

Telecom Regulatory Authority of India



FINAL REPORT 2009

(Madhya Pradesh Circle (including Chattisgarh))



Assessment of

(i) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) Customer Perception of Service through Survey

A MARKET PULSE RESEARCH REPORT

MARKET PULSE

Division of Metrix Research & Analytics Pvt. Ltd.
C – 11, Sector 6, Noida – 201301 (U.P.), India

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a large number of complaints from the telecom consumers relating to the telecom services provided by the service providers. In this regard, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers

To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

(i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) Customer Perception of Service through Survey

It is planned that for this survey, customers of Basic Telephone Service (Wire-line), Cellular Mobile Telephone Service and Broadband Service will be interviewed to obtain their feedback on various QoS parameters.

The survey has been divided into four zones covering the following Telecom Circle/ Metro Service Areas:

North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh – East and Uttar Pradesh – West (including Uttarakhand). For cellular mobile telephone service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

South Zone: Chennai, Andhra Pradesh, Karnataka, Tamilnadu (excluding Chennai) and Kerala.

West Zone: Mumbai, Maharashtra (including Goa and excluding Mumbai), Gujarat (including and Madhya Pradesh (Including Chattisgarh)).

East Zone: Kolkata, West Bengal (Including Andaman & Nicobar, Sikkim and excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizorum, Nagaland, Manipur and Tripura.

With regard to the afore-mentioned survey, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Cellular Mobile Service (including FWP), Basic Telephone Service (Wire-line) and Broadband Service customers, in the Western region of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

1. EXECUTIVE SUMMARY

In the Third quarter (1st July to 30th September) of 2009, we have carried out the customer satisfaction survey in Madhya Pradesh circle.

Four basic telephone service providers present in the circle as on May 2009 date have been covered. Across 37 cities of Madhya Pradesh circle, a sample of 2,888 basic wire-line customers has been covered. Of this sample, 2,775 were postpaid customers and 113 were prepaid customers.

Seven cellular mobile telephone service providers present in the circle as on May 2009 have been covered. Across 7 cities of Madhya Pradesh circle, a sample of 4,825 cellular mobile phone customers was covered. Of this, 3,141 were prepaid customers and 1,684 were postpaid customers.

Five broadband service providers present in the circle as on May 2009 have been covered. Across various points of presence of the Madhya Pradesh circle, a sample of 2,741 broadband customers was covered. Of this, 2,337 were postpaid customers and 404 were prepaid customers.

The following feedback was obtained from the sample of customers:

- Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1 Basic Telephone Service

1.1.1 Satisfaction with Overall Service Quality:

- Only Airtel was able to meet the benchmark of 90%.
- Reliance, BSNL and TTSL were less satisfied on account of overall service.

1.1.2 Satisfaction with Provision of Service:

- All the service providers were able to meet the benchmark (95%) laid down by TRAI.
- BSNL (90%) had a lower percentage of satisfied customers with respect to provision of service as compared to other service providers.
- TTSL (100%) registered a higher percentage of satisfied customers with provision of service.

1.1.3 Satisfaction with Billing Performance - Postpaid:

- Only TTSL was able to meet the benchmark (95%) related to billing performance – postpaid.
- Reliance's customers were less satisfied (84%) on account of billing performance (postpaid).

1.1.4 Satisfaction with Billing Performance- Prepaid:

- TTSL was able to meet the benchmark (95%) related to billing performance – prepaid.

1.1.5 Satisfaction with Help Services including Customer Grievance Redressal:

- None of the service providers met the benchmark laid down by TRAI.
- TTSL (89%) and Airtel (86%) had a higher percentage of satisfied customers with respect to help services.
- Reliance (76%) and BSNL (83%) registered a lower percentage of satisfied customers on account of help services.

1.1.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark (95%) laid down by TRAI.
- Reliance (88%) scored less on this parameter.

1.1.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark laid down by TRAI.
- TTSL (90%) had a significantly higher percentage of satisfied customers on account of maintainability than other service providers.
- Reliance (71%) and BSNL (80%) registered lower percentage of satisfied customers with respect to maintainability.

1.1.8 Satisfaction with Supplementary and Value Added Services:

- TTSL, Reliance and Airtel met the benchmark (90%) laid down by TRAI.
- BSNL customers were less satisfied on account of supplementary services.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers

1.1.9 Awareness about Call Centre Number

- 90% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.
- Customers of BSNL were less aware about the about the call centre number of their service provider to make complaint/ query.

1.1.10 Experience with Call Centre/ Customer Care/ Help-line

- Only 29% of the customers made complaint within 12 months on the call centre number of their service provider.
- 58% of the customers who had complained said that they had received a docket number for most of their complaints.
- 32% of all customers who had complained said that they did not receive docket number for most of their complaints.
- 6% of all customers who had complained said that they received the docket number for their complaints even on request.
- 4% of all customers who had complained said that they did not receive docket number for their complaints even on request.
- 61% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- 83% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
- 55% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
- Lower proportion of Reliance customers was satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

1.1.11 Experience with Nodal Officer

- 5% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.
- 96% of the customers were intimidated by the Nodal Officer about the decision taken on their complaint.
- 94% of the customers were satisfied with the redressal of the complaint by the nodal officer.
- Difficult to connect to Nodal officer was the main reason for dissatisfaction with the Nodal Officer

1.1.12 Experience with Appellate Authority

- Less than 1% all basic telephone service customers said that they were aware of the contact details of the Appellate Authority.
- Only 3 out of 36 customers filed an appeal with an Appellate Authority in the last 12 months
- All the 3 customers who filed an appeal with an Appellate Authority in the last 12 months received an acknowledgement from the Appellate Authority.
- Appellate Authority took decision on the appeal filed by the customers within 3 months of filing appeal.

1.1.13 Compliance with regard to other service benchmarks

- 90% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Service

1.2.1 Satisfaction with Overall Service Quality:

- All service providers were able to meet the benchmark (90%) laid down by TRAI.
- BSNL (90%) had the lowest percentage of satisfied customers with overall service quality.

1.2.2 Satisfaction with Provision of Service:

- All the service providers met the benchmark (90%) laid down by TRAI.
- TTSL customers were less satisfied with the provision of service.

1.2.3 Satisfaction with Billing Performance - Postpaid:

- Vodafone, BSNL and Idea met the benchmark (95%) laid down by TRAI.
- Airtel and Reliance customers were less satisfied with the billing performance

1.2.4 Satisfaction with Billing Performance - Prepaid:

- Only Vodafone met the benchmark (95%) laid down by TRAI.
- Customers of Reliance and Reliance Tel were less satisfied with the billing performance.

1.2.5 Experience with Help Service including Customer Grievance Redressal:

- None of the service provider met the benchmark (90%) laid down by TRAI.
- BSNL (63%) and Reliance (69%) had a lower percentage of satisfied customers on account of help services.
- Vodafone (85%) registered a higher percentage of satisfied customers on account of help services.

1.2.6 Satisfaction with Network Performance, Reliability & Availability:

- Only Airtel & Idea were able to meet the benchmark (95%) laid down by TRAI.
- BSNL (73%) customers were less satisfied on account of network performance, reliability and availability.

1.2.7 Satisfaction with Maintainability:

- Airtel, Idea and Vodafone were able to meet the benchmark (95%) laid down by TRAI.
- BSNL (77%) registered a lower percentage of satisfied customers on this parameter.

1.2.8 Satisfaction with Supplementary and Value Added Services:

- BSNL, TTSL, Idea and Vodafone were able to meet the benchmark laid down by TRAI.
- Reliance (80%) customers were less satisfied with supplementary services.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers

1.2.9 Awareness about the toll free number of Call Centre

- 91% of all cellular mobile customers were aware about the call centre number of their service provider to make complaint/ query.

1.2.10 Experience with Call Centre/ Customer Care/ Help-line Number

- 35% of all cellular mobile customers claimed that they had complained in the last 12 months to the toll free Call Centre/customer care/ help-line telephone number.
- 68% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.
- A lower percentage of Idea customers received docket numbers for their complaints.
- 16% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints.
- 6% of all the cellular mobile customers who had complained said that they received docket numbers for their complaints on request.
- 10% of all the cellular mobile customers who had complained said that they did not receive docket numbers for their complaints even on request.
- 47% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 72% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers.
- Only 46% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.2.11 Experience with Nodal Officer

- Less than 5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Only 6% of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- BSNL customers were intimidated by the nodal officer about the decision taken on their complaints but customers of Airtel and Reliance Tel were not intimidated by the nodal officer.
- 9 out of 12 customers were satisfied with the redressal of the complaint by the nodal officer.

1.2.12 Experience with Appellate Authority

- Only 3% customers were aware of the contact details of appellate authority.
- 11 out of 142 customers, who were aware about the appellate authority appealed to the appellate authority.
- 2 out of 11 customers, who filed an appeal with an Appellate Authority in the last 12 months received an acknowledgement from the Appellate Authority.
- In 8 out of 11 customers, appellate authority took decision on the appeal filed by the customers within 3 months of filing appeal.

1.2.12 Compliance with other Service Benchmarks

- 94% of the new customers had got the Manual of Practice.

1.3 Broadband Service

1.3.1 Overall Satisfaction with Overall Service Quality:

- All the service providers were able to meet the benchmark (85%) laid down by TRAI.
- Tata (89%) and Reliance (90%) had slightly lower percentage of satisfied customers than others.

1.3.2 Satisfaction with Provision of Service:

- All the service providers met the benchmark (90%) laid down by TRAI.
- All customers of Tata and Sify were satisfied on account of Provision of Service.
- Reliance (92%) had a slightly lower proportion of satisfied customers.

1.3.3 Satisfaction with Billing Performance - Postpaid:

- All the service providers met the benchmark (90%) laid down by TRAI.
- Airtel (97%) had a higher percentage of satisfied customers with respect to billing performance (postpaid).

1.3.4 Satisfaction with Billing Performance - Prepaid:

- Tata and Sify were able to meet the benchmark (90%) laid down by TRAI.

1.3.5 Experience with Help Services including Customer Grievance Redressal:

- Only Airtel was able to meet the benchmark (90%) laid down by TRAI.
- Tata (81%), BSNL (82%) and Sify (83%) had lower proportion of satisfied customers on account of Help Services.

1.3.6 Satisfaction with Network Performance, Reliability & Availability:

- All the service providers were able to meet the benchmark (85%) laid down by TRAI.
- Sify (93%) had a slightly higher percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.
- BSNL (89%) had a slightly lower percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.

1.3.7 Satisfaction with Maintainability:

- None of the service provider met the benchmark (85%) laid down by TRAI.
- Airtel (66%) had a higher percentage of satisfied customers than others.
- Reliance (43%) had the lowest percentage of satisfied customers than others.

1.3.8 Satisfaction with Supplementary and Value Added Services:

- All the service providers were able to meet the benchmark (85%) laid down by TRAI.
- Tata (89%) had slightly lower percentage of satisfied customers than others.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Broadband Service Customers

1.3.9 Awareness about the toll free number of Call Centre

- 86% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaint/ query.

1.3.10 Experience with Call Centre/ Customer Care/ Helpline

- 37% of all broadband customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Tata customers had complained.
- 69% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 22% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. The incidence was higher among Airtel customers.
- 6% of all broadband customers who had complained said that they received docket numbers on request.
- 3% of all broadband customers who had complained said that they did not receive docket numbers even on request.
- 51% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 80% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- Only 33% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.3.11 Experience with Nodal Officer

- Only 13% of the broadband customers said that they were aware of the contact details of the Nodal Officer.
- 30% of the customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- 54% of the customers who were intimidated by the nodal officer about the decision taken on their complaints.
- 87% of the customers were satisfied with the redressal of the complaint by the nodal officer.

1.3.12 Experience with Appellate Authority

- Only 7% of the broadband customers said that they were aware of the contact details of the Appellate Authority.
- 33 out of 199 cellular mobile customers appealed to the Appellate Authority.
- 25 out of 33 customers who filed an appeal with an Appellate Authority in the last 12 months received an acknowledgement from the Appellate Authority.
- In 9 out 27 cases appellate authority took decision on the appeal filed by the customers within 3 months of filing appeal. 6 customers filed the appeal recently.

1.3.13 Compliance with other Service Benchmarks

- 59% of the new customers claimed to have got the Manual of Practice.

2 SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers. To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

(i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and (ii) Customer Perception of Service through Survey

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Cellular (including FWP), Basic Wireline and Broadband customers, in the Western region of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

The current report presents the findings of the survey for Madhya Pradesh circle.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
 - Provision of service
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.
- In the survey of basic telephone service and cellular mobile service customers, 75% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.
- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and upto 50% through a web-based survey. We used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey.

2.4 Coverage of the Survey

In the Third quarter (1st July to 30th September) of 2009, we conducted the Customer Satisfaction Survey (CSS) in Madhya Pradesh circle. The following service providers have been covered in the Madhya Pradesh circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Limited (Referred as TTSL in the report)

2.4.2 Cellular (including FWP) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Limited (Referred as TTSL in the report)
5. Reliance Telecom Limited (Referred as Reliance Tel in the report)
6. Idea Cellular Limited (Referred as Idea in the report)
7. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

2.4.3 Broadband Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
2. Tata Communications (Referred as Tata in the report)
3. Bharti Airtel Limited (Referred as Airtel in the report)
4. Reliance Communications (Referred as Reliance in the report)
5. Sify Technologies Limited (Referred as Sify in the report)

Note: We have not covered You India Private Limited and Hathway Datacom Private Limited as they were not present in the Madhya Pradesh circle.

2.5 Geographical Coverage

Geographical Coverage	Cities Covered (46)
Madhya Pradesh and Chattisgarh	Betul, Ghoradongri, Bhopal, Sehore, Chhatarpur, Chhindwara, Guna, Dewas, Dhar, Gwalior, Dabra, Indore, Mhow, Hoshangabad, Jabalpur, Sihora, Khandwa, Burhanpur, Khargone, Mandasaur, Morena, Ratlam, Rewa, Sagar, Satna, Vindhyanagar, Ambah, Shajapur, Shujalpur, Ujjain, Barnagar, Bilaspur, Janjgir, Kathghora, Korba, Kota, Dhamda, Durg, Patan, Bagbahera, Bhatapara, Dhamtari, Raipur, Jagdalpur, Raigarh and Ambikapur

Note: For the Customer satisfaction Survey (CSS) we also contacted the Consumer Organizations/NGO registered with TRAI.

2.6 Respondent Profile

The random sample included both prepaid & postpaid customers in the household and commercial segments.

2.6.1 Individual/ Household users

- Only those above the age of 18 years were interviewed.
- Actual users of basic telephone service, mobile or broadband services were interviewed

2.6.2 Commercial users

In case of the basic telephone service survey, the administration or accounts executive/ manager or whoever takes care of basic telephone service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was covered. In case, there was no such person, then the CEO/ MD/ owner of the firm were interviewed.

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified for this survey. Random sampling was done in the selected areas to select the respondents.

2.7.1 Basic Telephone (Wire-line) Service:

Database obtained from the service providers was used in case of private operators, while for BSNL, door to door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for basic service customers was evenly spread across 5% of the exchanges of each BSO in the circle. These exchanges were covered in urban and rural areas. The stated 5% exchanges were evenly spread over 10% of SDCAs for each BSO.

BSNL: In the Madhya Pradesh and Chattisgarh, there are 3311 exchanges and there are 361 SDCAs. 5% of these exchanges can be approximated to 167 exchanges and 10% of these SDCAs are 37 SDCAs. We have covered 167 exchanges and 37 SDCAs across 19 telecom districts, where the total number of exchanges (Urban & Rural) is 80 or more than 80.

Airtel: We have covered Bhopal, Gwalior, Indore, Jabalpur, Ujjain and Raipur in this circle.

Reliance: We have covered Bhopal and Indore in this circle.

TTSL: We have covered Bhopal, Indore, Raipur and Bilaspur in this circle.

For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Providers	Cities Covered	Sample Size
BSNL (Madhya Pradesh & Chattisgarh)	37	1200
Airtel	6	600
Reliance	2	570
TTSL	4	475
Total		2845

Geographical Coverage	Cities Covered (37)
Madhya Pradesh and Chattisgarh	Betul, Ghoradongri, Bhopal, Sehore, Chhatarpur, Chhindwara, Dewas, Dhar, Gwalior, Dabra, Indore, Mhow, Hoshangabad, Jabalpur, Sihora, Khandwa, Burhanpur, Khargone, Mandsaur, Morena, Ambah, Shajapur, Shujalpur, Ujjain, Barnagar, Bilaspur, Janjgir, Kathghora, Korba, Kota, Dhamda, Durg, Patan, Bagbahera, Bhatapara, Dhamtari and Raipur

2.7.2 Cellular Mobile Telephone Service (including FWP):

5% of the total sample comprised FWP customers. For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all there, are 68 district headquarters in Madhya Pradesh and Chattisgarh. We have selected 7 district headquarters on the basis of their geographical spread namely Bhopal (Central), Gwalior (North), Indore (West), Ujjain (West), Jabalpur (Central), Bilaspur (East) and Raipur (East). Urban areas falling within 20 Km radius of the district headquarters were covered.

Service Providers	Cities Covered	Sample Size
Idea	7	600
Reliance Tel	7	600
BSNL (Madhya Pradesh & Chattisgarh)	7	1200
Airtel	7	600
Reliance	7	600
TTSL	7	600
Vodafone	7	600
Total		4800

Geographical Coverage	Cities Covered (7)
Madhya Pradesh and Chattisgarh	Bhopal, Gwalior, Indore, Jabalpur, Ujjain, Raipur and Bilaspur

2.7.3 Broadband Service:

In residential areas, the customer database obtained from the service providers was used. In commercial areas, an office-to-office survey was carried out since penetration of broadband was high in these areas.

The sample for broadband service customers was evenly spread in the areas served by 10% of the Points of Presence (POPs) for each service provider in each service area.

BSNL: There are 1879 exchanges in Madhya Pradesh and Chattisgarh (where their broadband service is available) spread across 40 BSNL telecom districts; thus, we covered 10% of these exchanges i.e. 189 exchanges across 28 cities.

Airtel: Bharti Airtel reported to have 1 POP in Gwalior and presence in 40 cities. We have covered 6 cities namely Bhopal, Gwalior, Indore, Jabalpur, Bilaspur and Raipur.

Tata: They have 2 POPs in Bhopal and Indore, which we have covered.

Reliance: Reliance reported presence in 16 cities. We have covered Bhopal and Indore.

Sify: They have presence in 3 cities namely Bhopal, Indore, Jabalpur. We have covered all the 3 cities.

