Count	11	12	11	14	20
	%age	55.0%	60.0%	55.0%	70.0%	
BSNL	Count	7	11	9	9	17
	%age	41.2%	64.7%	52.9%	52.9%	
Rel Comm	Count	8	4	9	3	20
	%age	40.0%	20.0%	45.0%	15.0%	
Tata Teleservices	Count	7	12	15	24	47
	%age	14.9%	25.5%	31.9%	51.1%	
Total	Count	33	39	44	50	104
	%age	31.7%	37.5%	42.3%	48.1%	

For Prepaid customers

10. 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	6	89	78	172
	%age	0.6%	3.5%	51.7%	45.3%	100.0%
BSNL	Count	0	3	61	4	68
	%age	0.0%	4.4%	89.7%	5.9%	100.0%
Rel Comm	Count	0	13	124	57	194
	%age	0.0%	6.7%	63.9%	29.4%	100.0%
Tata Teleservices	Count	1	12	84	37	134
	%age	0.7%	9.0%	62.7%	27.6%	100.0%
Total	Count	2	34	358	176	568
	%age	0.4%	6.0%	63.0%	31.0%	100.0%

Section-C-Help Service/Customer Care

11. Did you make a complaint or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?				
Service Provider		Yes	No	Total
Bharti	Count	123	462	585
	%age	21.0%	79.0%	100.0%
BSNL	Count	170	430	600
	%age	28.3%	71.7%	100.0%
Rel Comm	Count	198	392	590
	%age	33.6%	66.4%	100.0%
Tata Teleservices	Count	123	427	550
	%age	22.4%	77.6%	100.0%
Total	Count	614	1711	2325
	%age	26.4%	73.6%	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	0	1	46	76	123
	%age	0.0%	0.8%	37.4%	61.8%	100.0%
BSNL	Count	2	16	87	65	170
	%age	1.2%	9.4%	51.2%	38.2%	100.0%
Rel Comm	Count	2	7	125	64	198
	%age	1.0%	3.5%	63.1%	32.3%	100.0%
Tata Teleservices	Count	0	5	66	52	123
	%age	0.0%	4.1%	53.7%	42.3%	100.0%
Total	Count	4	29	324	257	614
	%age	0.7%	4.7%	52.8%	41.9%	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	0	4	68	51	123
	%age	0.0%	3.3%	55.3%	41.5%	100.0%
BSNL	Count	2	18	94	56	170
	%age	1.2%	10.6%	55.3%	32.9%	100.0%
Rel Comm	Count	1	12	135	50	198
	%age	0.5%	6.1%	68.2%	25.3%	100.0%
Tata Teleservices	Count	0	10	58	55	123
	%age	0.0%	8.1%	47.2%	44.7%	100.0%

Total	Count	3	44	355	212	614
	%age	0.5%	7.2%	57.8%	34.5%	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	1	5	73	44	123
	%age	0.8%	4.1%	59.3%	35.8%	100.0%
BSNL	Count	4	20	99	47	170
	%age	2.4%	11.8%	58.2%	27.6%	100.0%
Rel Comm	Count	5	10	154	29	198
	%age	2.5%	5.1%	77.8%	14.6%	100.0%
Tata Teleservices	Count	1	8	64	50	123
	%age	0.8%	6.5%	52.0%	40.7%	100.0%
Total	Count	11	43	390	170	614
	%age	1.8%	7.0%	63.5%	27.7%	100.00%

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	2	7	81	33	123
	%age	1.6%	5.7%	65.9%	26.8%	100.0%
BSNL	Count	8	20	110	32	170
	%age	4.7%	11.8%	64.7%	18.8%	100.0%
Rel Comm	Count	7	10	164	17	198
	%age	3.5%	5.1%	82.8%	8.6%	100.0%
Tata Teleservices	Count	5	9	72	37	123
	%age	4.1%	7.3%	58.5%	30.1%	100.0%
Total	Count	22	46	427	119	614
	%age	3.6%	7.5%	69.5%	19.4%	100.00%

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	1	11	283	290	585
	%age	0.2%	1.9%	48.4%	49.6%	100.0%
BSNL	Count	1	22	307	270	600
	%age	0.2%	3.7%	51.2%	45.0%	100.0%
Rel Comm	Count	3	12	378	197	590
	%age	0.5%	2.0%	64.1%	33.4%	100.0%
Tata Teleservices	Count	2	17	325	206	550
	%age	0.4%	3.1%	59.1%	37.5%	100.0%
Total	Count	7	62	1293	963	2325
	%age	0.3%	2.7%	55.6%	41.4%	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	9	287	289	585
	%age	0.0%	1.5%	49.1%	49.4%	100.0%
BSNL	Count	2	19	388	191	600
	%age	0.3%	3.2%	64.7%	31.8%	100.0%
Rel Comm	Count	0	11	382	197	590
	%age	0.0%	1.9%	64.7%	33.4%	100.0%
Tata Teleservices	Count	0	11	353	186	550
	%age	0.0%	2.0%	64.2%	33.8%	100.0%
Total	Count	2	50	1410	863	2325
	%age	0.1%	2.2%	60.6%	37.1%	100.0%

18. How satisfied are you with the voice quality?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	5	344	231	585
	%age	0.9%	0.9%	58.8%	39.5%	100.0%
BSNL	Count	3	28	430	139	600
	%age	0.5%	4.7%	71.7%	23.2%	100.0%
Rel Comm	Count	0	12	440	138	590
	%age	0.0%	2.0%	74.6%	23.4%	100.0%
Tata Teleservices	Count	1	13	378	158	550
	%age	0.2%	2.4%	68.7%	28.7%	100.0%
Total	Count	9	58	1592	666	2325
	%age	0.4%	2.5%	68.5%	28.6%	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	114	471	585
	%age	19.5%	80.5%	100.0%
BSNL	Count	172	428	600
	%age	28.7%	71.3%	100.0%
Rel Comm	Count	146	444	590
	%age	24.7%	75.3%	100.0%
Tata Teleservices	Count	96	454	550
	%age	17.5%	82.5%	100.0%
Total	Count	528	1797	2325
	%age	22.7%	77.3%	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	2	70	24	18	114
	%age	1.8%	61.4%	21.1%	15.8%	100.0%
BSNL	Count	18	71	53	30	172
	%age	10.5%	41.3%	30.8%	17.4%	100.0%
Rel Comm	Count	11	94	24	17	146
	%age	7.5%	64.4%	16.4%	11.6%	100.0%
Tata Teleservices	Count	2	56	28	10	96
	%age	2.1%	58.3%	29.2%	10.4%	100.0%
Total	Count	33	291	129	75	528
	%age	6.3%	55.1%	24.4%	14.2%	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	3	1	85	25	114
	%age	2.6%	0.9%	74.6%	21.9%	100.0%
BSNL	Count	13	14	106	39	172
	%age	7.6%	8.1%	61.6%	22.7%	100.0%
Rel Comm	Count	8	9	73	56	146
	%age	5.5%	6.2%	50.0%	38.4%	100.0%
Tata Teleservices	Count	3	2	70	21	96
	%age	3.1%	2.1%	72.9%	21.9%	100.0%
Total	Count	27	26	334	141	528
	%age	5.1%	4.9%	63.3%	26.7%	100.0%

22. How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	4	99	9	114
	%age	1.8%	3.5%	86.8%	7.9%	100.0%
BSNL	Count	7	11	119	35	172
	%age	4.1%	6.4%	69.2%	20.3%	100.0%
Rel Comm	Count	7	12	119	8	146
	%age	4.8%	8.2%	81.5%	5.5%	100.0%
Tata Teleservices	Count	2	3	84	7	96
	%age	2.1%	3.1%	87.5%	7.3%	100.0%
Total	Count	18	30	421	59	528
	%age	3.4%	5.7%	79.7%	11.2%	100.0%

## Section F-Supplementary Services

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	98	487	585
	%age	16.8%	83.2%	100.0%
BSNL	Count	84	516	600
	%age	14.0%	86.0%	100.0%
Rel Comm	Count	99	491	590
	%age	16.8%	83.2%	100.0%
Tata Teleservices	Count	62	488	550
	%age	11.3%	88.7%	100.0%
Total	Count	343	1982	2325
	%age	14.8%	85.2%	100.0%

23. How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	46	50	98
	%age	0.0%	2.0%	46.9%	51.0%	100.0%
BSNL	Count	0	1	38	45	84
	%age	0.0%	1.2%	45.2%	53.6%	100.0%
Rel Comm	Count	0	2	67	30	99
	%age	0.0%	2.0%	67.7%	30.3%	100.0%
Tata Teleservices	Count	0	1	41	20	62
	%age	0.0%	1.6%	66.1%	32.3%	100.0%
Total	Count	0	6	192	145	343
	%age	0.0%	1.5%	56.0%	42.6%	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	0	15	372	198	585
	%age	0.0%	0.2%	63.6%	36.2%	100.0%
BSNL (W)	Count	7	31	449	113	600
	%age	1.2%	1.8%	74.8%	22.2%	100.0%
Rel Comm	Count	0	22	453	115	590
	%age	0.0%	2.0%	76.8%	21.2%	100.0%
Tata Teleservices	Count	0	19	422	109	550
	%age	0.0%	0.7%	76.7%	22.5%	100.0%
Total	Count	7	87	1696	535	2325
	%age	0.3%	1.2%	72.9%	25.5%	100.0%

25b, Please specify the reason for dissatisfaction							
Service Provider		Billing problem	Maintain ability	Helpline service/custo mer care	Network performance, reliability	Supplem-entary services	TOTAL
Bharti	Count	6	2	7	6	3	15
	%age	40.0%	13.3%	46.7%	40.0%	20.0%	
BSNL (W)	Count	12	7	17	19	6	38
	%age	31.6%	18.4%	44.7%	50.0%	15.8%	
Rel Comm	Count	9	4	8	15	8	22
	%age	40.9%	18.2%	36.4%	68.2%	36.4%	
Tata Teleservices	Count	2	3	12	16	3	19
	%age	10.5%	15.8%	63.2%	84.2%	15.8%	
Total	Count	29	16	44	56	20	94
	%age	30.9%	17.0%	46.8%	59.6%	21.3%	

## H. General Information

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	18	25	43
	%age	41.9%	58.1%	100.0%
BSNL	Count	34	20	54
	%age	63.0%	37.0%	100.0%
Rel Comm	Count	22	35	57
	%age	38.6%	61.4%	100.0%
Tata Teleservices	Count	19	32	51
	%age	37.3%	62.7%	100.0%
Total	Count	93	112	205
	%age	45.4%	54.6%	100.0%

27. Have you terminated a phone connection that you had in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	7	578	585
	%age	1.2%	98.8%	100.0%
BSNL	Count	10	590	600
	%age	1.7%	98.3%	100.0%
Rel Comm	Count	2	588	590
	%age	0.3%	99.7%	100.0%
Tata Teleservices	Count	7	543	550
	%age	1.3%	98.7%	100.0%
Total	Count	26	2299	2325
	%age	1.1%	98.9%	100.0%

28. If yes, Please name your previous service provider?						
Service Provider		BHARTI	BSNL	Rel Comm	Tata Teleservices	Total
Bharti	Count	0	2	0	5	7
	%age	0.0%	28.6%	0.0%	71.4%	100.0%
BSNL	Count	6	0	1	2	9
	%age	66.7%	0.0%	11.1%	22.2%	100.0%
Rel Comm	Count	2	0	0	0	2
	%age	100.0%	0.0%	0.0%	0.0%	100.0%
Tata Teleservices	Count	4	2	1	0	7
	%age	57.1%	28.6%	14.3%	0.0%	100.0%
Total	Count	12	4	2	7	25
	%age	48.0%	16.0%	8.0%	28.0%	100.0%

29. How many days were taken by previous service provider for termination of your phone connection?						
Service Provider		More than 7 days	4-7days	2-3 days	I day	Total
Bharti	Count	2	2	4	4	12
	%age	16.7%	16.7%	33.3%	33.3%	100.0%
BSNL	Count	1	1	1	1	4
	%age	25.0%	25.0%	25.0%	25.0%	100.0%
Rel Comm	Count	0	0	1	1	2
	%age	0.0%	0.0%	50.0%	50.0%	100.0%
Tata Teleservices	Count	0	1	2	4	7
	%age	0.0%	14.3%	28.6%	57.1%	100.0%
Total	Count	3	4	8	10	25
	%age	12.0%	16.0%	32.0%	40.0%	100.0%

Did your service provider adjust your security deposit in the bill raised after you requested for termination?				
Service Provider		Yes	No	Total
Bharti	Count	9	3	12
	%age	75.0%	25.0%	100.0%
BSNL	Count	3	1	4
	%age	75.0%	25.0%	100.0%
Rel Comm	Count	2	0	2
	%age	100.0%	0.0%	100.0%
Tata Teleservices	Count	7	0	7
	%age	100.0%	0.0%	100.0%
Total	Count	21	4	25
	%age	84.0%	16.0%	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.					
Service providers		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	13	52	520	585
	%age	2.2%	8.9%	88.9%	100.0%
BSNL	Count	22	19	559	600
	%age	3.7%	3.2%	93.2%	100.0%
Rel Comm	Count	51	16	523	590
	%age	8.6%	2.7%	88.6%	100.0%
Tata Teleservices	Count	33	35	482	550
	%age	6.0%	6.4%	87.6%	100.0%
Total	Count	119	122	2084	2325



	%age	5.1%	5.2%	89.6%	100.0%
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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	Stop receiving	Total
Bharti	Count	0	7	0	45	52
	%age	0.0%	13.5%	0.0%	86.5%	100.0%
BSNL	Count	2	1	0	16	19
	%age	10.5%	5.3%	0.0%	84.2%	100.0%
Rel Comm	Count	1	0	0	15	16
	%age	6.3%	0.0%	0.0%	93.8%	100.0%
Tata Teleservices	Count	0	3	0	32	35
	%age	0.0%	8.6%	0.0%	91.4%	100.0%
Total	Count	3	11	0	108	122
	%age	2.5%	9.0%	0.0%	88.5%	100.0%

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?				
Service Provider		Yes	No	Total
Bharti	Count	0	7	7
	%age	0.0%	100.0%	100.0%
BSNL	Count	0	3	3
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	0	3	3
	%age	0.0%	100.0%	100.0%
Total	Count	0	14	14
	%age	0.0%	100.0%	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	25	58	517	600
	%age	4.2%	9.7%	86.2%	100.0%
Vodafone	Count	36	62	502	600
	%age	6.0%	10.3%	83.7%	100.0%
Idea Cellular	Count	46	77	477	600
	%age	7.7%	12.8%	79.5%	100.0%
BSNL	Count	41	61	498	600
	%age	6.8%	10.2%	83.0%	100.0%
Rel Comm	Count	55	83	462	600
	%age	9.2%	13.8%	77.0%	100.0%
Aircel	Count	203	170	227	600
	%age	33.8%	28.3%	37.8%	100.0%
Tata Teleservices	Count	74	62	464	600
	%age	12.3%	10.3%	77.3%	100.0%
Total	Count	480	573	3147	4200
	%age	11.4%	13.6%	74.9%	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	1	3	17	62	83
	%age	1.2%	3.6%	20.5%	74.7%	100.0%
Vodafone	Count	0	2	17	79	98
	%age	0.0%	2.0%	17.3%	80.6%	100.0%
Idea Cellular	Count	0	2	22	99	123
	%age	0.0%	1.6%	17.9%	80.5%	100.0%
BSNL	Count	1	10	9	82	102
	%age	1.0%	9.8%	8.8%	80.4%	100.0%
Rel Comm	Count	0	9	25	104	138
	%age	0.0%	6.5%	18.1%	75.4%	100.0%
Aircel	Count	3	7	61	302	373
	%age	0.8%	1.9%	16.4%	81.0%	100.0%
Tata Teleservices	Count	1	10	25	100	136
	%age	0.7%	7.4%	18.4%	73.5%	100.0%
Total	Count	6	43	176	828	1053
	%age	0.6%	4.1%	16.7%	78.6%	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	56	23	83
	%age	0.0%	4.8%	67.5%	27.7%	100.0%
Vodafone	Count	0	3	60	35	98
	%age	0.0%	3.1%	61.2%	35.7%	100.0%
Idea Cellular	Count	0	7	85	31	123
	%age	0.0%	5.7%	69.1%	25.2%	100.0%
BSNL	Count	0	12	76	14	102
	%age	0.0%	11.8%	74.5%	13.7%	100.0%
Rel Comm	Count	0	12	85	41	138
	%age	0.0%	8.7%	61.6%	29.7%	100.0%
Aircel	Count	2	11	215	145	373
	%age	0.5%	2.9%	57.6%	38.9%	100.0%
Tata Teleservices	Count	0	15	61	60	136
	%age	0.0%	11.0%	44.9%	44.1%	100.0%
Total	Count	2	64	638	349	1053
	%age	0.2%	6.1%	60.6%	33.1%	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		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	19	10	35
	%age	0.0%	17.1%	54.3%	28.6%	100.0%
Vodafone	Count	0	8	20	36	64
	%age	0.0%	12.5%	31.3%	56.3%	100.0%
Idea Cellular	Count	2	11	48	11	72
	%age	2.8%	15.3%	66.7%	15.3%	100.0%
BSNL	Count	2	6	32	69	109
	%age	1.8%	5.5%	29.4%	63.3%	100.0%
Rel Comm	Count	6	26	33	8	73
	%age	8.2%	35.6%	45.2%	11.0%	100.0%
Aircel	Count	8	9	14	23	54
	%age	14.8%	16.7%	25.9%	42.6%	100.0%
Tata Teleservices	Count	2	9	21	24	56
	%age	3.6%	16.1%	37.5%	42.9%	100.0%
Total	Count	20	75	187	181	463
	%age	4.3%	16.2%	40.4%	39.1%	100.0%