Service Providers	Cities Covered	Sample Size
BSNL (Madhya Pradesh & Chattisgarh)	28	600
Airtel	6	600
Tata	2	600
Reliance	2	600
Sify	3	281
Total		2681

Geographical Coverage	Areas Covered (28)
Madhya Pradesh and Chattisgarh	Betul, Bhopal, Chhatarpur, Chhindwara, Dewas, Guna, Gwalior, Hoshangabad, Indore, Mhow, Jabalpur, Khandwa, Khargone, Mandsaur, Morena, Ratlam, Rewa, Sagar, Satna, Vindhyanagar, Ujjain, Bilaspur, Korba, Durg, Raipur, Jagdalpur, Raigarh and Ambikapur

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Telephone Service (Wire-line)

For customer satisfaction survey of Basic Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural, customers face-to-face interviews were done.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	479	159	638
BSNL	903	301	1204
Reliance	428	142	570
TTSL	357	119	476
Total	2,167	721	2888

2.8.2 Cellular Mobile Service

For customer satisfaction survey of Cellular Mobile Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	452	151	603
BSNL	902	301	1203
Reliance	450	150	600
TTSL	451	151	602
Reliance Tel	458	153	611
Idea	452	150	602
Vodafone	453	151	604
Total	3,618	1,207	4,825

2.8.3 Broadband Service

For customer satisfaction survey of Broadband Service customer, 50% of the sample had to be covered through face-to-face interviews and upto 50% through a web-based survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey.

Service Providers	Face to Face (50%)	Internet (50%)	Sample Size Covered
BSNL	326	325	651
Tata	300	300	600
Airtel	301	301	602
Reliance	303	303	606
Sify	141	141	282
Total	1,371	1,370	2,741

2.9 Customer Profile by Payment Mode Used

2.9.1 Basic Telephone Service (Wire-line)

A total of 4 basic telephone service providers present in the circle as of date have been covered. Across 37 cities of the Madhya Pradesh circle, 2,888 basic telephone service (Wire-line) customers were covered. Of this sample, 2,775 were postpaid customers and 113 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	-	638	638
BSNL	-	1204	1204
Reliance	-	570	570
TTSL	113	363	476
Total	113	2,775	2,888

2.9.2 Cellular Mobile Service

A total of 7 cellular mobile telephone service providers present in the circle as of date have been covered. Across 7 cities of the Madhya Pradesh circle, 4,825 cellular mobile service customers were covered. Of this sample, 3,141 were prepaid customers and 1,684 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	427	176	603
BSNL	508	695	1203
Reliance	438	162	600
TTSL	361	241	602
Reliance Tel	554	57	611
Idea	279	323	602
Vodafone	574	30	604
Total	3,141	1,684	4,825

2.9.3 Broadband Service

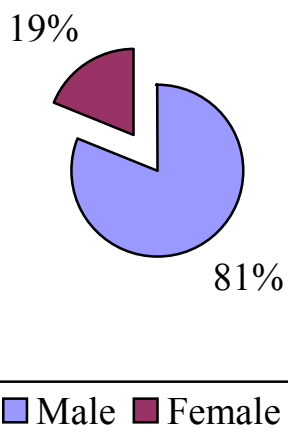
A total of 5 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Madhya Pradesh circle, 2,739 broadband service customers were covered. Of this total sample, 2,502 were postpaid customers and 237 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
BSNL	-	651	651
Tata	122	478	600
Airtel	-	602	602
Reliance	-	606	606
Sify	282	-	282
Total	404	2,337	2,741

2.10 Demographic Profile

2.10.1 Basic Telephone Service (Wire-line)

2.10.1.1 Gender Profile



- 2,888 basic telephone service (Wire-line) customers were covered. Of this sample, 2,342 were male and 546 were female customers.

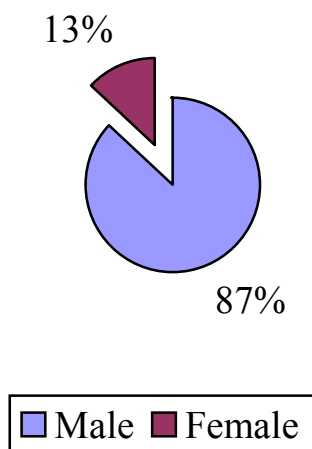
2.10.1.2 Age Profile

Age Group	%
Less than 25 years	9
25 – 60 years	88
More than 60 years	3
Base	2,888

- 88% of the customers were in the age group of 25 – 60 years while 9% were less than 25 years and 3% was more than 60 years old.

2.11.2 Cellular Mobile Service

2.11.2.1 Gender Profile



- 4,825 cellular mobile service customers were covered. Of this sample, 4,192 were male and 633 were female customers.

2.11.2.2 Age Profile

Years	%
Less than 25 years	15
25 – 60 years	84
More than 60 years	1
Base	4,825

- 84% of the customers were in the age group of 25 – 60 years while 15% were less than 25 years and 1% was more than 60 years.

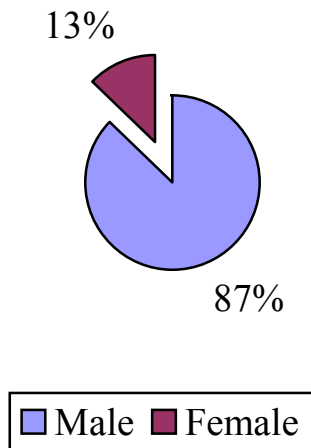
2.11.2.3 Occupation Profile

Occupation	%
Service	30
Businessman/ Self Employed	51
Student	11
Housewife	7
Retired	1
Base	4,825

- Out of 4,825 cellular mobile service customers 51% of the customers were businessmen/self-employed while 30% of them were salaried.

2.12.3 Broadband Service

2.12.3.1 Gender Profile



- 2,741 broadband service customers were covered. Of this sample, 2,389 were male and 352 were female customers.

2.12.3.2 Age Profile

Years	%
Less than 25 years	8
25 – 60 years	87
More than 60 years	5
Base	2,741

- 87% of the customers were in the age group of 25 – 60 years while 8% were less than 25 years and 5% was more than 60 years old.

2.13 Questionnaires Development Process

Three types of questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and on Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007.

The questionnaires developed were for:

- Basic Telephone Service (Wire-line)
- Cellular Mobile Service
- Broadband Service

2.14 Methodology for Calculating Percentage of Customer Satisfied

To measure the percentage of customer satisfied, we have taken into account the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various parameters of customer perception of service.

2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Telephone, Cellular Mobile and Broadband service.

The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for consumer satisfaction by making known the quality of service that the service providers are required to provide and the user has a right to expect.

All service providers have to follow these benchmarks. The following are the benchmarks laid down by TRAI.

2.15.1 Basic Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>95%
% Satisfied with Billing Services - Prepaid	>95%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>90%
% Satisfaction with Supplementary and Value Added Services	>95%
% Satisfied with Overall Service Quality	>90%

2.15.2 Cellular Mobile Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>95%
% Satisfied with Billing Services - Prepaid	>95%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>90%
% Satisfaction with Supplementary and Value Added Services	>95%
% Satisfied with Overall Service Quality	>90%

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Help Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% Satisfaction with Supplementary Services	>85%
% Satisfied with Overall Customer Satisfaction	>85%

The parameters of customer perception of service have taken into account the following sub-parameters:

1. Basic Telephone Service

Provision of Service

- Time taken to provide customer with working telephone connection

Billing Performance (Postpaid)

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of working telephone (dial tone)
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided

Overall Service Quality

- Overall service quality of service provider

2. Cellular Mobile Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities

Billing Performance (Postpaid)

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage
- Process of resolution of billing complaints

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability And Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Availability of network (signal)
- Restoration of network (signal) problems

Supplementary and Value Added Services

- Quality of the supplementary services provided

Overall Service Quality

- Overall service quality of service provider

3. Broadband Service

Provision of Service

- Time taken to provide customer with broadband connection after registration and payment of initial deposit by customer

Billing performance (Postpaid)

- Timely delivery of bills
- Accuracy of Bills
- Process of resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage

Help Services

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of broadband connection
- Amount of time for which service is up and working

Maintainability

- Restoration of broadband connection

Supplementary Services

- Quality of the supplementary services provided

Overall Customer Satisfaction

- Overall service quality of service provider

2.16 Definition of Key Terms Used

Appellate Authority: It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in the clause (a) or clause (b) of sub-regulation (3) of regulation.

Basic Telephone Service (Wire-line): It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.

Broadband Service: It means data connection....

(1) which is always on and is able to support interactive services including Internet access.

(2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.

(3) in which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.

(4) which shall include such service or download speed or features, as may be specified from time to time, by the licensor.

Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means....

(1) telecommunication service provided by mean of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.

(2) refers to transmission of voice or non-voice message over Licensee's Network in the real time but service does not cover broadcasting of any messages, voice or non-voice, however, Cell Broadcast is permitted only to the customers of the service.

(3) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

Consumer: means a consumer of a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1 and includes its customer and subscriber.

Manual: means the Manual of Practice for handling consumer complaints referred to in regulation 20.

Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

The compliance report has been presented, by using the following method:

The percentage of customer satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 34). According to this methodology the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customer satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Telephone Service

3.1.1 The following table shows the percentage of satisfied customers on various service QoS parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Madhya Pradesh Circle									
Airtel	638	98	93	-	88	94	87	93	91
BSNL	1,204	89	93	-	83	90	80	87	86
Reliance	570	95	84	-	76	88	71	96	82
TTSL	476	100	96	97	89	94	90	97	88
Overall	2,888	95	92	97	83	91	79	92	87

The figures in bold represent those service providers, who have met the benchmarks.

- On an overall basis, 87% of the basic telephone service customers were satisfied with their service providers.
- TTSL's performance was better than the other service providers on provision of service, billing performance - postpaid, help services, network performance, maintainability and supplementary services.
- Airtel's performance was better on network performance and on an overall basis.
- All the service providers had a lower score with respect to maintainability.

3.1.2 The following table shows the percentage of customers who got a working connection within 7 days.

Service Providers	Base	% Customers
		Benchmark: 7 days
Madhya Pradesh Circle		
Airtel	59	97
BSNL	55	73
Reliance	158	94
TTSL	28	89
Overall	300	90

- 90% of all the customers got their working telephone connection within 7 days. Airtel and Reliance were quicker in providing working telephone connections to a larger proportion of their new customers than BSNL and TTSL.

3.1.3 The following table shows the percentage of customers who reported that their telephone fault was repaired within 3 days.

Service Providers	Base	% Customers
		Benchmark: Within 3 days
Madhya Pradesh Circle		
Airtel	221	92
BSNL	439	84
Reliance	329	81
TTSL	78	90
Overall	1067	85

- 85% of all customers reported that the fault was repaired within 3 days. As compared to other service providers, a larger proportion of Airtel and TTSL customers reported that their faulty telephone connections were repaired within 3 days.

3.1.4 The following table shows the percentage of customers who reported that their telephone service was terminated within 7 days on request.

Service Providers	Base	% Customers
		Benchmark: Within 7 day
Madhya Pradesh Circle		
Airtel	36	56
BSNL	7	43
Reliance	44	70
TTSL	13	85
Overall	100	65

- 65% of customers reported that their telephone connection was terminated within 7 days after they request for termination. 85% of the TTSL customers got their telephone connection terminated within the benchmark duration.

3.1.6 The following table shows the percentage of customers who reported that their billing complaints were resolved by call centre within four weeks.

Service Providers	Base	% Customers
		Benchmark: Within 4 weeks
Madhya Pradesh Circle		
Airtel	56	48
BSNL	126	69
Reliance	82	37
TTSL	14	64
Overall	278	55

- Only 55% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- Only 37% of the Reliance's customer complaints were resolved with 4 weeks.

3.2 Cellular Mobile Service

3.2.1 The following table shows the percentage of satisfied customers with various QoS parameters of customer perception of service.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Madhya Pradesh Circle									
Airtel	603	96	87	80	72	96	95	86	98
BSNL	1,203	99	96	84	63	73	77	90	90
Reliance	600	96	87	73	69	86	91	80	99
TTSL	602	92	91	92	80	92	94	92	99
Reliance Tel	611	99	90	76	77	89	88	84	98
Idea	602	95	96	84	78	96	96	95	99
Vodafone	604	99	99	95	85	93	95	93	97
Overall	4,825	98	93	87	74	87	89	89	96

The figures in bold represent those service providers, who have met the benchmarks.

- On an overall basis, 96% of all cellular service customers were satisfied with their service providers.
- The survey reveals a lower proportion of satisfied customers on parameters such as Help Services.
- Vodafone registered a higher percentage of satisfied customers than other service providers on 3 out of 7 parameters, namely provision of service, billing performance – (postpaid) and help services.
- Idea registered a higher percentage of satisfied customers than other service providers on 3 out of 7 parameters, network performance, maintainability and overall service quality.

3.2.2 The following table shows the percentage of customers who reported that their billing complaints were resolved by call centre within four weeks.

Service Providers	Base	% Customer
		Benchmark: Four Weeks
Madhya Pradesh Circle		
Airtel	69	41
BSNL	27	41
Reliance	34	44
TTSL	25	68
Reliance Tel	10	100
Idea	13	69
Vodafone	16	0
Overall	194	46

- 56% of the cellular customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks after they lodged their complaints. The worst performer on this parameter was Vodafone.

3.3 Broadband Service

3.3.1 The following table shows the percentage of satisfied customers on various service parameters

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
Madhya Pradesh Circle									
BSNL	651	96	94	-	83	89	53	96	93
Tata	600	100	94	99	81	90	54	89	89
Airtel	602	97	97	-	91	91	66	98	92
Reliance	606	92	95	-	86	91	43	95	90
Sify	281	100	-	98	83	93	55	92	95
Overall	2,741	97	95	98	85	91	54	94	91

The figures in bold represent those service providers, who have met the benchmarks.

- All the service providers registered a lower proportion of satisfied customers on account of Maintainability.
- Airtel registered a higher percentage of satisfied customers than other service providers on 4 out of 7 parameters, namely postpaid billing, help services, maintainability and supplementary service.
- Sify registered a higher percentage of satisfied customers than other service providers on 3 out of 7 parameters, namely provision of service, network performance and overall quality of service.

3.3.2 The following table shows the percentage of customers who reported getting a working connection with 15 days.

Service Providers	Base	% Customers
		Benchmark: Within 15 Working Days
Madhya Pradesh Circle		
BSNL	271	96
Tata	54	93
Airtel	105	92
Reliance	84	92
Sify	63	98
Overall	577	95

- 95% of the customers got their working connection within 15 working days. However, 8% of the Airtel and Reliance customers got their working connection after 15 working days.

3.3.3 The following table shows the percentage of customers who reported that their billing complaints were resolved by call centre within four weeks.

Service Providers	Base	% Customers
		Benchmark: Within 4 weeks
Madhya Pradesh Circle		
BSNL	78	38
Tata	178	30
Airtel	65	40
Reliance	66	32
Sify	14	50
Overall	401	33

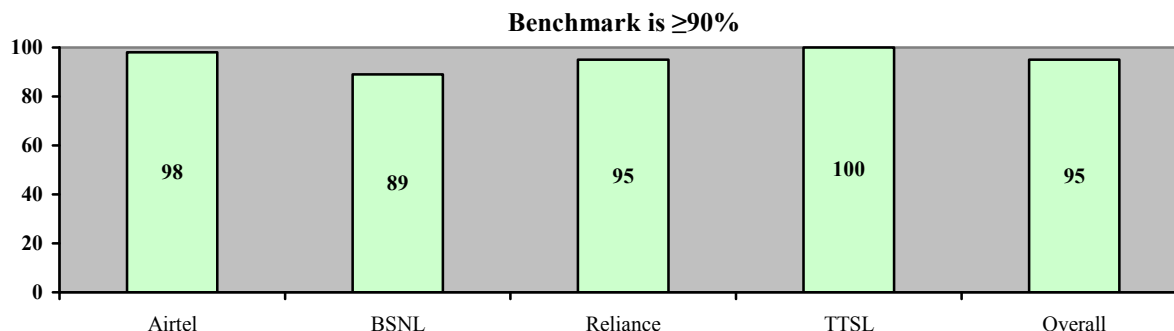
- Only 33% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 70% of Tata customers reported that their complaints were not resolved within 4 weeks.

4. DETAILED REPORT

4.1 Basic Telephone Service (Wire-line) – Madhya Pradesh and Chattisgarh Circle

4.1.1 Customer satisfaction with Provision of Service

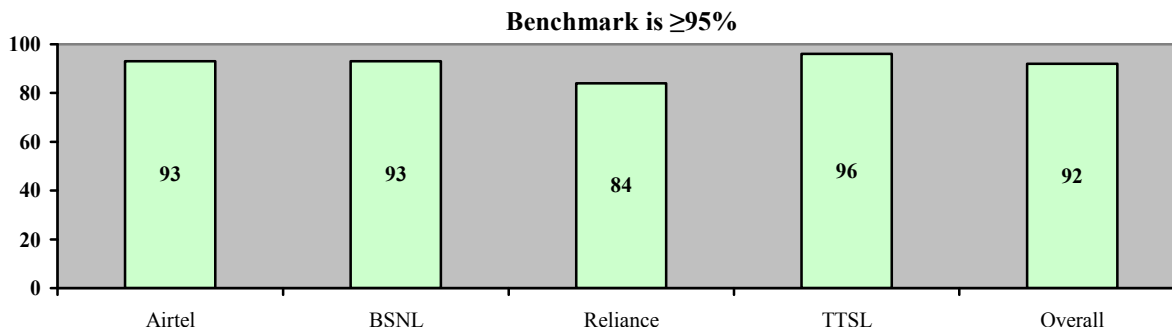
4.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- All the service providers were able to meet the benchmark laid down by TRAI.
- BSNL (89%) had a lower percentage of satisfied customers with respect to provision of service as compared to other service providers.
- TTSL (100%) registered a higher percentage of satisfied customers with provision of service.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following graph shows the percentage of satisfied customers with respect to billing performance among postpaid customers.



- Only TTSL was able to meet the benchmark related to billing performance – postpaid.
- Reliance’s customers were less satisfied (84%) on account of billing performance (postpaid).

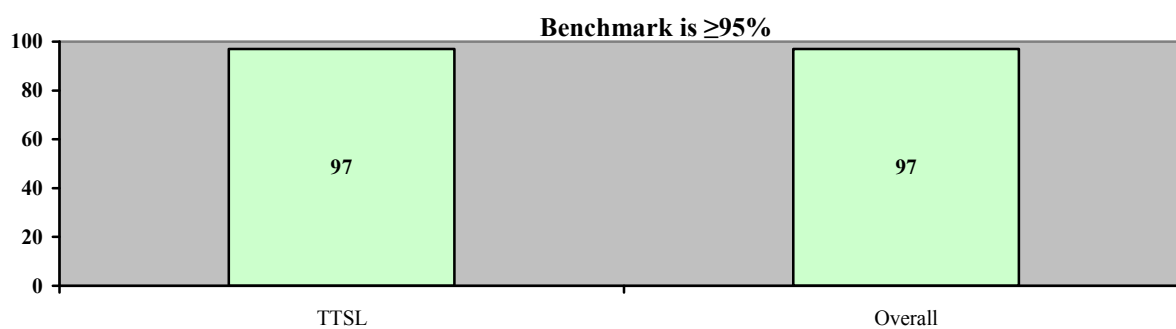
4.1.2.2 The following table shows the percentage of satisfied postpaid customers with different sub-parameters of the billing performance.