**B. Billing related - Prepaid Customers**

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	4	15	367	202	588
	%age	0.7%	2.6%	62.4%	34.4%	100.00%
Vodafone	Count	2	8	318	254	582
	%age	0.3%	1.4%	54.6%	43.6%	100.00%
Idea Cellular	Count	1	16	366	205	588
	%age	0.2%	2.7%	62.2%	34.9%	100.00%
BSNL	Count	2	6	398	170	576
	%age	0.3%	1.0%	69.1%	29.5%	100.00%
Rel Comm	Count	5	33	323	179	540
	%age	0.9%	6.1%	59.8%	33.1%	100.00%
Aircel	Count	0	5	263	320	588
	%age	0.0%	0.9%	44.7%	54.4%	100.00%
Tata Teleservices	Count	1	11	351	201	564
	%age	0.2%	2.0%	62.2%	35.6%	100.00%
Total	Count	15	94	2386	1531	4026
	%age	0.4%	2.3%	59.3%	38.0%	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	8	11	7	9	19
	%age	42.1%	57.9%	36.8%	47.4%	100.0%
Vodafone	Count	8	6	15	13	10
	%age	80.0%	60.0%	150.0%	130.0%	100.0%
Idea Cellular	Count	15	19	51	33	17
	%age	88.2%	111.8%	300.0%	194.1%	100.0%
Rel Comm	Count	5	12	49	9	8
	%age	62.5%	150.0%	612.5%	112.5%	100.0%
Aircel	Count	9	10	33	11	38
	%age	23.7%	26.3%	86.8%	28.9%	100.0%
Tata Teleservices	Count	19	21	57	14	5
	%age	380.0%	420.0%	1140.0%	280.0%	100.0%
MTNL	Count	2	4	12	7	12
	%age	16.7%	33.3%	100.0%	58.3%	100.0%
Total	Count	66	83	224	96	109
	%age	60.6%	76.1%	205.5%	88.1%	100.0%

Q.5(c) Have you made any complaint related to charging / credit/waiver/validity/adjustment in last 12 months.				
Service provider		Yes	No	Total
Bharti	Count	123	465	588
	%age	20.9%	79.1%	100.00%
Vodafone	Count	125	457	582
	%age	21.5%	78.5%	100.00%
Idea Cellular	Count	143	445	588
	%age	24.3%	75.7%	100.00%
BSNL	Count	150	426	576
	%age	26.0%	74.0%	100.00%
Rel Comm	Count	122	418	540
	%age	22.6%	77.4%	100.00%
Aircel	Count	70	518	588
	%age	11.9%	88.1%	100.00%
Tata Teleservices	Count	134	430	564
	%age	23.8%	76.2%	100.00%
Total	Count	867	3159	4026
	%age	21.5%	78.5%	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	3	13	91	16	123
	%age	2.4%	10.6%	74.0%	13.0%	100.00%
Vodafone	Count	0	7	86	32	125
	%age	0.0%	5.6%	68.8%	25.6%	100.00%
Idea Cellular	Count	0	15	111	17	143
	%age	0.0%	10.5%	77.6%	11.9%	100.00%
BSNL	Count	2	6	124	18	150
	%age	1.3%	4.0%	82.7%	12.0%	100.00%
Rel Comm	Count	0	11	90	21	122
	%age	0.0%	9.0%	73.8%	17.2%	100.00%
Aircel	Count	0	11	48	11	70
	%age	0.0%	15.7%	68.6%	15.7%	100.00%
Tata Teleservices	Count	0	7	103	24	134
	%age	0.0%	5.2%	76.9%	17.9%	100.00%
Total	Count	5	70	653	139	867
	%age	0.6%	8.1%	75.3%	16.0%	100.00%

**B. 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	1	8	3	12
	%age	0.0%	8.3%	66.7%	25.0%	100.0%
Vodafone	Count	0	1	10	7	18
	%age	0.0%	5.6%	55.6%	38.9%	100.0%
Idea Cellular	Count	0	1	5	6	12
	%age	0.0%	8.3%	41.7%	50.0%	100.0%
BSNL	Count	0	1	12	11	24
	%age	0.0%	4.2%	50.0%	45.8%	100.0%
Rel Comm	Count	1	8	21	30	60
	%age	1.7%	13.3%	35.0%	50.0%	100.0%
Aircel	Count	0	1	4	7	12
	%age	0.0%	8.3%	33.3%	58.3%	100.0%
Tata Teleservices	Count	0	2	19	15	36
	%age	0.0%	5.6%	52.8%	41.7%	100.0%
Total	Count	1	7	83	83	174
	%age	0.6%	4.0%	47.7%	47.7%	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
Bharti	Count	0	0	12	0	12
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	1	13	4	18
	%age	0.0%	5.6%	72.2%	22.2%	100.0%
Idea Cellular	Count	0	1	10	1	12
	%age	0.0%	8.3%	83.3%	8.3%	100.0%
BSNL	Count	0	1	16	7	24
	%age	0.0%	4.2%	66.7%	29.2%	100.0%
Rel Comm	Count	0	10	31	19	60
	%age	0.0%	16.7%	51.7%	31.7%	100.0%
Aircel	Count	0	1	10	1	12
	%age	0.0%	8.3%	83.3%	8.3%	100.0%
Tata Teleservices	Count	0	2	30	4	36
	%age	0.0%	5.6%	83.3%	11.1%	100.0%
Total	Count	0	8	123	43	174
	%age	0.0%	4.6%	70.7%	24.7%	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	0	0	0	0	0
	%age	0%	0%	0%	0%	100.0%
Vodafone	Count	0	1	1	1	1
	%age	0.0%	100.0%	100.0%	100.0%	100.0%
Idea Cellular	Count	1	1	1	0	1
	%age	100.0%	100.0%	100.0%	0.0%	100.0%
BSNL	Count	1	0	0	0	1
	%age	100.0%	0.0%	0.0%	0.0%	100.0%
Rel Comm	Count	2	3	6	3	10
	%age	20.0%	30.0%	60.0%	30.0%	100.0%
Aircel	Count	1	1	0	1	1
	%age	100.0%	100.0%	0.0%	100.0%	100.0%
Tata Teleservices	Count	1	2	2	1	2
	%age	50.0%	100.0%	100.0%	50.0%	100.0%
Total	Count	6	8	10	6	8
	%age	75.0%	100.0%	125.0%	75.0%	100.0%

8. Have you made any billing related complaints in last 12 months; Service Provider Wise				
Service provider		Yes	No	Total
Bharti	Count	0	12	12
	%age	0.0%	100.0%	100.0%
Vodafone	Count	1	17	18
	%age	5.6%	94.4%	100.0%
Idea Cellular	Count	2	10	12
	%age	16.7%	83.3%	100.0%
BSNL	Count	2	22	24
	%age	8.3%	91.7%	100.0%
Rel Comm	Count	3	57	60
	%age	5.0%	95.0%	100.0%
Aircel	Count	1	11	12
	%age	8.3%	91.7%	100.0%
Tata Teleservices	Count	3	33	36
	%age	8.3%	91.7%	100.0%
Total	Count	12	162	174
	%age	6.9%	93.1%	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	0	0	0
	%age	0.0%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	1	0	0	1
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Idea Cellular	Count	0	1	1	0	2
	%age	0.0%	50.0%	50.0%	0.0%	100.0%
BSNL	Count	0	1	0	1	2
	%age	0.0%	50.0%	0.0%	50.0%	100.0%
Rel Comm	Count	1	0	2	0	3
	%age	33.3%	0.0%	66.7%	0.0%	100.0%
Aircel	Count	0	1	0	0	1
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
Tata Teleservices	Count	0	2	1	0	3
	%age	0.0%	66.7%	33.3%	0.0%	100.0%
Total	Count	1	6	4	1	12
	%age	8.3%	50.0%	33.3%	8.3%	100.0%

10 (a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understand ability; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	12	0	12
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	1	14	3	18
	%age	0.0%	5.6%	77.8%	16.7%	100.0%
Idea Cellular	Count	0	0	10	2	12
	%age	0.0%	0.0%	83.3%	16.7%	100.0%
BSNL	Count	0	2	13	9	24
	%age	0.0%	8.3%	54.2%	37.5%	100.0%
Rel Comm	Count	1	10	40	9	60
	%age	1.7%	16.7%	66.7%	15.0%	100.0%
Aircel	Count	0	2	9	1	12
	%age	0.0%	16.7%	75.0%	8.3%	100.0%
Tata Teleservices	Count	0	3	29	4	36
	%age	0.0%	8.3%	80.6%	11.1%	100.0%
Total	Count	1	18	127	28	174
	%age	0.6%	4.6%	74.7%	20.1%	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 and charges thereon not given	Total
Vodafone	Count	0	1	0	1	1
	%age	0.0%	100.0%	0.0%	100.0%	
BSNL	Count	0	0	1	2	2
	%age	0.0%	0.0%	50.0%	100.0%	
Rel Comm	Count	1	2	2	7	11
	%age	9.1%	18.2%	18.2%	63.6%	
Aircel	Count	0	1	2	1	2
	%age	0.0%	50.0%	100.0%	50.0%	
Tata Teleservices	Count	0	1	1	1	3
	%age	0.0%	33.3%	33.3%	33.3%	
Total	Count	1	5	6	12	19
	%age	5.3%	26.3%	31.6%	63.2%	

Section D

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	232	368	600
	%age	38.7%	61.3%	100.0%
Vodafone	Count	229	371	600
	%age	38.2%	61.8%	100.0%
Idea Cellular	Count	249	351	600
	%age	41.5%	58.5%	100.0%
BSNL	Count	249	351	600
	%age	41.5%	58.5%	100.0%
Rel Comm	Count	244	356	600
	%age	40.7%	59.3%	100.0%
Aircel	Count	183	417	600
	%age	30.5%	69.5%	100.0%
Tata Teleservices	Count	230	370	600
	%age	38.3%	61.7%	100.0%
Total	Count	1616	2584	4200
	%age	38.5%	61.5%	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	18	128	81	232
	%age	2.2%	7.8%	55.2%	34.9%	100.0%
Vodafone	Count	1	7	97	124	229
	%age	0.4%	3.1%	42.4%	54.1%	100.0%
Idea Cellular	Count	3	14	113	119	249
	%age	1.2%	5.6%	45.4%	47.8%	100.0%
BSNL	Count	2	21	143	83	249
	%age	0.8%	8.4%	57.4%	33.3%	100.0%
Rel Comm	Count	5	38	125	76	244
	%age	2.0%	15.6%	51.2%	31.1%	100.0%
Aircel	Count	2	11	71	99	183
	%age	1.1%	6.0%	38.8%	54.1%	100.0%
Tata Teleservices	Count	2	16	92	120	230
	%age	0.9%	7.0%	40.0%	52.2%	100.0%
Total	Count	20	125	769	702	1616
	%age	1.2%	7.7%	47.6%	43.4%	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	8	13	131	80	232
	%age	3.4%	5.6%	56.5%	34.5%	100.0%
Vodafone	Count	10	25	85	109	229
	%age	4.4%	10.9%	37.1%	47.6%	100.0%
Idea Cellular	Count	11	31	121	86	249
	%age	4.4%	12.4%	48.6%	34.5%	100.0%
BSNL	Count	7	13	150	79	249
	%age	2.8%	5.2%	60.2%	31.7%	100.0%
Rel Comm	Count	7	21	136	80	244
	%age	2.9%	8.6%	55.7%	32.8%	100.0%
Aircel	Count	8	18	62	95	183
	%age	4.4%	9.8%	33.9%	51.9%	100.0%
Tata Teleservices	Count	14	27	117	72	230
	%age	6.1%	11.7%	50.9%	31.3%	100.0%
Total	Count	65	148	802	601	1616
	%age	4.0%	9.2%	49.6%	37.2%	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	14	25	119	74	232
	%age	6.0%	10.8%	51.3%	31.9%	100.0%
Vodafone	Count	13	17	115	84	229
	%age	5.7%	7.4%	50.2%	36.7%	100.0%
Idea Cellular	Count	13	32	110	94	249
	%age	5.2%	12.9%	44.2%	37.8%	100.0%
BSNL	Count	16	24	145	64	249
	%age	6.4%	9.6%	58.2%	25.7%	100.0%
Rel Comm	Count	7	30	136	71	244
	%age	2.9%	12.3%	55.7%	29.1%	100.0%
Aircel	Count	8	18	58	99	183
	%age	4.4%	9.8%	31.7%	54.1%	100.0%
Tata Teleservices	Count	13	24	110	83	230
	%age	5.7%	10.4%	47.8%	36.1%	100.0%
Total	Count	84	170	793	569	1616
	%age	5.2%	10.5%	49.1%	35.2%	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	4	13	143	72	232
	%age	1.7%	5.6%	61.6%	31.0%	100.0%
Vodafone	Count	1	5	128	95	229
	%age	0.4%	2.2%	55.9%	41.5%	100.0%
Idea Cellular	Count	2	9	135	103	249
	%age	0.8%	3.6%	54.2%	41.4%	100.0%
BSNL	Count	3	12	169	65	249
	%age	1.2%	4.8%	67.9%	26.1%	100.0%
Rel Comm	Count	7	19	152	66	244
	%age	2.9%	7.8%	62.3%	27.0%	100.0%
Aircel	Count	0	8	76	99	183
	%age	0.0%	4.4%	41.5%	54.1%	100.0%
Tata Teleservices	Count	3	10	118	99	230
	%age	1.3%	4.3%	51.3%	43.0%	100.0%
Total	Count	20	76	921	599	1616
	%age	1.2%	4.7%	57.0%	37.1%	100.0%

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

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	9	18	343	230	600
	%age	1.5%	3.0%	57.2%	38.3%	100.0%
Vodafone	Count	2	13	338	247	600
	%age	0.3%	2.2%	56.3%	41.2%	100.0%
Idea Cellular	Count	13	21	378	188	600
	%age	2.2%	3.5%	63.0%	31.3%	100.0%
BSNL	Count	7	45	361	187	600
	%age	1.2%	7.5%	60.2%	31.2%	100.0%
Rel Comm	Count	13	45	321	221	600
	%age	2.2%	7.5%	53.5%	36.8%	100.0%
Aircel	Count	11	33	311	245	600
	%age	1.8%	5.5%	51.8%	40.8%	100.0%
Tata Teleservices	Count	4	27	348	221	600
	%age	0.7%	4.5%	58.0%	36.8%	100.0%
Total	Count	59	202	2400	1539	4200
	%age	1.4%	4.8%	57.1%	36.6%	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	5	4	337	254	600
	%age	0.8%	0.7%	56.2%	42.3%	100.0%
Vodafone	Count	1	3	366	230	600
	%age	0.2%	0.5%	61.0%	38.3%	100.0%
Idea Cellular	Count	12	16	329	243	600
	%age	2.0%	2.7%	54.8%	40.5%	100.0%
BSNL	Count	4	14	310	272	600
	%age	0.7%	2.3%	51.7%	45.3%	100.0%
Rel Comm	Count	8	16	373	203	600
	%age	1.3%	2.7%	62.2%	33.8%	100.0%
Aircel	Count	16	26	364	194	600
	%age	2.7%	4.3%	60.7%	32.3%	100.0%
Tata Teleservices	Count	1	14	372	213	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Total	Count	47	93	2451	1609	4200
	%age	1.1%	2.2%	58.4%	38.3%	100.0%

Q.18 How often does your call drops during conversation?						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	6	20	325	249	600
	%age	1.0%	3.3%	54.2%	41.5%	100.0%
Vodafone	Count	1	16	374	209	600
	%age	0.2%	2.7%	62.3%	34.8%	100.0%
Idea Cellular	Count	1	13	415	171	600
	%age	0.2%	2.2%	69.2%	28.5%	100.0%
BSNL	Count	3	21	450	126	600
	%age	0.5%	3.5%	75.0%	21.0%	100.0%
Rel Comm	Count	8	23	358	211	600
	%age	1.3%	3.8%	59.7%	35.2%	100.0%
Aircel	Count	0	11	358	231	600
	%age	0.0%	1.8%	59.7%	38.5%	100.0%
Tata Teleservices	Count	1	15	412	172	600
	%age	0.2%	2.5%	68.7%	28.7%	100.0%
Total	Count	20	119	2692	1369	4200
	%age	0.5%	2.8%	64.1%	32.6%	100.0%