Sub Parameters	Base	% Postpaid customers				
		Airtel	BSNL	Reliance	TTSL	Overall
Timely delivery of bills	2775	96	94	87	96	93
Accuracy of the bills	2775	91	92	84	97	91
Process of resolution of billing complaints	526	69	72	57	74	66
Clarity of the bills in terms of transparency & understandability	2775	96	97	90	98	96

- Most customers were satisfied on account of timely delivery of bills. More than 90% customers were satisfied with accuracy of bills except customers of Reliance.
- A substantial proportion of customers of all service providers were dissatisfied with the process of resolution of billing complaints.

4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers

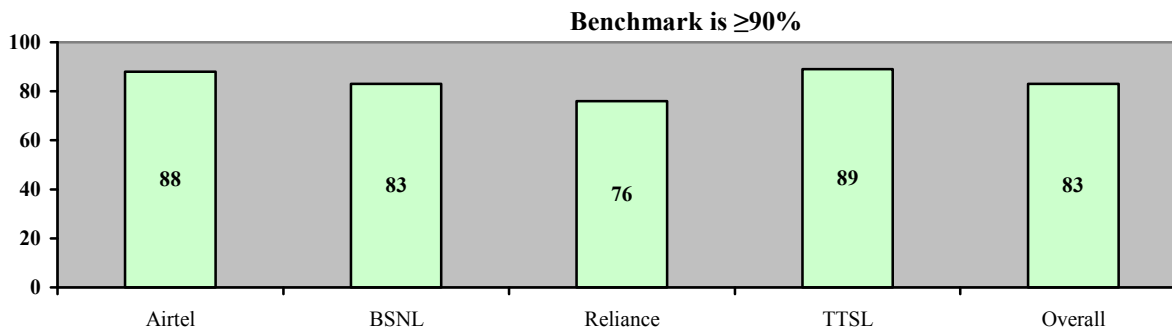
4.1.2.1b The following graph the percentage of satisfied customers with prepaid billing.



- TTSL was able to meet the benchmark related to billing performance – prepaid.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

4.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- None of the service providers met the benchmark laid down by TRAI.
- TTSL (89%) and Airtel (86%) had a higher percentage of satisfied customers with respect to help services.
- Reliance (76%) and BSNL (83%) registered a lower percentage of satisfied customers on account of help services.

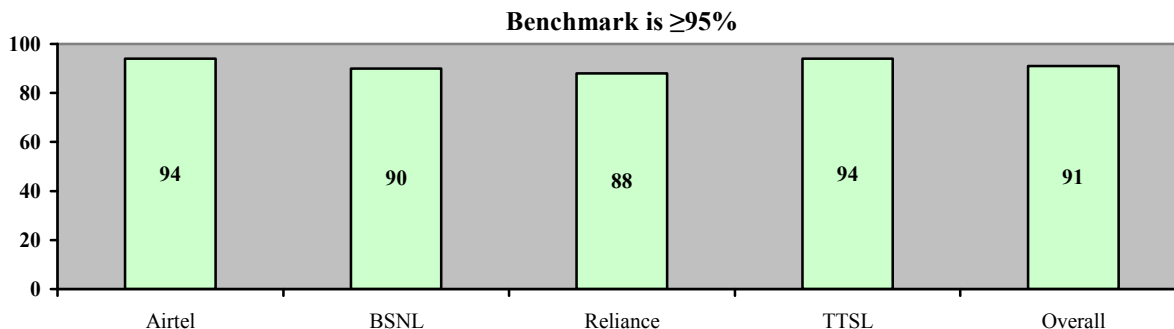
4.1.3.2 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.

Sub Parameters	Base	% Customers				
		Airtel	BSNL	Reliance	TTSL	Overall
Ease of access of call centre/customer care or helpline	1,441	88	83	81	88	84
Response time taken to answer your call by a customer care executive	1,441	91	82	81	92	90
Problem solving ability of the customer care executive(s)	1,441	89	84	72	89	82
Time taken by call centre/customer care /helpline to resolve your complaint	1,441	85	84	71	89	81

- Most of the customers were not satisfied with the problem solving ability of the customer care executive and time taken by call centre/customer care /helpline to resolve your complaint.
- Customers of Reliance were less satisfied with help services.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- None of the service providers met the benchmark laid down by TRAI.
- Reliance (88%) scored less on this parameter.

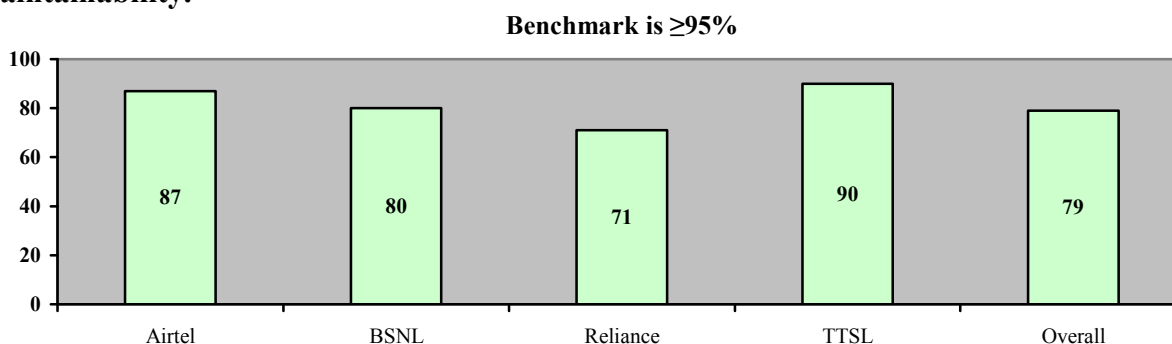
4.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers				
		Airtel	BSNL	Reliance	TTSL	Overall
Availability of working telephone (dial tone)	2,888	96	91	84	93	91
Ability to make or receive calls easily	2,888	97	92	91	96	93
Voice quality	2,888	90	87	88	93	89

- Reliance customers were less satisfied with availability of working telephone connection.
- BSNL and Reliance scored less with respect to voice quality.

4.1.5 Customer Satisfaction with Maintainability

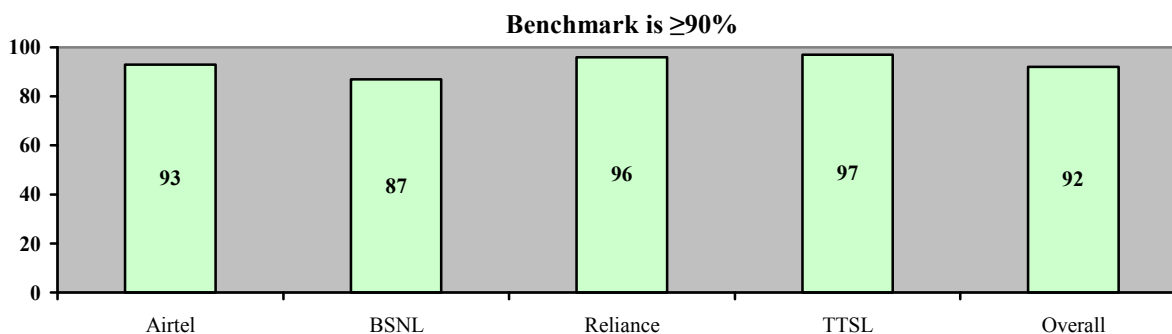
4.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- TTSL (90%) had a significantly higher percentage of satisfied customers on account of maintainability than other service providers.
- Reliance (71%) and BSNL (80%) registered lower percentage of satisfied customers with respect to maintainability.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

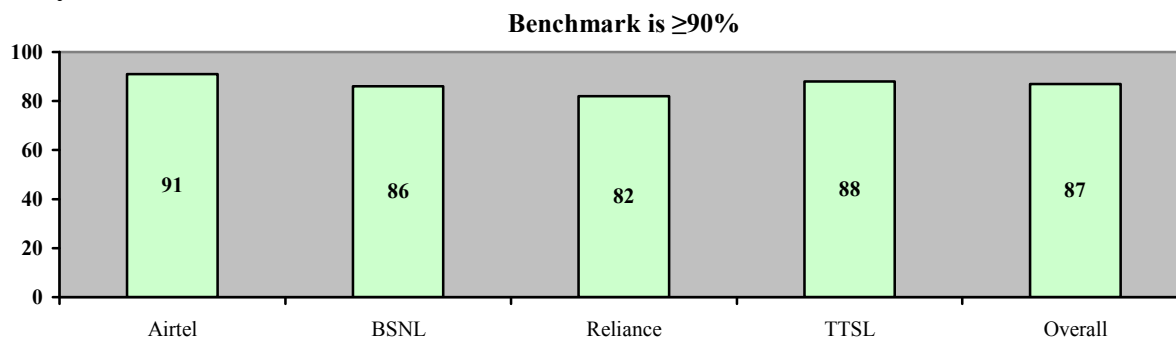
4.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- TTSL, Reliance and Airtel met the benchmark laid down by TRAI.
- BSNL customers were less satisfied on account of supplementary services.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- Only Airtel (91%) was able to meet the benchmark laid down by TRAI.
- Reliance, BSNL and TTSL were less satisfied on account of overall service quality.

4.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

4.2.1 Awareness and experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider to make complaint/ query

Service Providers	% Customers	Base
Airtel	90	638
BSNL	86	1,204
Reliance	95	570
TTSL	95	476
Overall	90	2,888

- 90% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.
- Customers of BSNL were less aware about the about the call centre number of their service provider to make complaint/ query.

Table 4.2.1.2 The following table shows the percentage of customers who made complaint within 12 months on the call centre number of their service provider

Service Providers	% Customers	Base
Airtel	30	638
BSNL	27	1,204
Reliance	48	570
TTSL	12	476
Overall	29	2,888

- Only 29% of the customers made complaint within 12 months on the call centre number of their service provider.

4.2.1.3 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints.

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	67	29	2	2	190
BSNL	58	25	11	6	328
Reliance	55	38	5	2	273
TTSL	35	59	2	5	58
Overall	58	32	6	4	849

- 58% of the customers who had complained said that they had received a docket number for most of their complaints.
- 32% of all customers who had complained said that they did not receive docket number for most of their complaints.
- 6% of all customers who had complained said that they received the docket number for their complaints even on request.
- 4% of all customers who had complained said that they did not receive docket number for their complaints even on request.

4.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Service Providers	% Customers	Base
Airtel	70	190
BSNL	65	328
Reliance	46	273
TTSL	76	58
Overall	61	849

- 61% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- Lower proportion (46%) of Reliance customers were informed about the action taken on their complaint by call centre.

4.2.2.4 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers	% Customers	Base
Airtel	90	190
BSNL	79	328
Reliance	82	273
TTSL	86	58
Overall	83	849

- 83% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL customers.

4.2.2.5 The following table shows the percentage of customers who cited different reasons for dissatisfaction with the call centre.

Service Providers	Reasons for dissatisfaction						
	Difficult to connect to 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	37	16	42	79	11	-	19
BSNL	60	59	51	60	36	-	70
Reliance	45	18	22	80	8	8	49
TTSL	63	75	88	38	13	0	8
Overall	52	40	43	68	22	3	146

- The main reason for dissatisfaction among customers was that the call centre took too much time for complaints redressal.

4.2.2.6 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service Providers	% Customer	Base
Airtel	48	56
BSNL	69	126
Reliance	37	82
TTSL	64	14
Overall	55	278

- 55% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
- Lower proportion of Reliance customers was satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.2.3 Awareness and experience of Nodal Officer

Table 4.2.3.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Service Providers	% Customers	Base
Airtel	4	638
BSNL	5	1,204
Reliance	8	570
TTSL	1	476
Overall	5	2,888

- 5% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

Table 4.2.3.2 The following table shows the percentage of customers who have made complaint to the Nodal Officer

Service Providers	% Customers	Base
Airtel	12	25
BSNL	47	57
Reliance	82	44
TTSL	67	6
Overall	53	132

- 53% basic telephone service customers claimed to have complained to the nodal officer.

Table 4.2.3.3 The following table shows the percentage of customers who were intimidated by the Nodal Officer about the decision taken on their complaint.

Service Providers	% Customers	Base
Airtel	67	3
BSNL	100	27
Reliance	94	36
TTSL	100	4
Overall	96	70

- 96% of the customers were intimidated by the Nodal Officer about the decision taken on their complaint.

Table 4.2.3.4 The following table shows the percentage of customers who were satisfied with the redressal of the complaints by the Nodal Officer

Service Providers	% Customers	Base
Airtel	67	3
BSNL	100	27
Reliance	94	36
TTSL	75	4
Overall	94	70

- 94% of the customers were satisfied with the redressal of the complaint by the nodal officer.

4.2.3.5 Reasons for dissatisfaction with Nodal Officer

- Difficult to connect to Nodal officer was the main reason for dissatisfaction with the Nodal Officer

4.2.4 Awareness and experience of Appellate Authority

Table 4.2.4.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% Customers	Base
Airtel	2	638
BSNL	2	1,204
Reliance	1	570
TTSL	-	476
Overall	1	2,888

- Less than 1% all basic telephone service customers said that they were aware of the contact details of the Appellate Authority.

4.2.4.2 Incidence of Appeal being filed in the prescribed form in the last 12 months

- Only 3 out of 36 customers filed an appeal with an Appellate Authority in the last 12 months

4.2.4.3 Acknowledgement Receipt

- All the 3 customers who filed an appeal with an Appellate Authority in the last 12 months received an acknowledgement from the Appellate Authority.

4.2.4.4 Decision of the Appellate Authority

- Appellate Authority took decision on the appeal filed by the customers within 3 months of filing appeal.

4.2.5 General Information

Table 4.2.5.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.

Service Providers	% Customers	Base
Airtel	-	-
BSNL	-	-
Reliance	-	-
TTSL	14	113
Overall	14	115

- 14% of the customers said that they were aware of the fact that they can get item-wise usage charge details on request.

Table 4.2.5.2 The following table shows the percentage of prepaid customers who were denied item-wise usage charge details.

Service Providers	% Customers	Base
Reliance	-	-
TTSL	-	16
Overall	-	18

- None of the customers were denied item-wise usage charge details on request.

Table 4.2.5.4 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service Providers	% Customers	Base
Airtel	70	59
BSNL	89	55
Reliance	97	156
TTSL	96	28
Overall	90	298

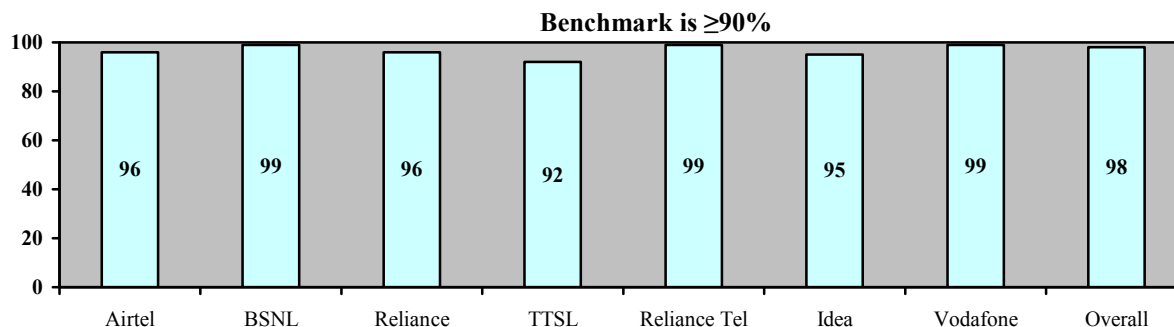
- 90% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

4.3 Cellular Mobile Service – Madhya Pradesh circle

Customer Satisfaction Survey in the Maharashtra circle was done among customers of 7 Cellular Mobile Service providers i.e. Airtel, BSNL, Reliance, TTSL, Reliance Tel, Idea and Vodafone.

4.3.1 Customer Satisfaction with Provision of Service

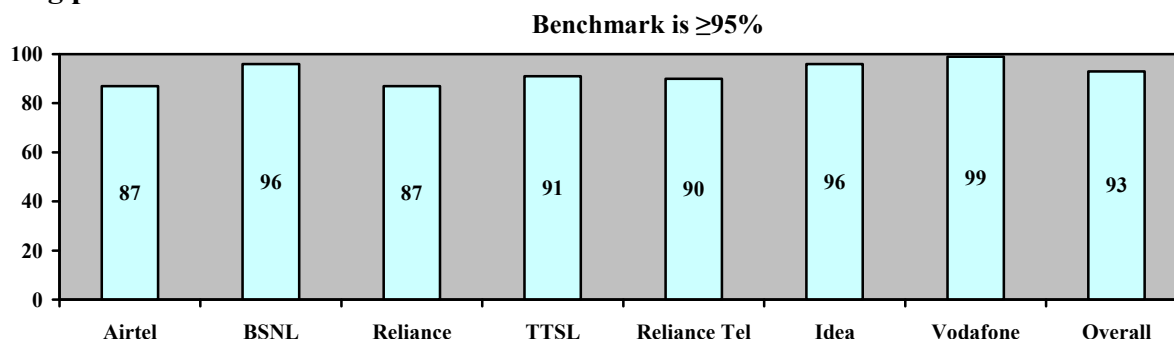
4.3.1.1 The following graph shows the percentage of customers satisfied with the provision of service.



- All the service providers met the benchmark laid down by TRAI.
- TTSL customers were less satisfied with the provision of service.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following graph shows the percentage of satisfied postpaid customers with billing performance.



- Vodafone, BSNL and Idea met the benchmark laid down by TRAI.
- Airtel and Reliance customers were less satisfied with the billing performance.

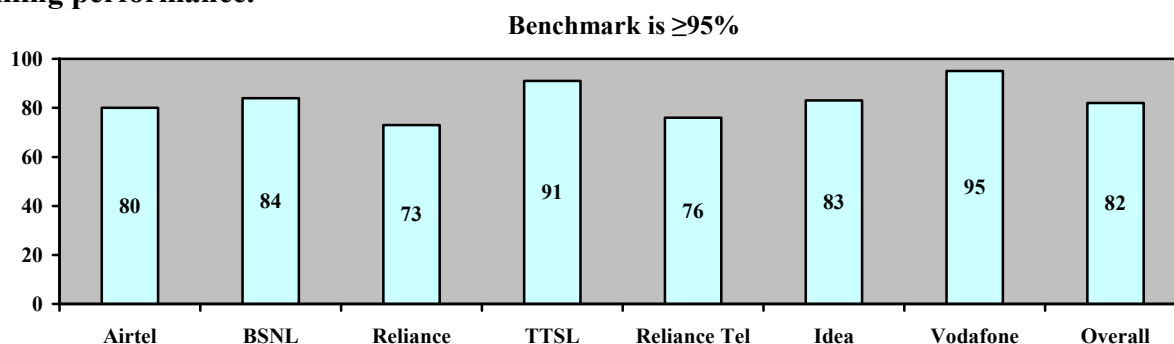
4.3.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameter of billing performance.