Q.19 How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	12	400	184	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Vodafone	Count	1	9	428	162	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Idea Cellular	Count	1	13	438	148	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
BSNL	Count	4	15	430	151	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Rel Comm	Count	8	34	441	117	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Aircel	Count	1	15	424	160	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Tata Teleservices	Count	1	15	421	163	600
	%age	0.2%	2.3%	62.0%	35.5%	100.0%
Total	Count	20	113	2982	1085	4200
	%age	0.5%	2.7%	71.0%	25.8%	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	5	7	340	248	600
	%age	0.8%	1.2%	56.7%	41.3%	100.0%
Vodafone	Count	2	15	336	247	600
	%age	0.3%	2.5%	56.0%	41.2%	100.0%
Idea Cellular	Count	1	16	346	237	600
	%age	0.2%	2.7%	57.7%	39.5%	100.0%
BSNL	Count	2	28	344	226	600
	%age	0.3%	4.7%	57.3%	37.7%	100.0%
Rel Comm	Count	8	20	358	214	600
	%age	1.3%	3.3%	59.7%	35.7%	100.0%
Aircel	Count	1	15	344	240	600
	%age	0.2%	2.5%	57.3%	40.0%	100.0%
Tata Teleservices	Count	2	11	390	197	600
	%age	0.3%	1.8%	65.0%	32.8%	100.0%
Total	Count	21	112	2458	1609	4200
	%age	0.5%	2.7%	58.5%	38.3%	100.0%

Q.21 How satisfied are you with the availability of network signal?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	4	34	330	232	600
	%age	0.7%	5.7%	55.0%	38.7%	100.0%
Vodafone	Count	4	41	356	199	600
	%age	0.7%	6.8%	59.3%	33.2%	100.0%
Idea Cellular	Count	3	43	334	220	600
	%age	0.5%	7.2%	55.7%	36.7%	100.0%
BSNL	Count	4	59	389	148	600
	%age	0.7%	9.8%	64.8%	24.7%	100.0%
Rel Comm	Count	8	63	342	187	600
	%age	1.3%	10.5%	57.0%	31.2%	100.0%
Aircel	Count	4	49	351	196	600
	%age	0.7%	8.2%	58.5%	32.7%	100.0%
Tata Teleservices	Count	3	45	351	201	600
	%age	0.5%	7.5%	58.5%	33.5%	100.0%
Total	Count	30	334	2453	1383	4200
	%age	0.7%	8.0%	58.4%	32.9%	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	6	47	371	176	600
	%age	1.0%	7.8%	61.8%	29.3%	100.0%
Vodafone	Count	2	39	395	164	600
	%age	0.3%	6.5%	65.8%	27.3%	100.0%
Idea Cellular	Count	3	43	368	186	600
	%age	0.5%	7.2%	61.3%	31.0%	100.0%
BSNL	Count	3	54	423	120	600
	%age	0.5%	9.0%	70.5%	20.0%	100.0%
Rel Comm	Count	8	55	393	144	600
	%age	1.3%	9.2%	65.5%	24.0%	100.0%
Aircel	Count	1	50	376	173	600
	%age	0.2%	8.3%	62.7%	28.8%	100.0%
Tata Teleservices	Count	2	42	396	160	600
	%age	0.3%	7.0%	66.0%	26.7%	100.0%
Total	Count	25	330	2722	1123	4200
	%age	0.6%	7.9%	64.8%	26.7%	100.0%

G. Supplementary services/ Value Added services

23.Do you use value added services like roaming, ringtone,GPRS,e-mail,voice mail or any other such services?				
Service provider		Yes	No	Total
Bharti	Count	162	438	600
	%age	27.0%	73.0%	100.0%
Vodafone	Count	177	423	600
	%age	29.5%	70.5%	100.0%
Idea Cellular	Count	228	372	600
	%age	38.0%	62.0%	100.0%
BSNL	Count	143	457	600
	%age	23.8%	76.2%	100.0%
Rel Comm	Count	168	432	600
	%age	28.0%	72.0%	100.0%
Aircel	Count	131	469	600
	%age	21.8%	78.2%	100.0%
Tata Teleservices	Count	163	437	600
	%age	27.2%	72.8%	100.0%
Total	Count	1172	3028	4200
	%age	27.9%	72.1%	100.0%

24.Did the service provider have your explicit consent before providing the chargeable value added service such as ringtone, emails/ GPRS,voice mail etc.				
Service provider		Yes	No	Total
Bharti	Count	71	91	162
	%age	43.8%	56.2%	100.0%
Vodafone	Count	107	70	177
	%age	60.5%	39.5%	100.0%
Idea Cellular	Count	121	107	228
	%age	53.1%	46.9%	100.0%
BSNL	Count	71	72	143
	%age	49.7%	50.3%	100.0%
Rel Comm	Count	75	93	168
	%age	44.6%	55.4%	100.0%
Aircel	Count	94	37	131
	%age	71.8%	28.2%	100.0%
Tata Teleservices	Count	90	73	163
	%age	55.2%	44.8%	100.0%
Total	Count	629	543	1172
	%age	53.7%	46.3%	100.0%

25. How satisfied are you with the quality of supplementary/ value added services provided?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	2	8	97	55	162
	%age	1.2%	4.9%	59.9%	34.0%	100.0%
Vodafone	Count	0	3	100	74	177
	%age	0.0%	1.7%	56.5%	41.8%	100.0%
Idea Cellular	Count	3	0	127	98	228
	%age	1.3%	0.0%	55.7%	43.0%	100.0%
BSNL	Count	1	2	100	40	143
	%age	0.7%	1.4%	69.9%	28.0%	100.0%
Rel Comm	Count	8	8	115	37	168
	%age	4.8%	4.8%	68.5%	22.0%	100.0%
Aircel	Count	2	7	56	66	131
	%age	1.5%	5.3%	42.7%	50.4%	100.0%
Tata Teleservices	Count	0	1	102	60	163
	%age	0.0%	0.6%	62.6%	36.8%	100.0%
Total	Count	16	29	697	430	1172
	%age	1.4%	2.5%	59.5%	36.7%	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	122	40	162
	%age	75.3%	24.7%	100.0%
Vodafone	Count	160	17	177
	%age	90.4%	9.6%	100.0%
Idea Cellular	Count	203	25	228
	%age	89.0%	11.0%	100.0%
BSNL	Count	124	19	143
	%age	86.7%	13.3%	100.0%
Rel Comm	Count	144	24	168
	%age	85.7%	14.3%	100.0%
Aircel	Count	108	23	131
	%age	82.4%	17.6%	100.0%
Tata Teleservices	Count	141	22	163
	%age	86.5%	13.5%	100.0%
Total	Count	1002	170	1172
	%age	85.5%	14.5%	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	26	15	33	88	162
	%age	16.0%	9.3%	20.4%	54.3%	100.0%
Vodafone	Count	62	33	17	65	177
	%age	35.0%	18.6%	9.6%	36.7%	100.0%
Idea Cellular	Count	57	23	42	106	228
	%age	25.0%	10.1%	18.4%	46.5%	100.0%
BSNL	Count	17	20	40	66	143
	%age	11.9%	14.0%	28.0%	46.2%	100.0%
Rel Comm	Count	10	21	41	96	168
	%age	6.0%	12.5%	24.4%	57.1%	100.0%
Aircel	Count	39	52	2	38	131
	%age	29.8%	39.7%	1.5%	29.0%	100.0%
Tata Teleservices	Count	56	19	15	73	163
	%age	34.4%	11.7%	9.2%	44.8%	100.0%
Total	Count	267	183	190	532	1172
	%age	22.8%	15.6%	16.2%	45.4%	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	63	99	162
	%age	38.9%	61.1%	100.0%
Vodafone	Count	97	80	177
	%age	54.8%	45.2%	100.0%
Idea Cellular	Count	115	113	228
	%age	50.4%	49.6%	100.0%
BSNL	Count	64	79	143
	%age	44.8%	55.2%	100.0%
Rel Comm	Count	64	104	168
	%age	38.1%	61.9%	100.0%
Aircel	Count	88	43	131
	%age	67.2%	32.8%	100.0%
Tata Teleservices	Count	79	84	163
	%age	48.5%	51.5%	100.0%
Total	Count	570	602	1172
	%age	48.6%	51.4%	100.0%

G.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	6	22	344	228	600
	%age	1.0%	3.7%	57.3%	38.0%	100.0%
Vodafone	Count	4	16	303	277	600
	%age	0.7%	2.7%	50.5%	46.2%	100.0%
Idea Cellular	Count	13	20	304	263	600
	%age	2.2%	3.3%	50.7%	43.8%	100.0%
BSNL	Count	14	25	342	219	600
	%age	2.3%	4.2%	57.0%	36.5%	100.0%
Rel Comm	Count	20	47	363	170	600
	%age	3.3%	7.8%	60.5%	28.3%	100.0%
Aircel	Count	7	37	325	231	600
	%age	1.2%	6.2%	54.2%	38.5%	100.0%
Tata Teleservices	Count	12	26	322	240	600
	%age	2.0%	4.3%	53.7%	40.0%	100.0%
Total	Count	76	193	2303	1628	4200
	%age	1.8%	4.6%	54.8%	38.8%	100.0%

Q29B-Please specify the reason(s) for your dissatisfaction.					
Operator		Billing Problem	Network Problem.	Problem With Helpline/Customer Care	Total
Bharti	Count	7	15	9	28
	%age	25.0%	53.6%	32.1%	
Vodafone	Count	3	3	3	20
	%age	15.0%	15.0%	15.0%	
Idea Cellular	Count	11	6	4	33
	%age	33.3%	18.2%	12.1%	
BSNL	Count	4	6	5	39
	%age	10.3%	15.4%	12.8%	
Rel Comm	Count	23	24	21	67
	%age	34.3%	35.8%	31.3%	
Aircel	Count	3	2	5	44
	%age	6.8%	4.5%	11.4%	
Tata Teleservices	Count	3	6	6	38
	%age	7.9%	15.8%	15.8%	
Total	Count	54	62	53	269
	%age	20.1%	23.0%	19.7%	

#### H. 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	24	59	83
	%age	28.9%	71.1%	100.0%
Vodafone	Count	40	58	98
	%age	40.8%	59.2%	100.0%
Idea Cellular	Count	43	80	123
	%age	35.0%	65.0%	100.0%
BSNL	Count	26	76	102
	%age	25.5%	74.5%	100.0%
Rel Comm	Count	49	89	138
	%age	35.5%	64.5%	100.0%
Aircel	Count	102	271	373
	%age	27.3%	72.7%	100.0%
Tata Teleservices	Count	36	100	136
	%age	26.5%	73.5%	100.0%
Total	Count	320	733	1053
	%age	30.4%	69.6%	100.0%

31. How many days were taken by previous service provider for termination of your mobile phone connection?						
Previous service providers		More than 7 days	4-7 days	2-3 days	1 day	Total
Bharti	Count	31	42	148	131	352
	%age	8.8%	11.9%	42.0%	37.2%	100.0%
Vodafone	Count	12	31	40	112	195
	%age	6.2%	15.9%	20.5%	57.4%	100.0%
Idea Cellular	Count	19	44	54	244	361
	%age	5.3%	12.2%	15.0%	67.6%	100.0%
BSNL	Count	13	47	164	160	384
	%age	3.4%	12.2%	42.7%	41.7%	100.0%
Rel Comm	Count	18	48	43	144	253
	%age	7.1%	19.0%	17.0%	56.9%	100.0%
Aircel	Count	23	81	92	167	363
	%age	6.3%	22.3%	25.3%	46.0%	100.0%
Tata Teleservices	Count	20	28	48	193	289
	%age	6.9%	9.7%	16.6%	66.8%	100.0%
Total	Count	136	321	589	1151	2197
	%age	6.2%	14.6%	26.8%	52.4%	100.0%

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?				
Previous service providers		Yes	No	Total
Bharti	Count	191	409	600
	%age	31.8%	68.2%	100.0%
Vodafone	Count	275	325	600
	%age	45.8%	54.2%	100.0%
Idea Cellular	Count	244	356	600
	%age	40.7%	59.3%	100.0%
BSNL	Count	299	301	600
	%age	49.8%	50.2%	100.0%
Rel Comm	Count	342	258	600
	%age	57.0%	43.0%	100.0%
Aircel	Count	266	334	600
	%age	44.3%	55.7%	100.0%
Tata Teleservices	Count	237	363	600
	%age	39.5%	60.5%	100.0%
Total	Count	1854	2346	4200
	%age	44.1%	55.9%	100.0%

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	83	517	600
	%age	13.8%	86.2%	100.0%
Vodafone	Count	82	518	600
	%age	13.7%	86.3%	100.0%
Idea Cellular	Count	78	522	600
	%age	13.0%	87.0%	100.0%
BSNL	Count	70	530	600
	%age	11.7%	88.3%	100.0%
Rel Comm	Count	70	530	600
	%age	11.7%	88.3%	100.0%
Aircel	Count	42	558	600
	%age	7.0%	93.0%	100.0%
Tata Teleservices	Count	73	527	600
	%age	12.2%	87.8%	100.0%
Total	Count	498	3702	4200
	%age	11.9%	88.1%	100.0%

34. 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	311	41	352
	%age	88.4%	11.6%	100.0%
Vodafone	Count	150	45	195
	%age	76.9%	23.1%	100.0%
Idea Cellular	Count	187	174	361
	%age	51.8%	48.2%	100.0%
BSNL	Count	339	45	384
	%age	88.3%	11.7%	100.0%
Rel Comm	Count	211	42	253
	%age	83.4%	16.6%	100.0%
Aircel	Count	231	132	363
	%age	63.6%	36.4%	100.0%
Tata Teleservices	Count	213	76	289
	%age	73.7%	26.3%	100.0%
Total	Count	1642	555	2197
	%age	74.7%	25.3%	100.0%

Q35. 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	8	13	579	600
	%age	1.3%	2.2%	96.5%	100.0%
Vodafone	Count	4	32	564	600
	%age	0.7%	5.3%	94.0%	100.0%
Idea Cellular	Count	1	8	591	600
	%age	0.2%	1.3%	98.5%	100.0%
BSNL	Count	11	9	580	600
	%age	1.8%	1.5%	96.7%	100.0%
Rel Comm	Count	2	11	587	600
	%age	0.3%	1.8%	97.8%	100.0%
Aircel	Count	31	13	556	600
	%age	5.2%	2.2%	92.7%	100.0%
Tata Teleservices	Count	7	30	563	600
	%age	1.2%	5.0%	93.8%	100.0%
Total	Count	64	116	4020	4200
	%age	1.5%	2.8%	95.7%	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	1	6	0	6	70
	%age	8%	46%	0%	46%	100%
Vodafone	Count	1	2	0	29	52
	%age	3%	6%	0%	91%	100%
Idea Cellular	Count	0	1	0	7	66
	%age	0%	13%	0%	88%	100%
BSNL	Count	1	2	0	6	55
	%age	11%	22%	0%	67%	100%
Rel Comm	Count	0	6	0	5	62
	%age	0%	55%	0%	46%	100%
Aircel	Count	0	3	0	10	49
	%age	0%	23%	0%	77%	100%
Tata Teleservices	Count	3	5	0	22	47
	%age	10%	17%	0%	73%	100%
Total	Count	6	25	0	85	401
	%age	5%	22%	0%	73%	100%

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	1	6	7
	%age	14.3%	85.7%	100.0%
Vodafone	Count	1	2	3
	%age	33.3%	66.7%	100.0%
Idea Cellular	Count	0	1	1
	%age	0.0%	100.0%	100.0%
BSNL	Count	1	2	3
	%age	33.3%	66.7%	100.0%
Rel Comm	Count	1	5	6
	%age	16.7%	83.3%	100.0%
Aircel	Count	0	3	3
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	2	6	8
	%age	25.0%	75.0%	100.0%
Total	Count	6	25	31
	%age	19.4%	80.6%	100.0%



**BROADBAND**

**Section A-Service Provision**

1.When did you last apply for broadband connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	55	176	369	600
	%age	9.2%	29.3%	61.5%	100.0%
BSNL	Count	51	149	400	600
	%age	8.5%	24.8%	66.7%	100.0%
Rel Comm	Count	47	86	467	600
	%age	7.8%	14.3%	77.8%	100.0%
Total	Count	153	411	1236	1800
	%age	8.5%	22.8%	68.7%	100.0%

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	More than 15 working days	Total
Bharti	Count	212	19	231
	%age	91.8%	8.2%	100.0%
BSNL	Count	102	98	200
	%age	51.0%	49.0%	100.0%
Rel Comm	Count	109	24	133
	%age	82.0%	18.0%	100.0%
Total	Count	423	141	564
	%age	75.0%	25.0%	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	9	170	52	231
	%age	0.0%	3.9%	73.6%	22.5%	100.0%
BSNL	Count	6	14	156	24	200
	%age	3.0%	7.0%	78.0%	12.0%	100.0%
Rel Comm	Count	0	17	111	5	133
	%age	0.0%	12.8%	83.5%	3.8%	100.0%
Total	Count	6	40	437	81	564
	%age	1.1%	7.1%	77.5%	14.4%	100.00%

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	3	27	129	177	336
	%age	0.8%	8.1%	38.3%	52.9%	100.0%
BSNL	Count	0	16	89	261	366
	%age	0.0%	4.3%	24.2%	71.5%	100.0%
Rel Comm	Count	2	22	71	259	354
	%age	0.5%	6.4%	20.0%	73.2%	100.0%
Total	Count	5	65	289	697	1056
	%age	0.5%	6.2%	27.4%	66.0%	100.00%