Sub Parameters	Base	% Postpaid Customers							
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Vodafone	Overall
Timely delivery of bills	1,684	88	94	89	88	90	97	100	93
Accuracy of the bills	1,684	90	96	83	92	90	97	100	93
Process of resolution of billing complaints	193	39	52	22	57	80	74	-	55
Clarity of the bills in terms of transparency & understandability	1,684	96	99	100	96	95	98	97	98

- Reliance, Airtel and TTSL customers reported lower satisfaction levels on account of timely delivery of bills.
- Reliance customers reported lower satisfaction levels on account of accuracy of bills.
- Customers of all service providers claimed lower satisfaction with resolution of billing complaints. Reliance, Airtel, BSNL and TTSL had the poorest scores

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following graph shows the percentage of prepaid customers satisfied with billing performance.



- Only Vodafone met the benchmark laid down by TRAI.
- Customers of Reliance and Reliance Tel were less satisfied with the billing performance.

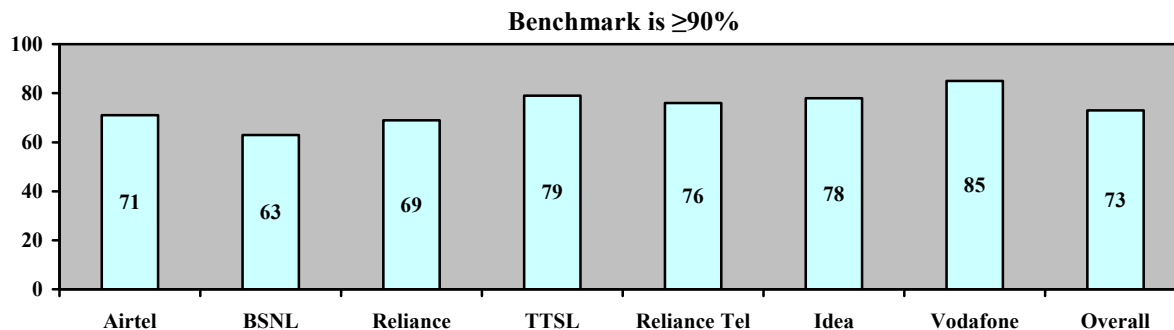
4.3.2.2b The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Prepaid Customers							
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Vodafone	Overall
Accuracy of the charges	3141	85	88	78	95	83	87	95	87
Process of resolution of billing complaints	546	38	49	58	77	53	50	75	57

- Reliance customers reported lower satisfaction levels on account of accuracy of charges.
- Satisfaction of postpaid customers with resolution of billing complaints was low for all service providers, with Airtel and BSNL having the poorest scores

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- None of the service provider met the benchmark laid down by TRAI.
- BSNL (63%) and Reliance (69%) had a lower percentage of satisfied customers on account of help services.
- Vodafone (85%) registered a higher percentage of satisfied customers on account of help services.

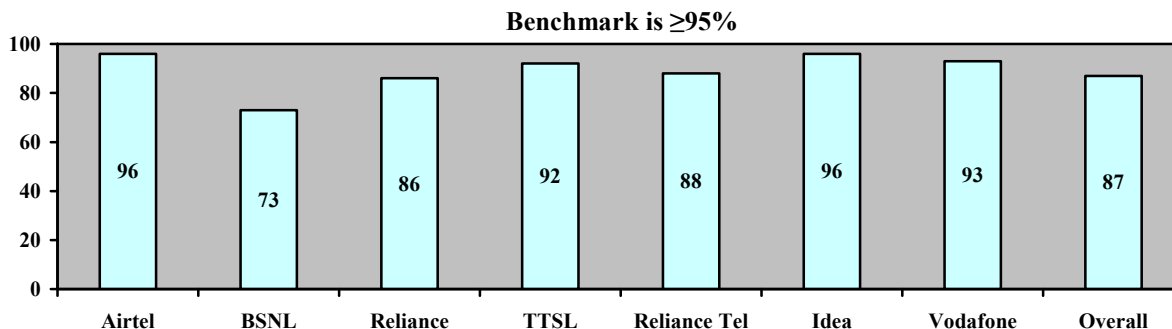
4.3.3.3 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	Base	% Customers							Overall
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Vodafone	
Ease of access of call centre/customer care or helpline	2471	68	73	70	63	79	63	85	72
Response time taken by customer executive to answer customer call	2471	71	59	72	81	77	81	83	74
Problem solving ability of the customer care executive(s)	2471	75	61	67	86	74	84	86	75
Time taken by call centre/customer care /helpline to resolve your complaint	2471	72	60	68	89	75	85	87	75

- Customers of BSNL and Reliance were generally less satisfied on all sub-parameters of Help Services.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.2 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- Only Airtel & Idea were able to meet the benchmark laid down by TRAI.
- BSNL (73%) customers were less satisfied on account of network performance, reliability and availability.

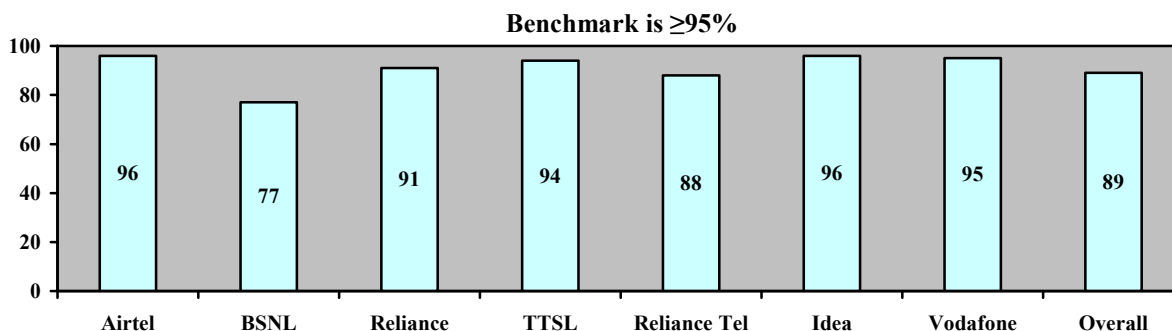
4.3.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers							Overall
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Vodafone	
Availability of signal of your service provider in your locality	4825	95	73	83	90	86	96	93	86
Ability to make or receive calls easily	4825	97	72	88	95	91	96	95	88
Voice quality	4825	97	75	87	92	90	94	92	88

- Customers of BSNL were generally less satisfied with the network performance compared to the other service providers.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- Airtel, Idea and Vodafone were able to meet the benchmark laid down by TRAI.
- BSNL (77%) registered a lower percentage of satisfied customers on this parameter.

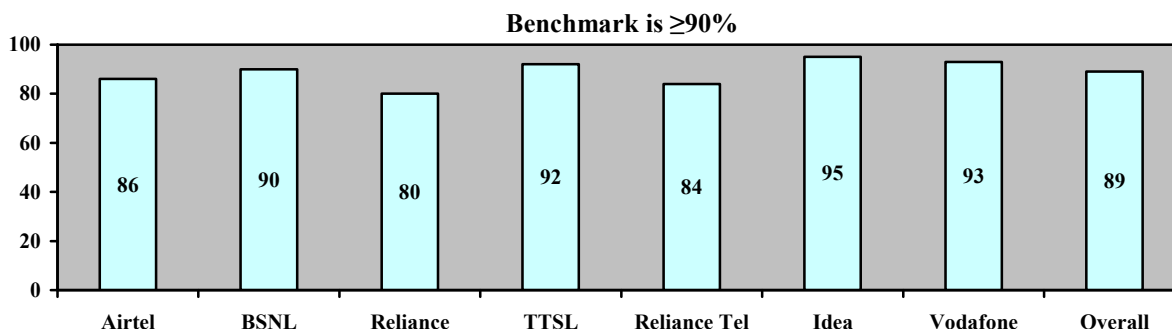
4.3.5.2 The following table shows the percentage of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Customers							Overall
		Airtel	BSNL	Reliance	TTSL	Reliance Tel	Idea	Vodafone	
Availability of network (signal)	4825	95	77	90	94	88	96	93	89
Restoration of network (signal) problems	4825	96	78	92	95	89	97	97	90

- Lower proportion of BSNL customers was satisfied with availability of network (signal) and restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

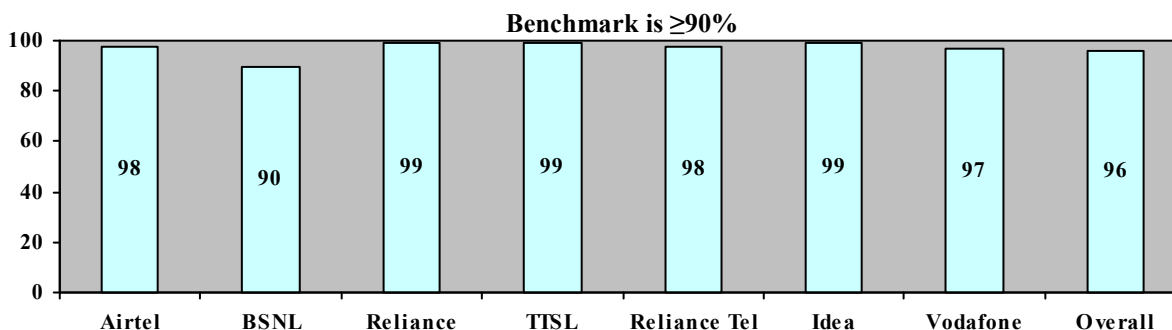
4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- BSNL, TTSL, Idea and Vodafone were able to meet the benchmark laid down by TRAI.
- Reliance (80%) customers were less satisfied with supplementary services.

4.3.7 Customer Satisfaction with Overall Service Quality

4.3.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- All service providers were able to meet the benchmark laid down by TRAI.
- BSNL (90%) had the lowest percentage of satisfied customers with overall service quality.

4.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

4.4.1 Awareness and experience of Call Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider to make complaint/ query.

Service Providers	% Customers	Base
Airtel	95	603
BSNL	89	1,203
Reliance	85	600
TTSL	90	602
Reliance Tel	94	611
Idea	92	602
Vodafone	91	604
Overall	91	4,825

- 91% of all cellular mobile customers were aware about the call centre number of their service provider to make complaint/ query.

4.4.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free Call Centre/customer care/Help-line telephone number.

Service Providers	% Customers	Base
Airtel	33	603
BSNL	32	1,203
Reliance	32	600
TTSL	37	602
Reliance Tel	39	611
Idea	30	602
Vodafone	45	604
Overall	35	4,825

- 35% of all cellular mobile customers claimed that they had complained in the last 12 months to the toll free Call Centre/customer care/ help-line telephone number.

4.4.1.3 The following table shows the percentage of customer who received or did not receive docket number for their complaints.

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	61	11	12	16	199
BSNL	75	17	3	10	390
Reliance	71	15	5	9	193
TTSL	60	24	6	10	220
Reliance Tel	74	16	8	2	240
Idea	51	21	12	16	183
Vodafone	78	10	2	10	274
Overall	68	16	6	10	1,699

- 68% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.
- A lower percentage of Idea customers received docket numbers for their complaints.
- 16% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints.
- 6% of all the cellular mobile customers who had complained said that they received docket numbers for their complaints on request.
- 10% of all the cellular mobile customers who had complained said that they did not receive docket numbers for their complaints even on request.

4.4.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Service Providers	% Customers	Base
Airtel	38	199
BSNL	29	390
Reliance	40	193
TTSL	39	220
Reliance Tel	70	240
Idea	51	183
Vodafone	64	274
Overall	47	1,699

- 47% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.4.1.5 The following table shows the percentage of customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline.

Service Providers	% Customers	Base
Airtel	66	199
BSNL	60	390
Reliance	68	193
TTSL	84	220
Reliance Tel	65	240
Idea	81	183
Vodafone	85	274
Overall	72	1,699

- 72% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers.

4.4.1.6 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	20	18	25	67	15	6	67
BSNL	37	16	27	91	24	5	155
Reliance	76	29	36	55	10	10	62
TTSL	63	23	40	26	17	-	35
Reliance Tel	76	58	63	43	12	-	83
Idea	23	-	20	80	34	-	35
Vodafone	59	10	22	68	2	-	41
Overall	49	24	34	67	17	4	478

- The main reasons for dissatisfaction with customer care were: (i) they took time in complaints redressal, (ii) difficult to connect to call centre and (iii) the customer care executives were not equipped with adequate information.

4.4.1.7 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service Providers	% Customers	Base
Airtel	41	69
BSNL	41	27
Reliance	44	34
TTSL	68	25
Reliance Tel	100	10
Idea	69	13
Vodafone	0	16
Overall	46	194

- Only 46% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- Vodafone, Airtel, BSNL and Reliance customers were less satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaints.

4.4.2 Awareness and experience of Nodal Officer

4.4.2.1 The following table shows the percentage of customers who were aware about contact details of the nodal officer.

Service Providers	% Customers	Base
Airtel	3	603
BSNL	6	1,203
Reliance	3	600
TTSL	6	602
Reliance Tel	3	611
Idea	5	602
Vodafone	1	604
Overall	4	4,825

- Less than 5% of the cellular mobile customers were aware of the contact details of the nodal officer.

4.4.2.2 The following table shows the percentage of customers who complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

Service Providers	% Customers	Base
Airtel	11	19
BSNL	8	73
Reliance	-	18
TTSL	-	33
Reliance Tel	19	21
Idea	-	30
Vodafone	-	4
Overall	6	198

- Only 6% of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Decision taken on Complaint

- BSNL customers were intimidated by the nodal officer about the decision taken on their complaints but customers of Airtel and Reliance Tel were not intimidated by the nodal officer

4.4.2.4 Satisfaction with Nodal Officer

- 9 out of 12 customers were satisfied with the redressal of the complaint by the nodal officer.

4.3.3 Awareness and experiences with Appellate Authority

4.4.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% Customers	Base
Airtel	3	603
BSNL	4	1,203
Reliance	2	600
TTSL	2	602
Reliance Tel	6	611
Idea	4	602
Vodafone	1	604
Overall	3	4,825

- Only 3% customers were aware of the contact details of appellate authority.

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 12 months

- 11 out of 142 customers, who were aware about the appellate authority appealed to the appellate authority.

4.2.3.3 Acknowledgement Receipt

- 2 out of 11 customers, who filed an appeal with an Appellate Authority in the last 12 months received an acknowledgement from the Appellate Authority.

4.2.3.4 Decision of the Appellate Authority

- In 8 out of 11 customers, appellate authority took decision on the appeal filed by the customers within 3 months of filing appeal.

4.4.4 General Information

4.4.4.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service Providers	% Customers	Base
Airtel	28	427
BSNL	20	508
Reliance	31	438
TTSL	34	361
Reliance Tel	40	554
Idea	15	279
Vodafone	38	574
Overall	31	3,141

- Only 31% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Customers of Reliance and TTSL were more aware about this.

4.4.4.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

Service Providers	% Customers	Base
Airtel	7	121
BSNL	-	100
Reliance	1	134
TTSL	2	123
Reliance Tel	4	222
Idea	5	41
Vodafone	-	218
Overall	2	959

- 2% of the customers said that they were denied item-wise usage charge details.

4.4.4.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

Service Providers	Reason(s) for denying customers request for item-wise usage charges			
	No reason given	Technical problem	Others	Base
Airtel	100	-	-	8
Reliance	-	100	-	1
TTSL	-	100	-	3
Reliance Tel	100	-	-	8
Idea	-	100	-	2
Overall	73	27	-	22

- 6% of the prepaid customers who had asked for item-wise charges said that “technical reason” was given for denying their request while 49% said that “no reasons” were quoted.

4.4.4.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Service Providers	% Customers	Base
Airtel	90	301
BSNL	95	452
Reliance	86	84
TTSL	88	75
Reliance Tel	99	76
Idea	91	117
Vodafone	96	528
Overall	94	1633

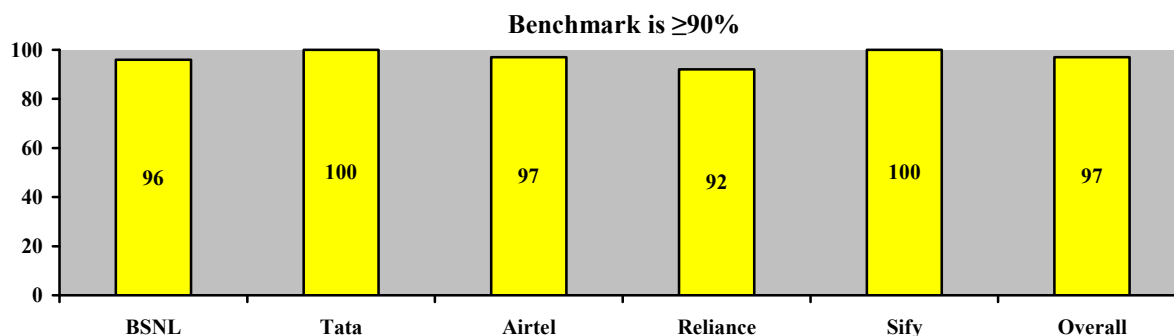
- 94% of the new customers had got the Manual of Practice.

4.5 Broadband Service – Madhya Pradesh circle

Customer Satisfaction Survey in Madhya Pradesh circle was done among customers of 5 Broadband Service providers i.e. BSNL, Tata (earlier VSNL), Airtel, Reliance and Sify.

4.5.1 Customer Satisfaction with Provision of Service

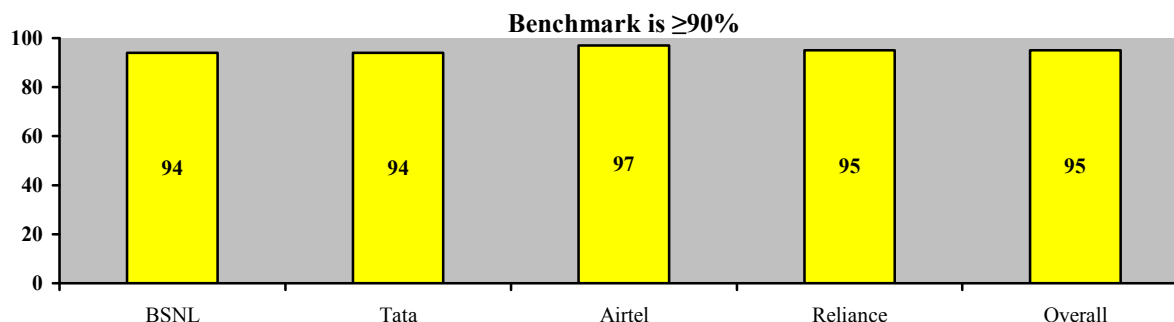
4.5.1.1 The following graph shows the percentage of satisfied customers with respect to provision of service.



- All the service providers met the benchmark laid down by TRAI.
- All customers of Tata and Sify were satisfied on account of Provision of Service.
- Reliance (92%) had a slightly lower proportion of satisfied customers.

4.5.2a Postpaid Customer Satisfaction with Billing Performance -Postpaid

4.5.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.



- All the service providers met the benchmark laid down by TRAI.
- Airtel (97%) had a higher percentage of satisfied customers with respect to billing performance (postpaid).

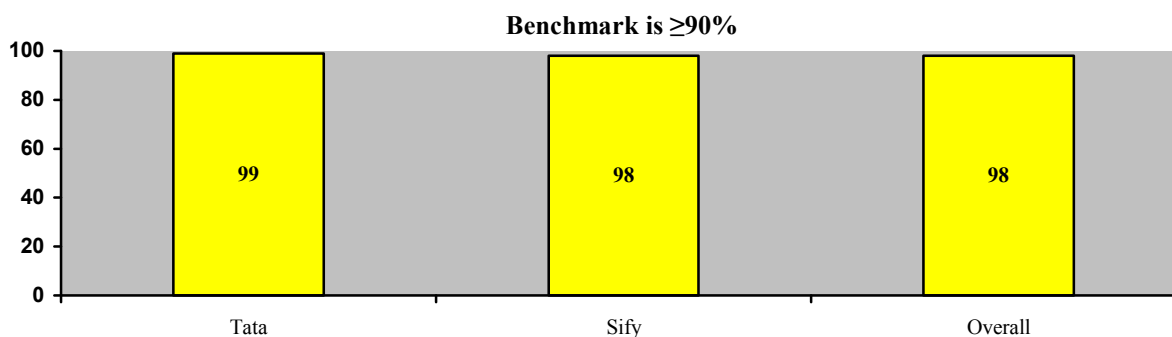
4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers				
		BSNL	Tata	Airtel	Reliance	Overall
Timely delivery of bills	2,337	94	92	97	96	95
Accuracy of the bills	2,337	95	97	98	97	97
Process of resolution of billing complaints	4,95	73	82	84	77	80
Clarity of the bills in terms of transparency and understandability	2,337	96	96	99	97	97

- A large proportion of postpaid customers were not satisfied with the process of resolution of billing complaints.
- Satisfaction on all other billing related parameters was very high.

4.5.2b Customer Satisfaction with Billing Performance - Prepaid

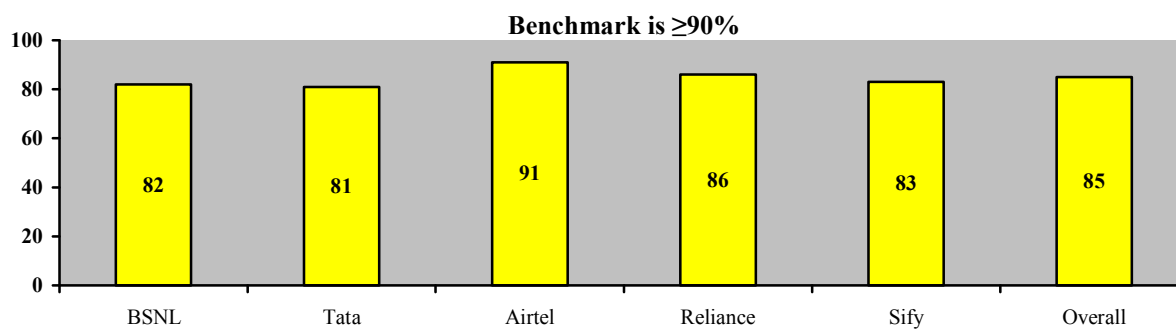
4.5.2.1b The following graph shows the percentage of prepaid customers satisfied with billing performance.



- Tata and Sify were able to meet the benchmark laid down by TRAI.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following graph shows the percentage of satisfied customers with help services.



- Only Airtel was able to meet the benchmark laid down by TRAI.
- Tata (81%), BSNL (82%) and Sify (83%) had lower proportion of satisfied customers on account of Help Services.

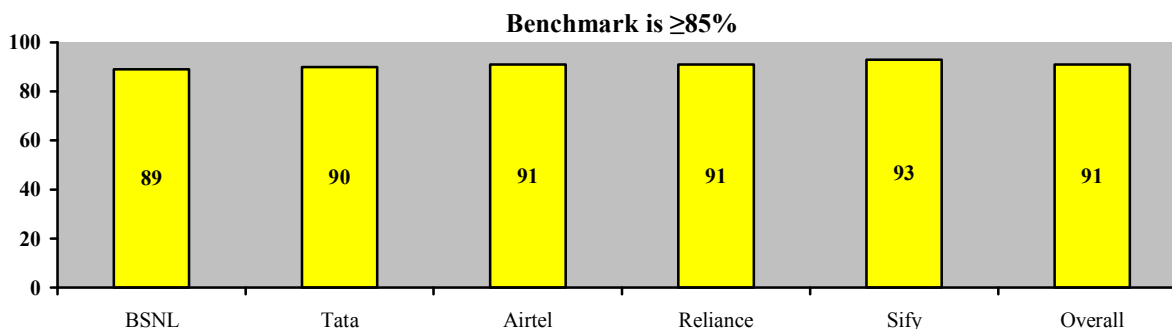
4.5.3.3 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Base	% Customers					
		BSNL	Tata	Airtel	Reliance	Sify	Overall
Ease of access of call centre/ customer care or helpline	1,232	79	83	93	88	85	86
Response time taken by customer executive to answer customer call	1,232	87	83	91	88	79	86
Problem solving ability of customer care executive(s)	1,232	82	79	91	84	83	84
Time taken by call centre/ customer care / help-line to resolve your complaint	1,232	83	80	89	85	89	84

- Ease of access of call centre was the concern among BSNL customers.
- Response time taken by customer executive to answer customer call was the concern among Sify customers.
- Problem solving ability of customer care executive(s) and time taken by call centre/ customer care / help-line to resolve your complaint was the concern among Tata customers.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.



- All the service providers were able to meet the benchmark laid down by TRAI.
- Sify (93%) had a slightly higher percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.
- BSNL (89%) had a slightly lower percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.

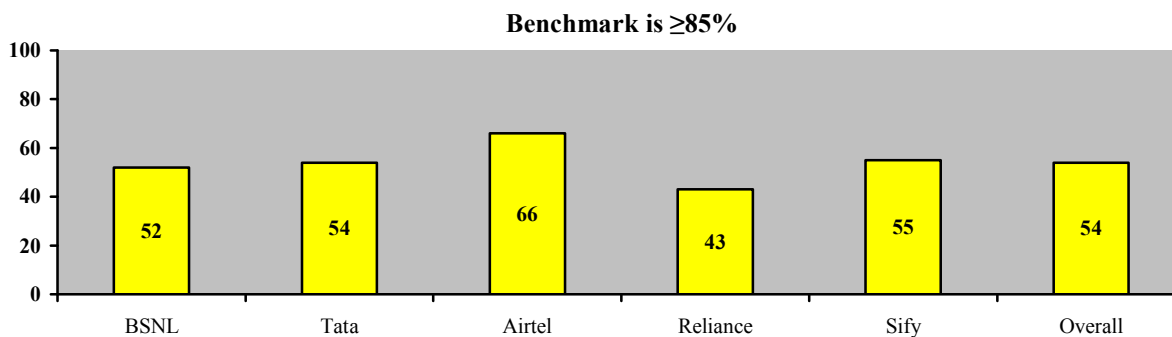
4.5.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers					
		BSNL	Tata	Airtel	Reliance	Sify	Overall
Speed of broadband connection	2,741	88	91	89	89	94	90
Amount of time for which service is up and working	2,741	89	89	94	93	92	91

- Customers of BSNL, Airtel and Reliance were less satisfied with the speed of broadband connection.
- Customers of BSNL and Tata were less satisfied with the amount of time for which service was up and working.

4.5.5 Customer Satisfaction with Maintainability

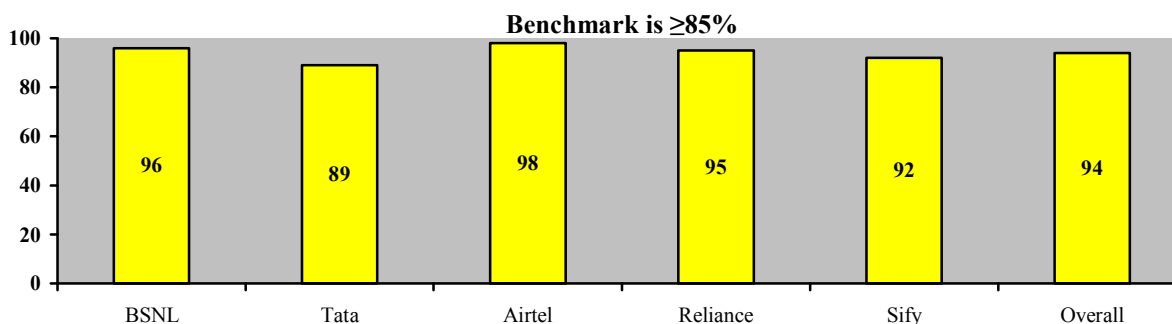
4.5.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- None of the service provider met the benchmark laid down by TRAI.
- Airtel (66%) had a higher percentage of satisfied customers than others.
- Reliance (43%) had the lowest percentage of satisfied customers than others.

4.5.6 Customer Satisfaction with Supplementary Services

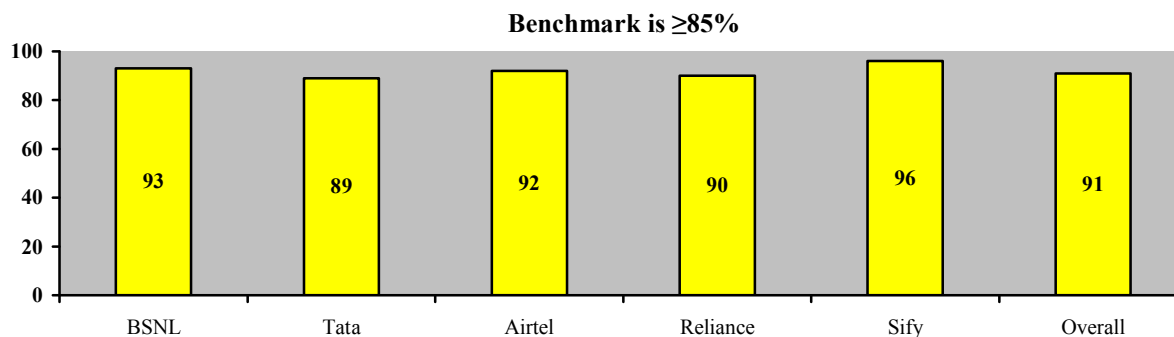
4.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- All the service providers were able to meet the benchmark laid down by TRAI.
- Tata (89%) had slightly lower percentage of satisfied customers than others.

4.5.7 Customer Satisfaction with Overall Service

4.5.7.1 The following graph shows the percentage of customers satisfied with overall service.



- All the service providers were able to meet the benchmark laid down by TRAI.
- Tata (89%) and Reliance (90%) had slightly lower percentage of satisfied customers than others.

4.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

4.6.1 Awareness and experience of Call Centre

4.6.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider to make complaint/ query.

Service Providers	% Customers	Base
BSNL	82	651
Tata	82	600
Airtel	84	602
Reliance	93	606
Sify	89	282
Overall	86	2,741

- 86% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaint/ query.
- Reliance customers were more aware about the call centre number of their service provider to make complaint/ query.

4.6.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free call centre/customer care/help-line telephone number.

Service Providers	% Customers	Base
BSNL	38	651
Tata	58	600
Airtel	30	602
Reliance	30	606
Sify	21	282
Overall	37	2,741

- 37% of all broadband customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Tata customers had complained.

4.6.1.3 The following table shows the percentage of customers who received or did not receive the docket number for their complaints.

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
BSNL	75	18	4	3	244
Tata	65	18	12	5	348
Airtel	65	30	4	1	183
Reliance	73	25	1	1	182
Sify	59	33	5	3	58
Overall	69	22	6	3	1,015

- 69% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 22% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. The incidence was higher among Airtel customers.
- 6% of all broadband customers who had complained said that they received docket numbers on request.
- 3% of all broadband customers who had complained said that they did not receive docket numbers even on request.

4.6.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by the call centre.

Service Providers	% Customers	Base
BSNL	37	244
Tata	49	348
Airtel	68	183
Reliance	50	182
Sify	67	58
Overall	51	1,015

- 51% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for BSNL at 37%.

4.6.1.5 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers	% Customers	Base
BSNL	78	244
Tata	79	348
Airtel	81	183
Reliance	80	182
Sify	91	58
Overall	80	1,015

- 80% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL customers but significantly higher for Sify.

4.6.1.6 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
BSNL	29	24	16	49	26	2	55
Tata	27	22	22	65	19	15	74
Airtel	44	15	29	62	3	6	34
Reliance	38	22	19	65	14	8	37
Sify	40	20	20	40	40	-	5
Overall	33	21	21	60	18	8	205

- The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility was also cited as a reason for dissatisfaction.

4.6.1.7 The following table shows the percentage of customers who got their billing complaint resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint.

Service Providers	% Customers	Base
BSNL	39	78
Tata	30	178
Airtel	40	65
Reliance	24	66
Sify	50	14
Overall	33	401

- Only 33% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- Reliance and Tata customers were less satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 The following table shows the percentage of customers who were aware about the contact details of the nodal officer.

Service Providers	% Customers	Base
BSNL	10	651
Tata	22	600
Airtel	11	602
Reliance	10	606
Sify	10	282
Overall	13	2741

- Only 13% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

4.6.2.2 The following table shows the percentage of customers who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.

Service Providers	% Customers	Base
BSNL	22	68
Tata	46	132
Airtel	11	63
Reliance	25	61
Sify	29	28
Overall	30	352

- 30% of the customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

4.6.2.3 The following table shows the percentage of customers who were intimated by the Nodal Officer about the decision taken on their complaint.

Service Providers	% Customers	Base
BSNL	53	15
Tata	51	61
Airtel	57	7
Reliance	47	15
Sify	88	8
Overall	54	106

- 54% of the customers who were intimated by the nodal officer about the decision taken on their complaints.

4.6.2.4 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Service Providers	% Customers	Base
BSNL	80	15
Tata	84	61
Airtel	100	7
Reliance	100	15
Sify	88	8
Overall	87	106

- 87% of the customers were satisfied with the redressal of the complaint by the nodal officer.

4.6.3.6 The following table shows the percentage of customers who cited different reasons for dissatisfaction with Nodal Officer.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to nodal officer	Nodal officer not polite/courteous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not unable to understand the problems	Others	Base
BSNL	67	-	-	33	-	33	3
Tata	20	20	60	-	20	-	10
Sify	-	-	100	-	-	-	1
Overall	29	14	50	7	14	7	14

- 50% of the customer claimed that nodal officer were not equipped with adequate information.

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 The following table shows the percentage of customers who were aware about the contact details of the Appellate Authority.

Service Providers	% Customers	Base
BSNL	5	651
Tata	13	600
Airtel	4	602
Reliance	3	606
Sify	17	282
Overall	7	2741

- Only 7% of the broadband customers said that they were aware of the contact details of the Appellate Authority.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 6 months

- 33 out of 199 cellular mobile customers appealed to the Appellate Authority.

4.6.4.3 Acknowledgement Receipt

- 25 out of 33 customers who filed an appeal with an Appellate Authority in the last 6 months received an acknowledgement from the Appellate Authority.

4.6.4.4 Decision of the Appellate Authority

- In 9 out 27 cases appellate authority took decision on the appeal filed by the customers within 3 months of filing appeal. 6 customers filed the appeal recently.

4.6.5 General Information

4.6.5.1 The following table shows the percentage of customers who were aware that they can get item-wise usage charge details, on request.

Service Providers	% Prepaid customers	Base
Tata	57	122
Sify	55	282
Overall	55	404

- 55% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Service Providers	% Prepaid customers	Base
Tata	6	69
Sify	5	154
Overall	5	223

- 5% of the customers said that they were denied item-wise usage charge details.

4.6.5.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied.

Service Providers	Reason(s) for denying customers request			Base
	No reason given	Technical problem	Others	
Tata	50	50	-	4
Sify	50	50	-	8
Overall	50	50	-	12

- No reason and technical problem were the reasons for denying the item-wise usage charge details to customers.

4.6.5.4 The following table shows the percentage of customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Providers	% Customers	Base
BSNL	48	271
Tata	63	54
Airtel	65	105
Reliance	64	84
Sify	84	63
Overall	59	577

- 59% of the new customers claimed to have got the Manual of Practice. Higher number of Sify customers received the manual of practice.

5. CRITICAL ANALYSIS

5.1 Basic Telephone Service (Wire-line)

5.1.2 Overall Quality of Service: 87% of all basic telephone service customers were satisfied. Airtel's performance was the best.

5.1.3 Provision of Service: Customers of TTSL were most satisfied with obtaining working connection within 7 days.

5.1.4 Billing Performance: 34% of the postpaid customers were not satisfied with the process for resolution of billing complaints. Reliance performance was the weakest on account of resolution of billing complaints. Most prepaid customers were satisfied with the billing process.

5.1.5 Help Service: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, customer care departments of the service providers particularly Reliance customers claimed that the customer care executives had weak problem solving ability.

5.1.6 Network Performance: 91% of basic telephone service customers were satisfied with the network performance.

5.1.7 Maintainability: Service providers, particularly Reliance and BSNL were reported to be taking time in repairing the faults.

5.1.8 Supplementary Services: Basic telephone service providers have shown adequate performance on this parameter. BSNL performance was lower than other service providers.

5.1.9 Grievance Redressal: 90% were aware about the call centre's toll free number. 5% and 1% of the customers were aware about the contact details of the nodal officer and Appellate Authority.

5.2 Cellular Mobile Service

5.2.1 Overall Quality of Service: 96% of the cellular mobile service customers were satisfied with overall quality of service. BSNL registered a lower percentage of satisfied customers at 90%.

5.2.2 Provision of Service: 98% of customers were satisfied with provision of service.

5.2.3 Billing Performance: A large proportion of postpaid and prepaid customers were not satisfied with the process of resolution of billing complaints. Reliance and Airtel had the weakest performance.

5.2.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. Customers of BSNL were more dissatisfied with the help services.