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

4. How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	9	21	381	170	581
	%age	1.5%	3.6%	65.6%	29.3%	100.0%
BSNL	Count	5	15	377	199	596
	%age	0.8%	2.5%	63.3%	33.4%	100.0%
Rel Comm	Count	8	28	324	168	528
	%age	1.5%	5.3%	61.4%	31.8%	100.0%
Total	Count	22	64	1082	537	1705
	%age	1.3%	3.8%	63.5%	31.5%	100.0%

5a. How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	14	42	503	22	581
	%age	2.4%	7.2%	86.6%	3.8%	100.0%
BSNL	Count	0	15	499	82	596
	%age	0.0%	2.5%	83.7%	13.8%	100.0%
Rel Comm	Count	2	12	476	38	528
	%age	0.4%	2.3%	90.2%	7.2%	100.0%
Total	Count	16	69	1478	142	1705
	%age	0.9%	4.0%	86.7%	8.3%	100.0%

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	Charges for services not used	Total
Bharti	Count	12	7	11	56	56
	Row %	21.4%	12.5%	19.6%	100.0%	
Rel Comm	Count	8	13	14	14	14
	Row %	53.3%	86.7%	93.3%	100.0%	
Total	Count	9	9	12	14	11
	Row %	64.3%	60.0%	80.0%	100.0%	

6. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	243	338	581
	%age	41.8%	58.2%	100.0%
BSNL	Count	254	342	596
	%age	42.6%	57.4%	100.0%
Rel Comm	Count	130	398	528
	%age	24.6%	75.4%	100.0%
Total	Count	627	1078	1705
	%age	36.8%	63.2%	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	1	24	204	14	243
	%age	0.4%	9.9%	84.0%	5.8%	100.0%
BSNL	Count	8	22	219	5	254
	%age	3.1%	8.7%	86.2%	2.0%	100.0%
Rel Comm	Count	8	31	89	2	130
	%age	6.2%	23.8%	68.5%	1.5%	100.0%
Total	Count	17	77	512	21	627
	%age	2.7%	12.3%	81.7%	3.3%	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	3	11	485	82	581
	%age	0.5%	1.9%	83.5%	14.1%	100.0%
BSNL	Count	3	28	538	27	596
	%age	0.5%	4.7%	90.3%	4.5%	100.0%
Rel Comm	Count	2	32	472	22	528
	%age	0.4%	6.1%	89.4%	4.2%	100.0%
Total	Count	8	71	1495	131	1705
	%age	0.5%	4.2%	87.7%	7.7%	100.0%

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 like total minutes of usage of local ,std,	Total
Bharti	Count	2	11	1	18	14
	%age	14.3%	78.6%	7.1%	128.6%	
BSNL	Count	22	34	42	13	31
	%age	41.9%	71.0%	109.7%	41.9%	
Rel Comm	Count	16	19	27	11	34
	%age	32.4%	47.1%	55.9%	79.4%	
Total	Count	26	49	54	26	79
	%age	32.9%	62.0%	68.4%	110.1%	

Prepaid:

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	1	16	2	19
	%age	0.0%	5.3%	84.2%	10.5%	100.0%
Rel Comm	Count	0	3	67	2	72
	%age	0.0%	4.2%	93.1%	2.8%	100.0%
Total	Count	0	4	83	4	91
	%age	0.0%	4.4%	91.2%	4.4%	100.0%

Section-C-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 (W)	Count	381	219	600
	%age	63.5%	36.5%	100.0%
BSNL	Count	359	241	600
	%age	59.8%	40.2%	100.0%
Rel Comm	Count	337	263	600
	%age	56.2%	43.8%	100.0%
Total	Count	1077	723	1800
	%age	59.8%	40.2%	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 (W)	Count	3	71	244	15	381
	%age	0.8%	18.6%	64.0%	3.9%	100.0%
BSNL	Count	6	66	226	19	359
	%age	1.7%	18.4%	63.0%	5.3%	100.0%
Rel Comm	Count	0	70	175	12	337
	%age	0.0%	20.8%	51.9%	3.6%	100.0%
Total	Count	9	207	645	46	1077
	%age	0.8%	19.2%	59.9%	4.3%	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 (W)	Count	4	8	221	148	381
	%age	1.0%	2.1%	58.0%	38.8%	100.0%
BSNL	Count	3	11	199	146	359
	%age	0.8%	3.1%	55.4%	40.7%	100.0%
Rel Comm	Count	5	19	167	146	337
	%age	1.5%	5.6%	49.6%	43.3%	100.0%
Total	Count	12	38	587	440	1077
	%age	1.1%	3.5%	54.5%	40.9%	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 (W)	Count	7	11	211	152	381
	%age	1.8%	2.9%	55.4%	39.9%	100.0%
BSNL	Count	14	16	183	146	359
	%age	3.9%	4.5%	51.0%	40.7%	100.0%
Rel Comm	Count	11	21	139	166	337
	%age	3.3%	6.2%	41.2%	49.3%	100.0%
Total	Count	32	48	533	464	1077
	%age	3.0%	4.5%	49.5%	43.1%	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 (W)	Count	4	12	245	120	381
	%age	1.0%	3.1%	64.3%	31.5%	100.0%
BSNL	Count	6	12	256	85	359
	%age	1.7%	3.3%	71.3%	23.7%	100.0%
Rel Comm	Count	4	20	233	80	337
	%age	1.2%	5.9%	69.1%	23.7%	100.0%
Total	Count	14	44	734	285	1077
	%age	1.3%	4.1%	68.2%	26.5%	100.00%

**Section D-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	4	56	429	111	600
	%age	0.7%	9.3%	71.5%	18.5%	100.0%
BSNL	Count	6	88	437	69	600
	%age	1.0%	14.7%	72.8%	11.5%	100.0%
Rel Comm	Count	9	92	446	53	600
	%age	1.5%	15.3%	74.3%	8.8%	100.0%
Total	Count	19	236	1312	233	1800
	%age	1.1%	13.1%	72.9%	12.9%	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	7	48	355	190	600
	%age	1.2%	8.0%	59.2%	31.7%	100.0%
BSNL	Count	8	59	338	195	600
	%age	1.3%	9.8%	56.3%	32.5%	100.0%
Rel Comm	Count	17	77	322	184	600
	%age	2.8%	12.8%	53.7%	30.7%	100.0%
Total	Count	32	184	1015	569	1800
	%age	1.8%	10.2%	56.4%	31.6%	100.0%

**Section E-Maintainability**

17. How often do you face problem with your broadband connection						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	12	64	272	252	600
	%age	2.0%	10.7%	45.3%	42.0%	100.0%
BSNL	Count	14	72	247	267	600
	%age	2.3%	12.0%	41.2%	44.5%	100.0%
Rel Comm	Count	14	96	299	191	600
	%age	2.3%	16.0%	49.8%	31.8%	100.0%
Total	Count	40	232	818	710	1800
	%age	2.2%	12.9%	45.4%	39.4%	100.0%

18. What was the broadband connection problem faced by you in last twelve months related to, please specify?				
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	20	56	76
	%age	26.3%	73.7%	100.0%
BSNL	Count	31	55	86
	%age	36.0%	64.0%	100.0%
Rel Comm	Count	56	54	110
	%age	50.9%	49.1%	100.0%
Total	Count	107	165	272
	%age	39.3%	60.7%	100.0%

19. How satisfied are you with the restoration of Broadband connection						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	8	148	355	89	600
	%age	1.3%	24.7%	59.2%	14.8%	100.0%
BSNL	Count	13	159	338	90	600
	%age	2.2%	26.5%	56.3%	15.0%	100.0%
Rel Comm	Count	27	177	322	74	600
	%age	4.5%	29.5%	53.7%	12.3%	100.0%
Total	Count	48	484	1015	253	1800
	%age	2.7%	26.9%	56.4%	14.1%	100.0%

#### Section F-Supplementary Services

20. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	48	552	600
	%age	8.0%	92.0%	100.0%
BSNL	Count	26	574	600
	%age	4.3%	95.7%	100.0%
Rel Comm	Count	32	568	600
	%age	5.3%	94.7%	100.0%
Total	Count	106	1694	1800
	%age	5.9%	94.1%	100.0%

How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	4	33	10	48
	%age	2.1%	8.3%	68.8%	20.8%	100.0%
BSNL	Count	1	2	18	5	26
	%age	3.8%	7.7%	69.2%	19.2%	100.0%
Rel Comm	Count	1	3	24	4	32
	%age	3.1%	9.4%	75.0%	12.5%	100.0%
Total	Count	3	9	75	19	800
	%age	0.4%	1.1%	9.4%	2.4%	100.0%