5.2.5 Network Performance: 87% of the cellular mobile customers were satisfied. BSNL performance was weakest.

5.2.6 Maintainability: 89% of cellular mobile customers were satisfied with maintainability, though BSNL shows the weakest performance.

5.2.7 Supplementary Services: 94% of the customers were satisfied with this parameter.

5.2.8 Grievance Redressal Mechanism: 91% were aware about the call centre's toll free number. 4% and 3% of the customers were aware about the contact details of the nodal officer and Appellate Authority.

5.3 Broadband Service

5.3.1 Overall Quality of Service: 91% of all broadband customers were satisfied. Sify performance was the best.

5.3.2 Provision of Service: 97% of customers were satisfied with the provision of service.

5.3.3 Billing Performance: 80% of the postpaid customers were satisfied with the resolution of billing complaints. BSNL performance was the weakest.

5.3.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, only 85% of the customers were satisfied with the Help Services.

5.3.5 Network Performance: 91% of all broadband customers were satisfied.

5.3.6 Maintainability: While most customers of the broadband customers were dissatisfied on this service parameter, a significant number of customers stated that the problem was related to the broadband connection and modem provided by the service provider.

5.3.7 Supplementary Services: Service providers have shown adequate performance on this parameter.

5.3.8 Grievance Redressal: 91% were aware about the call centre's toll free number. 4% and 3% of the customers were aware about the contact details of the nodal officer and appellate authority.

6 RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Basic Telephone Service

6.1.1 Provision of Service: Service providers need to quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.1.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.1.3 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, the service providers particularly Reliance, need to improve upon this parameter.

6.1.4 Network Performance: Basic telephone service providers need to maintain their performance on this parameter.

6.1.5 Maintainability: Reliance and BSNL need to respond to fault repair quickly.

6.1.6 Supplementary Services: Basic telephone service providers need to maintain their performance on this parameter.

6.1.7 Communication of Tariff Plan: Service providers need to convey details of the tariff plan to all their new customers.

6.1.8 Do Not Call Registry: Effectiveness of the DNC register needs to be enhanced so that unsolicited calls are cut out totally.

6.1.9 Grievance Redressal Mechanism: Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to the complainants.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

6.2 Cellular Telephone Service

6.2.1 Provision of Service: Service providers, particularly TTSL, need to quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.2.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.2.3 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, all service providers need to improve on this parameter.

6.2.4 Network Availability: Cellular telephone service providers particularly BSNL needs to improve upon this parameter.

6.2.5 Maintainability: BSNL needs to improve upon this parameter.

6.2.6 Supplementary Services: Service providers should take consent of all their customers before providing supplementary services.

6.2.7 Do Not Call Register: Effectiveness of the DNC register needs to be enhanced so that unsolicited calls are totally cut out.

6.2.8 Grievance Redressal Mechanism: Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to all the complainants. The action taken on the complaints should also be communicated to them.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

6.3 Broadband Internet Service

6.3.1 Provision of Service: Tata should quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.3.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.3.3 Help Services: This service parameter needs all-round improvement for all service providers.

6.3.4 Network Performance: Broadband service providers should ensure that they deliver high speeds to their customers. Also, the uptime of the broadband connections needs to be improved significantly, particularly for BSNL and Tata.

6.3.5 Maintainability: All broadband service providers need to improve their performance on this parameter; this is a serious issue for many customers.

6.3.6 Grievance Redressal Mechanism: Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to the complainants. The action taken on the complaints should also be communicated to them.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

Annexure 1: Detailed Tables (Basic Telephone Service - Customers Survey)

A. Service Provision

A.1. (Q 1) When did you last apply for a phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	45	14	579	638
	%	7.10%	2.20%	90.80%	100.00%
BSNL	Count	18	37	1149	1204
	%	1.50%	3.10%	95.40%	100.00%
Reliance	Count	71	87	412	570
	%	12.50%	15.30%	72.30%	100.00%
TTSL	Count	15	13	448	476
	%	3.20%	2.70%	94.10%	100.00%
Overall	Count	149	151	2588	2888
	%	5.20%	5.20%	89.60%	100.00%

A.2. (Q 2) How much time was taken to get the telephone connection installed and activated after you applied for it?

Service Providers		Less than 3 days	3-7 days	8 -15 days	More than 15 days	Base
Airtel	Count	40	17	2	0	59
	%	67.80%	28.80%	3.40%	0.00%	100.00%
BSNL	Count	18	22	9	6	55
	%	32.70%	40.00%	16.40%	10.90%	100.00%
Reliance	Count	95	54	8	1	158
	%	60.10%	34.20%	5.10%	0.60%	100.00%
TTSL	Count	12	13	0	3	28
	%	42.90%	46.40%	0.00%	10.70%	100.00%
Overall	Count	165	106	19	10	300
	%	55.00%	35.30%	6.30%	3.30%	100.00%

A.3. (Q 3) How satisfied are you with time taken to provide working phone connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	59	58	16	42	1	0
	%	100.00%	98.30%	27.10%	71.20%	1.70%	0.00%
BSNL	Count	55	49	3	46	6	0
	%	100.00%	89.10%	5.50%	83.60%	10.90%	0.00%
Reliance	Count	158	150	12	138	8	0
	%	100.00%	94.90%	7.60%	87.30%	5.10%	0.00%
TTSL	Count	28	28	0	28	0	0
	%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%
Overall	Count	300	285	31	254	15	0
	%	100.00%	95.00%	10.30%	84.70%	5.00%	0.00%

A.4. (Q 4) In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Not applicable	Base
Airtel	Count	20	8	1	0	609	638
	%	3.10%	1.30%	0.20%	0.00%	95.50%	100.00%
BSNL	Count	54	57	6	0	1087	1204
	%	4.50%	4.70%	0.50%	0.00%	90.30%	100.00%
Reliance	Count	48	20	0	0	502	570
	%	8.40%	3.50%	0.00%	0.00%	88.10%	100.00%
TTSL	Count	2	5	0	0	469	476
	%	0.40%	1.10%	0.00%	0.00%	98.50%	100.00%
Overall	Count	124	90	7	0	2667	2888
	%	4.30%	3.10%	0.20%	0.00%	92.30%	100.00%

B. Billing Process - Postpaid Customers

B.1. (Q 5) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	614	140	474	23	1
	%	100.00%	96.20%	21.90%	74.30%	3.60%	0.20%
BSNL	Count	1204	1126	60	1066	69	9
	%	100.00%	93.50%	5.00%	88.50%	5.70%	0.70%
Reliance	Count	570	495	56	439	71	4
	%	100.00%	86.80%	9.80%	77.00%	12.50%	0.70%
TTSL	Count	363	350	16	334	12	1
	%	100.00%	96.40%	4.40%	92.00%	3.30%	0.30%
Overall	Count	2775	2585	272	2313	175	15
	%	100.00%	93.20%	9.80%	83.40%	6.30%	0.50%

B.2. (Q 6a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	583	110	473	51	4
	%	100.00%	91.40%	17.20%	74.10%	8.00%	0.60%
BSNL	Count	1204	1111	57	1054	87	6
	%	100.00%	92.30%	4.70%	87.50%	7.20%	0.50%
Reliance	Count	570	480	50	430	86	4
	%	100.00%	84.20%	8.80%	75.40%	15.10%	0.70%
TTSL	Count	363	351	13	338	8	4
	%	100.00%	96.70%	3.60%	93.10%	2.20%	1.10%
Overall	Count	2775	2525	230	2295	232	18
	%	100.00%	91.00%	8.30%	82.70%	8.40%	0.60%

B.3. (Q 6b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	25	7	22	38	1	55
	%	45.50%	12.70%	40.00%	69.10%	1.80%	
BSNL	Count	21	24	48	45	9	93
	%	22.60%	25.80%	51.60%	48.40%	48.40%	
Reliance	Count	19	35	56	55	42	90
	%	21.10%	38.90%	62.20%	61.10%	46.70%	
TTSL	Count	6	8	8	2	0	12
	%	50.00%	66.70%	66.70%	16.70%	0.00%	
Overall	Count	71	74	134	140	52	250
	%	28.40%	29.60%	53.60%	56.00%	20.80%	

B.4. (Q 7) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	113	525	638
	%	17.70%	82.30%	100.00%
BSNL	Count	189	1015	1204
	%	15.70%	84.30%	100.00%
Reliance	Count	181	389	570
	%	31.80%	68.20%	100.00%
TTSL	Count	43	320	363
	%	11.80%	88.20%	100.00%
Overall	Count	526	2249	2775
	%	19.00%	81.00%	100.00%

B.5. (Q 8) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	113	78	10	68	35	0
	%	100.00%	69.00%	8.80%	60.20%	31.00%	0.00%
BSNL	Count	189	135	9	126	48	6
	%	100.00%	71.40%	4.80%	66.70%	25.40%	3.20%
Reliance	Count	181	103	5	98	76	2
	%	100.00%	56.90%	2.80%	54.10%	42.00%	1.10%
TTSL	Count	43	32	1	31	11	0
	%	100.00%	74.40%	2.30%	72.10%	25.60%	0.00%
Overall	Count	526	348	25	323	170	8
	%	100.00%	66.20%	4.80%	61.40%	32.30%	1.50%

B.6. (Q 9a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	613	93	520	21	4
	%	100.00%	96.10%	14.60%	81.50%	3.30%	0.60%
BSNL	Count	1204	1168	45	1123	24	12
	%	100.00%	97.00%	3.70%	93.30%	2.00%	1.00%
Reliance	Count	570	514	27	487	56	0
	%	100.00%	90.20%	4.70%	85.40%	9.80%	0.00%
TTSL	Count	363	357	10	347	6	0
	%	100.00%	98.30%	2.80%	95.60%	1.70%	0.00%
Overall	Count	2775	2652	175	2477	107	16
	%	100.00%	95.60%	6.30%	89.30%	3.90%	0.60%

B.7. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		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	Others	Base
Airtel	Count	8	10	15	12	0	25
	%	32.00%	40.00%	60.00%	48.00%	0.00%	
BSNL	Count	30	27	30	15	0	36
	%	83.30%	75.00%	83.30%	41.70%	0.00%	
Reliance	Count	44	33	37	44	0	56
	%	78.60%	58.60%	66.10%	78.60%	0.00%	
TTSL	Count	6	6	6	1	0	6
	%	100.00%	100.00%	100.00%	16.70%	0.00%	
Overall	Count	88	76	88	72	0	123
	%	71.50%	61.80%	71.50%	58.50%	0.00%	

Billing Process - Prepaid Customers

B.8. (Q 10) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	113	110	2	108	3	0
	%	100.00%	97.30%	1.80%	95.60%	2.70%	0.0%
Overall	Count	113	110	2	108	3	0
	%	100.00%	97.30%	1.80%	95.60%	2.70%	0.0%

C. Help Services/ Customer Care

C.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	318	320	638
	%	49.80%	50.20%	100.00%
BSNL	Count	541	663	1204
	%	44.90%	55.10%	100.00%
Reliance	Count	425	145	570
	%	74.60%	25.40%	100.00%
TTSL	Count	157	319	476
	%	33.00%	67.00%	100.00%
Overall	Count	1441	1447	2888
	%	49.90%	50.10%	100.00%

C.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	318	279	11	268	37	2
	%	100.00%	87.70%	3.50%	84.30%	11.60%	0.60%
BSNL	Count	541	447	3	444	85	9
	%	100.00%	82.60%	0.60%	82.10%	15.70%	1.70%
Reliance	Count	425	345	12	333	79	1
	%	100.00%	81.20%	2.80%	78.40%	18.60%	0.20%
TTSL	Count	157	138	6	132	16	3
	%	100.00%	87.90%	3.80%	84.10%	10.20%	1.90%
Overall	Count	1441	1209	32	1177	217	15
	%	100.00%	83.90%	2.20%	81.70%	15.10%	1.00%

C.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	318	290	12	278	28	0
	%	100.00%	91.20%	3.80%	87.40%	8.80%	0.0%
BSNL	Count	541	444	9	435	91	6
	%	100.00%	82.10%	1.70%	80.40%	16.80%	1.10%
Reliance	Count	425	344	13	331	78	3
	%	100.00%	80.90%	3.10%	77.90%	18.40%	0.70%
TTSL	Count	157	145	6	139	11	1
	%	100.00%	92.40%	3.80%	88.50%	7.00%	0.60%
Overall	Count	1441	1223	40	1183	208	10
	%	100.00%	84.90%	2.80%	82.10%	14.40%	0.70%

C.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	318	284	9	275	33	1
	%	100.00%	89.30%	2.80%	86.50%	10.40%	0.30%
BSNL	Count	541	453	21	432	85	3
	%	100.00%	83.70%	3.90%	79.90%	15.70%	0.60%
Reliance	Count	425	307	11	296	116	2
	%	100.00%	72.20%	2.60%	69.60%	27.30%	0.50%
TTSL	Count	157	140	6	134	16	1
	%	100.00%	89.20%	3.80%	85.40%	10.20%	0.60%
Overall	Count	1441	1184	47	1137	250	7
	%	100.00%	82.20%	3.30%	78.90%	17.30%	0.50%

C.5. (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	318	270	11	259	47	1
	%	100.00%	84.90%	3.50%	81.40%	14.80%	0.30%
BSNL	Count	541	452	6	446	86	3
	%	100.00%	83.50%	1.10%	82.40%	15.90%	0.60%
Reliance	Count	425	301	18	283	117	7
	%	100.00%	70.80%	4.20%	66.60%	27.50%	1.60%
TTSL	Count	157	140	7	133	16	1
	%	100.00%	89.20%	4.50%	84.70%	10.20%	0.60%
Overall	Count	1441	1163	42	1121	266	12
	%	100.00%	80.70%	2.90%	77.80%	18.50%	0.80%

D. Network Performance, Reliability and Availability

D.1. (Q 16) How satisfied are you with the availability of working telephone (dial tone)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	614	90	524	22	2
	%	100.00%	96.20%	14.10%	82.10%	3.40%	0.30%
BSNL	Count	1204	1090	39	1051	111	3
	%	100.00%	90.50%	3.20%	87.30%	9.20%	0.20%
Reliance	Count	570	478	43	435	88	4
	%	100.00%	83.90%	7.50%	76.30%	15.40%	0.70%
TTSL	Count	476	445	19	426	31	0
	%	100.00%	93.50%	4.00%	89.50%	6.50%	0.0%
Overall	Count	2888	2627	191	2436	252	9
	%	100.00%	91.00%	6.60%	84.30%	8.70%	0.30%

D.2. (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	617	93	524	21	0
	%	100.00%	96.70%	14.60%	82.10%	3.30%	0.0%
BSNL	Count	1204	1102	39	1063	99	3
	%	100.00%	91.50%	3.20%	88.30%	8.20%	0.20%
Reliance	Count	570	520	46	474	48	2
	%	100.00%	91.20%	8.10%	83.20%	8.40%	0.40%
TTSL	Count	476	458	19	439	18	0
	%	100.00%	96.20%	4.00%	92.20%	3.80%	0.0%
Overall	Count	2888	2697	197	2500	186	5
	%	100.00%	93.40%	6.80%	86.60%	6.40%	0.20%

D.3. (Q 18) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	576	84	492	48	14
	%	100.00%	90.30%	13.20%	77.10%	7.50%	2.20%
BSNL	Count	1204	1051	45	1006	141	12
	%	100.00%	87.30%	3.70%	83.60%	11.70%	1.00%
Reliance	Count	570	504	45	459	60	6
	%	100.00%	88.40%	7.90%	80.50%	10.50%	1.10%
TTSL	Count	476	441	18	423	30	5
	%	100.00%	92.60%	3.80%	88.90%	6.30%	1.10%
Overall	Count	2888	2572	192	2380	279	37
	%	100.00%	89.10%	6.60%	82.40%	9.70%	1.30%

E. Maintainability (Fault Repair)

E.1. (Q 19) Have you experienced fault in your telephone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	221	417	638
	%	34.60%	65.40%	100.00%
BSNL	Count	439	765	1204
	%	36.50%	63.50%	100.00%
Reliance	Count	329	241	570
	%	57.70%	42.30%	100.00%
TTSL	Count	78	398	476
	%	16.40%	83.60%	100.00%
Overall	Count	1067	1821	2888
	%	36.90%	63.10%	100.00%

E.2. (Q 20) How many times your telephone became faulty in the last one month?

Service Providers		Nil	One time	2-3 times	More than 3 times	Base
Airtel	Count	82	101	28	10	221
	%	37.10%	45.70%	12.70%	4.50%	100.00%
BSNL	Count	120	217	90	12	439
	%	27.30%	49.40%	20.50%	2.70%	100.00%
Reliance	Count	106	144	53	26	329
	%	32.20%	43.80%	16.10%	7.90%	100.00%
TTSL	Count	27	42	3	6	78
	%	34.60%	53.80%	3.80%	7.70%	100.00%
Overall	Count	335	504	174	54	1067
	%	31.40%	47.20%	16.30%	5.10%	100.00%

E.3. (Q 21) How long did it take generally for repairing the fault after lodging complaint?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	113	91	12	5	221
	%	51.10%	41.20%	5.40%	2.30%	100.00%
BSNL	Count	165	205	54	15	439
	%	37.60%	46.70%	12.30%	3.40%	100.00%
Reliance	Count	94	171	33	31	329
	%	28.60%	52.00%	10.00%	9.40%	100.00%
TTSL	Count	34	36	4	4	78
	%	43.60%	46.20%	5.10%	5.10%	100.00%
Overall	Count	406	503	103	55	1067
	%	38.10%	47.10%	9.70%	5.20%	100.00%

E.4. (Q 22) How satisfied are you with the fault repair service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	221	192	35	157	15	14
	%	100.00%	86.90%	15.80%	71.00%	6.80%	6.30%
BSNL	Count	439	349	15	334	84	6
	%	100.00%	79.50%	3.40%	76.10%	19.10%	1.40%
Reliance	Count	329	233	9	224	83	13
	%	100.00%	70.80%	2.70%	68.10%	25.20%	4.00%
TTSL	Count	78	70	15	55	7	1
	%	100.00%	89.70%	19.20%	70.50%	9.00%	1.30%
Overall	Count	1067	844	74	770	189	34
	%	100.00%	79.10%	6.90%	72.20%	17.70%	3.20%

F. Supplementary Service/ Value Added Services

F.1. (Q 23) Do you use services like call waiting, call forwarding, voice mails or any other supplementary / value added services?

Service Providers		Yes	No	Base
Airtel	Count	138	500	638
	%	21.60%	78.40%	100.00%
BSNL	Count	165	1039	1204
	%	13.70%	86.30%	100.00%
Reliance	Count	156	414	570
	%	27.40%	72.60%	100.00%
TTSL	Count	61	415	476
	%	12.80%	87.20%	100.00%
Overall	Count	520	2368	2888
	%	18.00%	82.00%	100.00%

F.2. (Q 24) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	138	128	19	109	9	1
	%	100.00%	92.80%	13.80%	79.00%	6.50%	0.70%
BSNL	Count	165	144	15	129	21	0
	%	100.00%	87.30%	9.10%	78.20%	12.70%	0.00%
Reliance	Count	156	149	18	131	7	0
	%	100.00%	95.50%	11.50%	84.00%	4.50%	0.00%
TTSL	Count	61	59	16	43	2	0
	%	100.00%	96.70%	26.20%	70.50%	3.30%	0.00%
Overall	Count	520	480	68	412	39	1
	%	100.00%	92.30%	13.10%	79.20%	7.50%	0.20%

G. Overall Customer Satisfaction

G.1. (Q 25a) How satisfied are you with the overall quality of your telephone service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	638	581	81	500	52	5
	%	100.00%	91.10%	12.70%	78.40%	8.20%	0.80%
BSNL	Count	1204	1036	33	1003	160	8
	%	100.00%	86.00%	2.70%	83.30%	13.30%	0.70%
Reliance	Count	570	467	37	430	102	1
	%	100.00%	81.90%	6.50%	75.40%	17.90%	0.20%
TTSL		476	418	15	403	57	1
		100.00%	87.80%	3.20%	84.70%	12.00%	0.20%
Overall	Count	2888	2502	166	2336	371	15
	%	100.00%	86.60%	5.70%	80.90%	12.80%	0.50%

G.1. (Q 25b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Billing	Help Services	Network Performance	Others	Base
Airtel	Count	17	15	37	102	57
	%	29.80%	26.30%	64.90%	178.90%	
BSNL	Count	51	45	132	276	168
	%	30.40%	26.80%	78.60%	164.30%	
Reliance	Count	43	37	46	183	103
	%	41.70%	35.90%	44.70%	177.70%	
TTSL	Count	3	11	54	106	58
	%	5.20%	19.00%	93.10%	182.80%	
Overall	Count	114	108	269	667	386
	%	29.50%	28.00%	69.70%	172.80%	

H. General Information

H.1. (Q 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 Providers		Yes	No	Base
Airtel	Count	611	27	638
	%	95.80%	4.20%	100.00%
BSNL	Count	1162	42	1204
	%	96.50%	3.50%	100.00%
Reliance	Count	517	53	570
	%	90.70%	9.30%	100.00%
TTSL	Count	464	12	476
	%	97.50%	2.50%	100.00%
Overall	Count	2754	134	2888
	%	95.40%	4.60%	100.00%

H.2. (Q 27) Have you terminated telephone connection that you had in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	36	602	638
	%	5.60%	94.40%	100.00%
BSNL	Count	7	1197	1204
	%	0.60%	99.40%	100.00%
Reliance	Count	44	526	570
	%	7.70%	92.30%	100.00%
TTSL	Count	13	463	476
	%	2.70%	97.30%	100.00%
Overall	Count	100	2788	2888
	%	3.50%	96.50%	100.00%

H.3. (Q 28) If yes, please name your previous service provider?

Service Providers		Airtel	BSNL	Reliance	TTSL	Base
Airtel	Count	18	15	2	1	36
	%	50.00%	41.70%	5.60%	2.80%	100.00%
BSNL	Count	6	0	1	0	7
	%	85.70%	0.00%	14.30%	0.00%	100.00%
Reliance	Count	12	15	12	5	44
	%	27.30%	34.10%	27.30%	11.40%	100.00%
TTSL	Count	6	2	3	2	13
	%	46.20%	15.40%	23.10%	15.40%	100.00%
Overall	Count	42	32	18	8	100
	%	42.00%	32.00%	18.00%	8.00%	100.00%

H.4. (Q 29) How many days were taken by previous service provider for termination of your telephone connection?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	3	9	8	16	36
	%	8.30%	25.00%	22.20%	44.40%	100.00%
BSNL	Count	3	0	0	4	7
	%	42.90%	0.00%	0.00%	57.10%	100.00%
Reliance	Count	2	10	19	13	44
	%	4.50%	22.70%	43.20%	29.50%	100.00%
TTSL	Count	2	5	4	2	13
	%	15.40%	38.50%	30.80%	15.40%	100.00%
Overall	Count	10	24	31	35	100
	%	10.00%	24.00%	31.00%	35.00%	100.00%

H.5. (Q 30) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	20	16	36
	%	55.60%	44.40%	100.00%
BSNL	Count	4	3	7
	%	57.10%	42.90%	100.00%
Reliance	Count	17	27	44
	%	38.60%	61.40%	100.00%
TTSL	Count	3	10	13
	%	23.10%	76.90%	100.00%
Overall	Count	44	56	100
	%	44.00%	56.00%	100.00%

H.6. (Q 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		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	25	540	72	638
	%	3.90%	84.60%	11.40%	100.00%
BSNL	Count	15	943	246	1204
	%	1.20%	78.30%	20.40%	100.00%
Reliance	Count	21	500	49	570
	%	3.7%	87.70%	8.60%	100.00%
TTSL	Count	10	434	32	476
	%	2.10%	91.20%	91.20%	100.00%
Overall	Count	71	2417	400	2888
	%	2.50%	83.70%	13.90%	100.00%

H.7. (Q 32a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	2	2	11	10	25
	%	8.00%	8.00%	44.00%	40.00%	100.0%
BSNL	Count	0	0	9	6	15
	%	0.00%	0.00%	60.00%	40.00%	100.0%
Reliance	Count	13	0	4	4	21
	%	0.00%	0.00%	19.00%	0.0%	100.0%
TTSL	Count	3	1	1	5	10
	%	30.0%	10.00%	10.00%	50.00%	100.0%
Overall	Count	18	3	25	25	71
	%	25.40%	4.20%	35.20%	35.20%	100.0%

H.8. (Q 32b) 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 Providers		Yes	No	Base
Airtel	Count	0	23	23
	%	0.00%	100.00%	100.00%
BSNL	Count	0	15	15
	%	0.00%	100.00%	100.00%
Reliance	Count	2	6	8
	%	25.00%	75.00%	100.00%
TTSL	Count	1	6	7
	%	14.30%	85.70%	100.00%
Overall	Count	3	50	53
	%	5.70%	94.30%	100.00%

H.9. (Q 32c) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	2	0	0	2
	%	100.00%	0.0%	0.0%	100.00%
TTSL	Count	1	0	0	1
	%	100.00%	0.0%	0.0%	100.00%
Overall	Count	3	0	0	3
	%	100.00%	0.0%	0.0%	100.00%

I. Grievance Redressal Mechanism

I.1. (Q 33) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	572	66	638
	%	89.70%	10.30%	100.00%
BSNL	Count	1036	168	1204
	%	86.00%	14.00%	100.00%
Reliance	Count	539	31	570
	%	94.60%	5.40%	100.00%
TTSL	Count	454	22	476
	%	95.40%	4.60%	100.00%
Overall	Count	2601	287	2888
	%	90.10%	9.90%	100.00%

I.2. (Q 34) Have you made any complaint within last 12 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	190	448	638
	%	29.80%	70.20%	100.00%
BSNL	Count	328	876	1204
	%	27.20%	72.80%	100.00%
Reliance	Count	273	297	570
	%	47.90%	52.10%	100.00%
TTSL	Count	58	418	476
	%	12.20%	87.80%	100.00%
Overall	Count	849	2039	2888
	%	29.40%	70.60%	100.00%

I.3. (Q 35) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	It was received on request	No docket number received even on request	Base
Airtel	Count	128	55	4	3	190
	%	67.40%	28.90%	2.10%	1.60%	100.00%
BSNL	Count	189	82	36	21	328
	%	57.60%	25.00%	11.00%	6.40%	100.00%
Reliance	Count	151	104	13	5	273
	%	55.30%	38.10%	4.80%	1.80%	100.00%
TTSL	Count	20	34	1	3	58
	%	34.50%	58.60%	1.70%	5.20%	100.00%
Overall	Count	488	275	54	32	849
	%	57.50%	32.40%	6.40%	3.80%	100.00%

I.4. (Q 36) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	132	58	190
	%	69.50%	30.50%	100.00%
BSNL	Count	213	115	328
	%	64.90%	35.10%	100.00%
Reliance	Count	125	148	273
	%	45.80%	54.20%	100.00%
TTSL	Count	44	14	58
	%	75.90%	24.10%	100.00%
Overall	Count	514	335	849
	%	60.50%	39.50%	100.00%

I.5. (Q 37) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	190	171	17	154	18	1
	%	100.00%	90.00%	8.90%	81.10%	9.50%	0.50%
BSNL	Count	328	255	3	255	64	6
	%	100.00%	78.60%	0.90%	77.70%	19.50%	1.80%
Reliance	Count	273	224	13	211	47	2
	%	100.00%	82.10%	4.80%	77.30%	17.20%	0.70%
TTSL	Count	58	50	9	41	7	1
	%	100.00%	86.20%	15.50%	70.70%	12.10%	1.70%
Overall	Count	849	703	42	661	136	10
	%	100.00%	82.80%	4.90%	77.90%	16.00%	1.20%

I.6. (Q 38) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	7	3	8	15	2	0	19
	%	36.80%	15.80%	42.10%	78.90%	10.50%	0.00%	
BSNL	Count	42	41	36	42	25	0	70
	%	60.00%	58.60%	51.40%	60.00%	35.70%	0.00%	
Reliance	Count	22	9	11	39	4	4	49
	%	44.90%	18.40%	22.40%	79.60%	8.20%	8.20%	
TTSL	Count	5	6	7	3	1	0	8
	%	62.50%	75.00%	87.50%	37.50%	12.50%	0.00%	
Overall	Count	76	59	62	99	32	4	146
	%	52.10%	40.40%	42.50%	67.80%	21.90%	2.70%	

I.7. (Q 39) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	27	29	56
	%	48.21%	51.79%	100.00%
BSNL	Count	87	39	126
	%	69.05%	30.95%	100.00%
Reliance	Count	30	52	82
	%	36.59%	63.41%	100.00%
TTSL	Count	9	5	14
	%	64.29%	35.71%	100.00%
Overall	Count	153	125	278
	%	55.04%	44.96%	100.00%

I.8. (Q 40) In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	25	613	638
	%	3.90%	96.10%	100.00%
BSNL	Count	57	1147	1204
	%	4.70%	95.30%	100.00%
Reliance	Count	44	526	570
	%	7.70%	92.30%	100.00%
TTSL	Count	6	470	476
	%	1.30%	98.70%	100.00%
Overall	Count	132	2756	2888
	%	4.60%	95.40%	100.00%

I.9. (Q 41) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	3	22	25
	%	12.00%	88.00%	100.00%
BSNL	Count	27	30	57
	%	47.40%	52.60%	100.00%
Reliance	Count	36	8	44
	%	81.80%	18.20%	100.00%
TTSL	Count	4	2	6
	%	66.70%	33.30%	100.00%
Overall	Count	70	62	132
	%	53.00%	47.00%	100.00%

I.10. (Q 42) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	2	1	3
	%	66.70%	33.30%	100.00%
BSNL	Count	27	0	27
	%	100.00%	0.00%	100.00%
Reliance	Count	34	2	36
	%	94.40%	5.60%	100.00%
TTSL	Count	4	0	4
	%	100.00%	0.00%	100.00%
Overall	Count	67	3	70
	%	95.70%	4.30%	100.00%

I.12. (Q 43) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	3	2	2	0	1	0
	%	100.00%	66.70%	66.70%	0.00%	33.30%	0.00%
BSNL	Count	27	27	3	24	0	0
	%	100.00%	100.00%	11.10%	88.90%	0.00%	0.00%
Reliance	Count	36	34	21	13	2	0
	%	100.00%	94.40%	58.30%	36.10%	5.60%	0.00%
TTSL	Count	4	3	1	2	0	1
	%	100.00%	75.00%	25.00%	50.00%	0.00%	25.00%
Overall	Count	70	66	27	39	3	1
	%	100.00%	94.30%	38.60%	55.70%	4.30%	1.40%

I.13. (Q 44) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	1	1	0	0	0	0	1
	%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
BSNL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	2	0	0	0	0	0	2
	%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
TTSL	Count	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	
Overall	Count	3	1	0	1	0	0	4
	%	75.0%	25.0%	0.0%	25.0%	0.0%	0.0%	

I.14. (Q 45) In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can contact the next level called as Appellate Authority. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer Appellate Authority?

Service Providers		Yes	No	Base
Airtel	Count	12	626	638
	%	1.90%	98.10%	100.00%
BSNL	Count	18	1186	1204
	%	1.50%	98.50%	100.00%
Reliance	Count	4	566	570
	%	0.70%	99.30%	100.00%
TTSL	Count	2	474	476
	%	0.40%	99.60%	100.00%
Overall	Count	36	2852	2888
	%	1.20%	98.80%	100.00%

I.15. (Q 46) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	1	11	12
	%	8.30%	91.70%	100.00%
BSNL	Count	0	18	18
	%	0.00%	100.00%	100.00%
Reliance	Count	2	2	4
	%	50.00%	50.00%	100.00%
TTSL	Count	0	2	2
	%	0.00%	100.00%	100.00%
Overall	Count	3	33	36
	%	8.30%	91.70%	100.00%

I.16. (Q 47) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	1	0	1
	%	100.0%	0.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	2	0	2
	%	100.0%	0.0%	100.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	3	0	3
	%	100.0%	0.0%	0.0%

I.17. (Q 48) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Base
Airtel	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	2	0	0	2
	%	100.0%	0.0%	0.0%	100.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	3	0	0	3
	%	100.0%	0.0%	0.0%	0.0%

I.18. (Q 49) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	16	97	113
	%	14.20%	84.30%	100.00%
Overall	Count	16	97	113
	%	14.20%	84.30%	100.00%

I.19. (Q 50) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	16	16
	%	0.0%	100.0%	100.0%
Overall	Count	0	16	16
	%	0.0%	100.0%	100.0%

I.20. (Q 51) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

I.21. (Q 52) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	41	18	59
	%	69.50%	30.50%	100.00%
BSNL	Count	49	6	55
	%	89.10%	10.90%	100.00%
Reliance	Count	151	7	158
	%	95.60%	4.40%	100.00%
TTSL	Count	27	1	28
	%	96.40%	3.60%	100.00%
Overall	Count	268	32	298
	%	89.90%	10.70%	100.00%

Annexure 2: Detailed Tables (Cellular Mobile Telephone Customers Survey)

A. Service Provision

A.1. (Q 1) When did you last apply for a mobile phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	208	93	302	603
	%	34.50%	15.40%	50.10%	100.00%
BSNL	Count	44	408	751	1203
	%	3.70%	33.90%	62.40%	100.00%
Reliance	Count	38	46	516	600
	%	6.30%	7.70%	86.00%	100.00%
TTSL	Count	14	61	527	602
	%	2.30%	10.10%	87.50%	100.00%
Reliance Telecom	Count	30	46	535	611
	%	4.90%	7.50%	87.60%	100.00%
Idea	Count	57	60	485	602
	%	9.50%	10.00%	80.60%	100.00%
Vodafone	Count	172	356	76	604
	%	28.50%	58.90%	12.60%	100.00%
Overall	Count	563	1070	3192	4825
	%	11.70%	22.20%	66.20%	100.00%

A.2. (Q 2) How much time was taken to get the working connection (activation) after you applied and completed all formalities?

Service Providers		One day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	214	75	7	5	301
	%	71.10%	24.90%	2.30%	1.70%	100.00%
BSNL	Count	55	391	6	0	452
	%	12.20%	86.50%	1.30%	0.00%	100.00%
Reliance	Count	66	15	3	0	84
	%	78.60%	17.90%	3.60%	0.00%	100.00%
TTSL	Count	48	21	6	0	75
	%	64.00%	28.00%	8.00%	0.00%	100.00%
Reliance Telecom	Count	53	19	0	4	76
	%	69.70%	25.00%	0.00%	5.30%	100.00%
Idea	Count	73	40	2	2	117
	%	62.40%	34.20%	1.70%	1.70%	100.00%
Vodafone	Count	452	56	12	8	528
	%	85.60%	10.60%	2.30%	1.50%	100.00%
Overall	Count	961	617	36	19	1633
	%	58.80%	37.80%	2.20%	1.20%	100.00%

A.3. (Q 3) How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	301	288	100	188	9	4
	%	100.00%	95.70%	33.20%	62.50%	3.00%	1.30%
BSNL	Count	452	449	27	422	3	0
	%	100.00%	99.30%	6.00%	93.40%	0.70%	0.00%
Reliance	Count	84	81	27	54	0	3
	%	100.00%	96.40%	32.10%	64.30%	0.00%	3.60%
TTSL	Count	75	69	13	56	6	0
	%	100.00%	92.00%	17.30%	74.70%	8.00%	0.00%
Reliance Tel	Count	76	75	7	68	1	0
	%	100.00%	98.70%	9.20%	89.50%	1.30%	0.00%
Idea	Count	117	111		111	6	0
	%	100.00%	94.90%		94.90%	5.10%	0.00%
Vodafone	Count	528	520	248	272	8	0
	%	100.00%	98.50%	47.00%	51.50%	1.50%	0.00%
Overall	Count	1633	1593	422	1171	33	7
	%	100.00%	97.60%	25.80%	71.70%	2.00%	0.40%

A.4. (Q 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?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Not applicable	Base
Airtel	Count	9	6	2	0	586	603
	%	1.50%	1.00%	0.30%	0.00%	97.20%	100.00%
BSNL	Count	45	46	4	3	1105	1203
	%	3.70%	3.80%	0.30%	0.20%	91.90%	100.00%
Reliance	Count	15	4	0	0	581	600
	%	2.50%	0.70%	0.00%	0.00%	96.80%	100.00%
TTSL	Count	11	12	6	1	572	602
	%	1.80%	2.00%	1.00%	0.20%	95.00%	100.00%
Reliance Tel	Count	6	9	0	0	596	611
	%	1.00%	1.50%	0.00%	0.00%	97.50%	100.00%
Idea	Count	45	14	2	2	539	602
	%	7.50%	2.30%	0.30%	0.30%	89.50%	100.00%
Vodafone	Count	12	0	4	4	584	604
	%	2.00%	0.00%	0.70%	0.70%	96.70%	100.00%
Overall	Count	143	91	18	10	4563	4825
	%	3.00%	1.90%	0.40%	0.20%	94.60%	100.00%