#### Section G-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	12	41	398	149	600
	%age	2.0%	6.8%	66.3%	24.8%	100.0%
BSNL	Count	15	48	330	207	600
	%age	2.5%	8.0%	55.0%	34.5%	100.0%
Rel Comm	Count	12	65	302	221	600
	%age	2.0%	10.8%	50.3%	36.8%	100.0%
Total	Count	39	154	1030	577	1800
	%age	2.2%	8.6%	57.2%	32.1%	100.0%

#### Please specify the reasons for dissatisfaction

Service Provider		Billing problem	Maintainability	Helpline service/customer care	Network performance, reliability	Total
Bharti	Count	12	23	16	29	53
	%age	22.6%	43.4%	30.2%	54.7%	
BSNL	Count	27	18	23	22	63
	%age	42.9%	28.6%	36.5%	34.9%	
Rel Comm	Count	39	31	41	62	77
	%age	50.6%	40.3%	53.2%	80.5%	
Total	Count	78	72	80	113	193
	%age	40.4%	37.3%	41.5%	58.5%	

#### Section H - General Information

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
		Yes	No	Total
Bharti	Count	40	560	600
	%age	6.70%	93.30%	100.00%
BSNL	Count	130	470	600
	%age	21.70%	78.30%	100.00%
Rel Comm	Count	100	500	600
	%age	16.7%	83.3%	100.0%
Total	Count	270	1530	1800
	%age	15.0%	85.0%	100.0%

## ***Annexure B*** ***Questionnaires***

## SURVEY OF BASIC SERVICE (WIRELINER) YEAR 2009-2010

<b>Name:</b> _____ <b>Tel:</b> _____  <b>Operator:</b> <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 <b>State:</b> _____ <b>District</b> _____ <b>Address:</b> _____ <b>Name of SDCA (only for surveyor):</b> _____ <b>Name of Exchange (only for surveyor):</b> _____	<b>Gender:</b> <input type="checkbox"/> 1 Male <input type="checkbox"/> 2 Female <b>Age (in years):</b> <input type="checkbox"/> 1 less than 25 <input type="checkbox"/> 2 25-60 <input type="checkbox"/> 3 more than 60  <b>Usage Type :</b> <input type="checkbox"/> 1 Residential <input type="checkbox"/> 2 Commercial <b>Area:</b> <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban <b>User Type:</b> <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid  <b>Mode of Interview:</b> <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person <b>Signature of Subscriber</b> _____ <b>Date :</b> _____
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### QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

<b>A. SERVICE PROVISION</b>	
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 <b>—(If &gt;12 month, go to Q 4)</b>
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
<b>(Ask this question only if 1 OR 2 is coded in Q6(a))</b> 6(b) Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<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 <b>—————&gt; (If no, go to Q 9 (a))</b>
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
<b>(Ask this question only if 1 OR 2 is coded in Q9(a))</b> 9(b) Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

**For Prepaid Customers only**

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

**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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

**E. MAINTAINABILITY (FAULT REPAIR)**

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"/> 2 2-3 times	<input type="checkbox"/> 3 One time <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"/> 2 4 - 7 days	<input type="checkbox"/> 3 2-3 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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
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(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"/> 1 day <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4 - 7 days <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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"/> Stopped receiving <input type="checkbox"/> Considerable decrease <input type="checkbox"/> Slight decrease <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> No
32.(c) If Yes, please indicate the following -	<input type="checkbox"/> Yes, complaint was registered by the service provider <input type="checkbox"/> Service Provider refused to register the complaint <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> 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"/> Docket number received for most the complaints <input type="checkbox"/> No Docket number received for most of the complaints <input type="checkbox"/> It was received on request <input type="checkbox"/> No docket number received even on request
36. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
37. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> Difficult to connect to the call centre executive <input type="checkbox"/> Customer care executive not polite/courteous <input type="checkbox"/> Customer care executive not equipped with adequate information <input type="checkbox"/> Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> Customer care executive was unable to understand the problem <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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"/> yes <input type="checkbox"/> 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	<input type="checkbox"/> yes <input type="checkbox"/> No      → (if no go to Q 45)

center/customer care?	
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
<b>(Ask this question only if 1 OR 2 is coded in Q43)</b> 44. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b>	<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
<b>(Q49 to Q51 are for prepaid customers only)</b>	
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)
<b>If coded 1 and 2 in Q.1.</b> 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	
<b>Operator:</b> <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 RSL <input type="checkbox"/> 15 Dishnet <input type="checkbox"/> 16 Others (Specify).....		<b>Occupation:</b> <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 <b>Type:</b> <input type="checkbox"/> 1 GSM <input type="checkbox"/> 2 CDMA	
Area: <input type="checkbox"/> 1 Rural <input type="checkbox"/> 2 Urban		User Type: <input type="checkbox"/> 1 Postpaid <input type="checkbox"/> 2 Prepaid	
State: _____ District: _____		Mode of Interview: <input type="checkbox"/> 1 Telephonic <input type="checkbox"/> 2 In-person	
Address: _____		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 <input type="checkbox"/> 4 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 <input type="checkbox"/> 3 (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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

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

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

**F. MAINTAINABILITY**

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

**G. SUPPLEMENTARY SERVICES 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"/> 3 Satisfied
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(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
	1. _____	
	2. _____	
	3. _____	

#### H. GENERAL INFORMATION

<b>(Ask this question only if 1 OR 2 is coded in Q1)</b>	
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"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
<b>(Ask only if yes in Q35)</b> 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"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
<b>(Ask only if 3 or 2 or 1 coded in Q36 (a))</b> 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 <b>→ (if no go to Q 44)</b>
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
<b>(Ask this question only if 1 OR 2 is coded in Q.41)</b> 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 YEAR 2009-2010**

Name: _____		Gender: <input type="checkbox"/> Male <input type="checkbox"/> 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"/>		Age (in years): <input type="checkbox"/> less than 25 <input type="checkbox"/> 25-60 <input type="checkbox"/> 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"/>			
Operator: <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> VSNL <input type="checkbox"/> Sify <input type="checkbox"/> Asianet			
<input type="checkbox"/> Ortel <input type="checkbox"/> You Telcom <input type="checkbox"/> Hathway <input type="checkbox"/> Others _____		Usage Type : <input type="checkbox"/> Residential <input type="checkbox"/> Commercial	
		Area: <input type="checkbox"/> Rural <input type="checkbox"/> Urban	
State: _____ District _____		User Type: <input type="checkbox"/> Postpaid <input type="checkbox"/> Prepaid	
Address: _____		Mode of Interview: <input type="checkbox"/> Telephonic <input type="checkbox"/> In-person	
		<input type="checkbox"/> e-mail <input type="checkbox"/> 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"/> less than 6 month <input type="checkbox"/> 6-12 month <input type="checkbox"/> more than 12 month <b>(If more than 12 month, go to Q 3)</b>
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"/> Within 15 working days <input type="checkbox"/> 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"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> Within 24 hrs. <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> More than 7 days <input type="checkbox"/> Not Applicable

**B. BILLING RELATED - POSTPAID CUSTOMER**

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> Charges not as per tariff plan subscribed <input type="checkbox"/> Tariff plan changed without information <input type="checkbox"/> Charged for value added services not requested <input type="checkbox"/> Charged for calls/services not made/used <input type="checkbox"/> Others (please specify)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>(If no, go to Q 8(a))</b>
7. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 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)
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**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
<b>(Ask this question only if 1 OR 2 is coded in Q9(a))</b> 9(b) Please specify the reason(s) for your dissatisfaction	<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) _____

**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 → <b>(If no, go to Q 15)</b>
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
<b>(Ask if response to Q17 is Frequently/Very Frequently)</b> 18. What was the broadband connection problem faced by you in last twelve months related to, please specify	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

**G. SUPPLEMENTARY SERVICES**

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

**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
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<p><b>(Ask this question only if 1 OR 2 is coded in Q22(a))</b></p> <p>22(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>2. _____</p> <p>3. _____</p>
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**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
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**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
<p><b>(Ask this question only if 1 OR 2 is coded in Q.37)</b></p> <p>29. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b></p>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
30. Was your billing/charging 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
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → (if no go to Q36)
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No      → (if no go to Q 36)
33. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. 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
<p><b>(Ask this question only if 1 OR 2 is coded in Q34)</b></p> <p>35. Please specify the reason(s) for your dissatisfaction. <b>(multiple code)</b></p>	<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)
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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)
37. Have you filed any appeal in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 40)
38. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
<b>(Q40 to Q42 are for prepaid customers only)</b> 40. 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
41. 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 43)
42. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
<b>If coded 1 and 2 in Q.1.</b> 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 appellate authority for complaint redressal etc., while subscribing the new Broadband 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: _____
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