B. Billing Process - Prepaid Customers

B.1 (Q 5a) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	427	363	75	288	45	19
	%	100.00%	85.00%	17.60%	67.40%	10.50%	4.40%
BSNL	Count	508	448	69	379	59	1
	%	100.00%	88.20%	13.60%	74.60%	11.60%	0.20%
Reliance	Count	438	342	30	312	92	4
	%	100.00%	78.10%	6.80%	71.20%	21.00%	0.90%
TTSL	Count	361	343	6	337	18	0
	%	100.00%	95.00%	1.70%	93.40%	5.00%	0.00%
Reliance Tel	Count	554	460	57	403	94	0
	%	100.00%	83.00%	10.30%	72.70%	17.00%	0.00%
Idea	Count	279	243	12	231	36	0
	%	100.00%	87.10%	4.30%	82.80%	12.90%	0.00%
Vodafone	Count	574	546	190	356	24	4
	%	100.00%	95.10%	33.10%	62.00%	4.20%	0.70%
Overall	Count	3141	2745	439	2306	368	28
	%	100.00%	87.40%	14.00%	73.40%	11.70%	0.90%

B.2. (Q 5b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	17	48	16	20	0	64
	%	26.60%	75.00%	25.00%	31.30%	0.00%	
BSNL	Count	9	9	37	44	3	60
	%	15.00%	15.00%	61.70%	73.30%	5.00%	
Reliance	Count	24	30	42	69	3	96
	%	25.00%	31.30%	43.80%	71.90%	3.10%	
TTSL	Count	0	3	8	15	0	18
	%	0.00%	16.70%	44.40%	83.30%	0.00%	
Reliance Tel	Count	43	16	44	52	3	94
	%	45.70%	17.00%	46.80%	55.30%	3.20%	
Idea	Count	0	24	12	9	0	36
	%	0.00%	66.70%	33.30%	25.00%	0.00%	
Vodafone	Count	12	4	4	8	0	28
	%	42.90%	14.30%	14.30%	28.60%	0.00%	
Overall	Count	105	134	163	217	9	396
	%	26.50%	33.80%	41.20%	54.80%	2.30%	

B.3. (Q 5c) Have you made any complaint related to charging/credit/waiver/validity/adjustment in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	48	379	427
	%	11.20%	88.80%	100.00%
BSNL	Count	53	455	508
	%	10.40%	89.60%	100.00%
Reliance	Count	150	288	438
	%	34.20%	65.80%	100.00%
TTSL	Count	81	280	361
	%	22.40%	77.60%	100.00%
Reliance Tel	Count	168	386	554
	%	30.30%	69.70%	100.00%
Idea	Count	30	249	279
	%	10.80%	89.20%	100.00%
Vodafone	Count	16	558	574
	%	2.80%	97.20%	100.00%
Overall	Count	546	2595	3141
	%	17.40%	82.60%	100.00%

B.4. (Q 5d) How satisfied are you with the process of resolution of complaints relating to charging?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	48	18	0	18	28	2
	%	100.00%	37.50%	0.00%	37.50%	58.30%	4.20%
BSNL	Count	53	26	0	26	27	0
	%	100.00%	49.10%	0.00%	49.10%	50.90%	0.00%
Reliance	Count	150	87	0	87	60	3
	%	100.00%	58.00%	0.00%	58.00%	40.00%	2.00%
TTSL	Count	81	62	0	62	17	2
	%	100.00%	76.50%	0.00%	76.50%	21.00%	2.50%
Reliance Tel	Count	168	89	0	89	79	0
	%	100.00%	53.00%	0.00%	53.00%	47.00%	0.00%
Idea	Count	30	15	0	15	15	0
	%	100.00%	50.00%	0.00%	50.00%	50.00%	0.00%
Vodafone	Count	16	12	4	8	4	0
	%	100.00%	75.00%	25.00%	50.00%	25.00%	0.00%
Overall	Count	546	309	4	305	230	7
	%	100.00%	56.60%	0.70%	55.90%	42.10%	1.30%

C. Billing Process - Postpaid Customers

C.1. (Q 6) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	176	155	71	71	21	0
	%	100.00%	88.10%	40.30%	40.30%	11.90%	0.00%
BSNL	Count	695	656	265	265	39	0
	%	100.00%	94.40%	38.10%	38.10%	5.60%	0.00%
Reliance	Count	162	144	41	41	12	6
	%	100.00%	88.90%	25.30%	25.30%	7.40%	3.70%
TTSL	Count	241	214	64	64	24	3
	%	100.00%	88.80%	26.60%	26.60%	10.00%	1.20%
Reliance Tel	Count	57	51	4	4	3	3
	%	100.00%	89.50%	7.00%	7.00%	5.30%	5.30%
Idea	Count	323	312	69	69	11	0
	%	100.00%	96.60%	21.40%	21.40%	3.40%	0.00%
Vodafone	Count	30	30	3	3	0	0
	%	100.00%	100.00%	10.00%	10.00%	0.00%	0.00%
Overall	Count	1684	1562	517	517	110	12
	%	100.00%	92.80%	30.70%	30.70%	6.50%	0.70%

C.2. (Q 7a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	176	159	70	89	15	2
	%	100.00%	90.30%	39.80%	50.60%	8.50%	1.10%
BSNL	Count	695	666	256	410	26	3
	%	100.00%	95.80%	36.80%	59.00%	3.70%	0.40%
Reliance	Count	162	134	40	94	25	3
	%	100.00%	82.70%	24.70%	58.00%	15.40%	1.90%
TTSL	Count	241	221	55	166	18	2
	%	100.00%	91.70%	22.80%	68.90%	7.50%	0.80%
Reliance Tel	Count	57	51	1	50	3	3
	%	100.00%	89.50%	1.80%	87.70%	5.30%	5.30%
Idea	Count	323	312	68	244	11	0
	%	100.00%	96.60%	21.10%	75.50%	3.40%	0.00%
Vodafone	Count	30	30	2	28	0	0
	%	100.00%	100.00%	6.70%	93.30%	0.00%	0.00%
Overall	Count	1684	1573	492	1081	98	13
	%	100.00%	93.40%	29.20%	64.20%	5.80%	0.80%

C.3. (Q 7b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	
						Others	Base
Airtel	Count	4	2	2	9	4	17
	%	23.50%	11.80%	11.80%	52.90%	23.50%	
BSNL	Count	6	0	0	21	2	29
	%	20.70%	0.00%	0.00%	72.40%	6.90%	
Reliance	Count	14	19	6	10	0	28
	%	50.00%	67.90%	21.40%	35.70%	0.00%	
TTSL	Count	4	2	2	12	0	20
	%	20.00%	10.00%	10.00%	60.00%	0.00%	
Reliance Tel	Count	6	0	0	3	0	6
	%	45.70%	0.00%	0.00%	50.00%	0.00%	
Idea	Count	6	0	2	7	0	11
	%	54.50%	0.00%	18.20%	63.60%	0.00%	
Vodafone	Count	0	0	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%	0.00%	
Overall	Count	40	23	12	62	6	111
	%	36.00%	20.70%	10.80%	55.90%	5.40%	

C.4. (Q 8) Have you made any billing related complaints in last 12 months?

Service Providers		Yes		No		Base	
		Count	%	Count	%	Count	%
Airtel	Count	46		130		176	
	%	26.10%		73.90%		100.00%	
BSNL	Count	27		668		695	
	%	3.90%		96.10%		100.00%	
Reliance	Count	23		139		162	
	%	14.20%		85.80%		100.00%	
TTSL	Count	21		220		241	
	%	8.70%		91.30%		100.00%	
Reliance Tel	Count	15		42		57	
	%	26.30%		73.70%		100.00%	
Idea	Count	61		262		323	
	%	18.90%		81.10%		100.00%	
Vodafone	Count	0		30		30	
	%	0.00%		100.00%		100.00%	
Overall	Count	193		1491		1684	
	%	11.50%		88.50%		100.00%	

C.5. (Q 9) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	46	18	8	10	26	2
	%	100.00%	39.10%	17.40%	21.70%	56.50%	4.30%
BSNL	Count	27	14	0	14	13	0
	%	100.00%	51.90%	0.00%	51.90%	48.10%	0.00%
Reliance	Count	23	5	0	5	15	3
	%	100.00%	21.70%	0.00%	21.70%	65.20%	13.00%
TTSL	Count	21	12	0	12	8	1
	%	100.00%	57.10%	0.00%	57.10%	38.10%	4.80%
Reliance Tel	Count	15	12	0	12	3	0
	%	100.00%	80.00%	0.00%	80.00%	20.00%	0.00%
Idea	Count	61	45	1	44	16	0
	%	100.00%	73.80%	1.60%	72.10%	26.20%	0.00%
Vodafone	Count	0	0	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall	Count	193	106	9	97	81	6
	%	100.00%	54.90%	4.70%	50.30%	42.00%	3.10%

C.6. (Q 10a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	176	168	59	109	8	0
	%	100.00%	95.50%	33.50%	61.90%	4.50%	0.00%
BSNL	Count	695	691	263	428	2	2
	%	100.00%	99.40%	37.80%	61.60%	0.30%	0.30%
Reliance	Count	162	162	39	123	0	0
	%	100.00%	100.00%	24.10%	75.90%	0.00%	0.00%
TTSL	Count	241	231	67	164	7	3
	%	100.00%	95.90%	27.80%	68.00%	2.90%	1.20%
Reliance Tel	Count	57	54	1	53	3	0
	%	100.00%	94.70%	1.80%	93.00%	5.30%	0.00%
Idea	Count	323	319	69	250	4	0
	%	100.00%	98.80%	21.40%	77.40%	1.20%	0.00%
Vodafone	Count	30	29	2	27	1	0
	%	100.00%	96.70%	6.70%	90.00%	3.30%	0.00%
Overall	Count	1684	1654	500	1154	25	5
	%	100.00%	98.20%	29.70%	68.50%	1.50%	0.30%

C.7. (Q 10b) Please specify the reason(s) for your dissatisfaction.

Service Providers		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	Others	Base
Airtel	Count	0	0	5	3	0	8
	%	0.0%	0.0%	62.5%	37.5%	0.0%	
BSNL	Count	2	0	2	0	0	4
	%	50.0%	0.0%	50.0%	0.0%	0.0%	
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
TTSL	Count	2	2	3	5	0	10
	%	20.0%	20.0%	30.0%	50.0%	0.0%	
Reliance Tel	Count	0	0	3	0	0	3
	%	0.0%	0.0%	100.0%	0.0%	0.0%	
Idea	Count	0	0	4	2	0	4
	%	0.0%	0.0%	100.0%	50.0%	0.0%	
Vodafone	Count	0	0	0	1	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	
Overall	Count	4	2	17	11	0	30
	%	13.30%	6.70%	56.70%	36.70%	0.0%	

D. Help Services/ Customer Care Including Customer Grievance Redressal

D.1. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	254	349	603
	%	42.10%	57.90%	100.00%
BSNL	Count	529	674	1203
	%	44.00%	56.00%	100.00%
Reliance	Count	355	245	600
	%	59.20%	40.80%	100.00%
TTSL	Count	364	238	602
	%	60.50%	39.50%	100.00%
Reliance Tel	Count	398	213	611
	%	65.10%	34.90%	100.00%
Idea	Count	253	349	602
	%	42.00%	58.00%	100.00%
Vodafone	Count	318	286	604
	%	52.60%	47.40%	100.00%
Overall	Count	2471	2354	4825
	%	51.20%	48.80%	100.00%

D.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	254	172	6	166	80	2
	%	100.00%	67.70%	2.40%	65.40%	31.50%	0.80%
BSNL	Count	529	384	3	381	137	8
	%	100.00%	72.60%	0.60%	72.00%	25.90%	1.50%
Reliance	Count	355	248	0	248	104	3
	%	100.00%	69.90%	0.00%	69.90%	29.30%	0.80%
TTSL	Count	364	230	0	230	132	2
	%	100.00%	63.20%	0.00%	63.20%	36.30%	0.50%
Reliance Tel	Count	398	316	7	309	78	4
	%	100.00%	79.40%	1.80%	77.60%	19.60%	1.00%
Idea	Count	253	160	0	160	93	0
	%	100.00%	63.20%	0.00%	63.20%	36.80%	0.00%
Vodafone	Count	318	269	0	269	49	0
	%	100.00%	84.60%	0.00%	84.60%	15.40%	0.00%
Overall	Count	2471	1779	16	1763	673	19
	%	100.00%	72.00%	0.60%	71.30%	27.20%	0.80%

D.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	254	181	4	177	71	2
	%	100.00%	71.30%	1.60%	69.70%	28.00%	0.80%
BSNL	Count	529	310	3	307	211	8
	%	100.00%	58.60%	0.60%	58.00%	39.90%	1.50%
Reliance	Count	355	254	3	251	98	3
	%	100.00%	71.50%	0.80%	70.70%	27.60%	0.80%
TTSL	Count	364	295	0	295	63	6
	%	100.00%	81.00%	0.00%	81.00%	17.30%	1.60%
Reliance Tel	Count	398	308	16	292	86	4
	%	100.00%	77.40%	4.00%	73.40%	21.60%	1.00%
Idea	Count	253	204	0	204	49	0
	%	100.00%	80.60%	0.00%	80.60%	19.40%	0.00%
Vodafone	Count	318	265	0	265	53	0
	%	100.00%	83.30%	0.00%	83.30%	16.70%	0.00%
Overall	Count	2471	1817	26	1791	631	23
	%	100.00%	73.50%	1.10%	72.50%	25.50%	0.90%

D.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	254	191	6	185	61	2
	%	100.00%	75.20%	2.40%	72.80%	24.00%	0.80%
BSNL	Count	529	325	7	318	185	19
	%	100.00%	61.40%	1.30%	60.10%	35.00%	3.60%
Reliance	Count	355	239	3	236	114	2
	%	100.00%	67.30%	0.80%	66.50%	32.10%	0.60%
TTSL	Count	364	313	2	311	46	5
	%	100.00%	86.00%	0.50%	85.40%	12.60%	1.40%
Reliance Tel	Count	398	295	21	274	99	4
	%	100.00%	74.10%	5.30%	68.80%	24.90%	1.00%
Idea	Count	253	213	0	213	40	0
	%	100.00%	84.20%	0.00%	84.20%	15.80%	0.00%
Vodafone	Count	318	273	0	273	41	4
	%	100.00%	85.80%	0.00%	85.80%	12.90%	1.30%
Overall	Count	2471	1849	39	1810	586	36
	%	100.00%	74.80%	1.60%	73.20%	23.70%	1.50%

D. 5 (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	254	183	6	177	67	4
	%	100.00%	72.00%	2.40%	69.70%	26.40%	1.60%
BSNL	Count	529	317	5	312	189	23
	%	100.00%	59.90%	0.90%	59.00%	35.70%	4.30%
Reliance	Count	355	242	3	239	111	2
	%	100.00%	68.20%	0.80%	67.30%	31.30%	0.60%
TTSL	Count	364	322	2	320	42	0
	%	100.00%	88.50%	0.50%	87.90%	11.50%	0.00%
Reliance Tel	Count	398	298	11	287	92	8
	%	100.00%	74.90%	2.80%	72.10%	23.10%	2.00%
Idea	Count	253	216	3	213	34	3
	%	100.00%	85.40%	1.20%	84.20%	13.40%	1.20%
Vodafone	Count	318	277	0	277	37	4
	%	100.00%	87.10%	0.00%	87.10%	11.60%	1.30%
Overall	Count	2471	1855	30	1825	572	44
	%	100.00%	75.10%	1.20%	73.90%	23.10%	1.80%

E. Network Performance, Reliability and Availability

E.1. (Q 16) How satisfied are you with the availability of signal of your service provider in your locality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	603	575	132	443	28	0
	%	100.00%	95.40%	21.90%	73.50%	4.60%	0.00%
BSNL	Count	1203	875	65	810	326	2
	%	100.00%	72.70%	5.40%	67.30%	27.10%	0.20%
Reliance	Count	600	497	40	457	100	3
	%	100.00%	82.80%	6.70%	76.20%	16.70%	0.50%
TTSL	Count	602	539	46	493	63	0
	%	100.00%	89.50%	7.60%	81.90%	10.50%	0.00%
Reliance Tel	Count	611	525	84	441	86	0
	%	100.00%	85.90%	13.70%	72.20%	14.10%	0.00%
Idea	Count	602	580	77	503	22	0
	%	100.00%	96.30%	12.80%	83.60%	3.70%	0.00%
Vodafone	Count	604	560	98	462	40	4
	%	100.00%	92.70%	16.20%	76.50%	6.60%	0.70%
Overall	Count	4825	4151	542	3609	665	9
	%	100.00%	86.00%	11.20%	74.80%	13.80%	0.20%

E.2 (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	603	583	116	467	20	0
	%	100.00%	96.70%	19.20%	77.40%	3.30%	0.00%
BSNL	Count	1203	860	66	794	333	10
	%	100.00%	71.50%	5.50%	66.00%	27.70%	0.80%
Reliance	Count	600	529	40	489	68	3
	%	100.00%	88.20%	6.70%	81.50%	11.30%	0.50%
TTSL	Count	602	569	49	520	33	0
	%	100.00%	94.50%	8.10%	86.40%	5.50%	0.00%
Reliance Tel	Count	611	556	80	476	55	0
	%	100.00%	91.00%	13.10%	77.90%	9.00%	0.00%
Idea	Count	602	578	70	508	24	0
	%	100.00%	96.00%	11.60%	84.40%	4.00%	0.00%
Vodafone	Count	604	576	98	478	24	4
	%	100.00%	95.40%	16.20%	79.10%	4.00%	0.70%
Overall	Count	4825	4251	519	3732	557	17
	%	100.00%	88.10%	10.80%	77.30%	11.50%	0.40%

E.3. (Q 18) How often does your call drops during conversation?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	246	337	20	0	603
	%	40.80%	55.90%	3.30%	0.00%	100.00%
BSNL	Count	157	723	310	13	1203
	%	13.10%	60.10%	25.80%	1.10%	100.00%
Reliance	Count	115	404	81	0	600
	%	19.20%	67.30%	13.50%	0.00%	100.00%
TTSL	Count	162	371	69	0	602
	%	26.90%	61.60%	11.50%	0.00%	100.00%
Reliance Tel	Count	75	460	76	0	611
	%	12.30%	75.30%	12.40%	0.00%	100.00%
Idea	Count	204	351	47	0	602
	%	33.90%	58.30%	7.80%	0.00%	100.00%
Vodafone	Count	158	422	20	4	604
	%	26.20%	69.90%	3.30%	0.70%	100.00%
Overall	Count	1117	3068	623	17	4825
	%	23.20%	63.60%	12.90%	0.40%	100.00%

E.4. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	603	585	91	494	18	0
	%	100.00%	97.00%	15.10%	81.90%	3.00%	0.00%
BSNL	Count	1203	906	59	847	278	19
	%	100.00%	75.30%	4.90%	70.40%	23.10%	1.60%
Reliance	Count	600	520	40	480	77	3
	%	100.00%	86.70%	6.70%	80.00%	12.80%	0.50%
TTSL	Count	602	555	58	497	45	2
	%	100.00%	92.20%	9.60%	82.60%	7.50%	0.30%
Reliance Tel	Count	611	549	58	491	62	0
	%	100.00%	89.90%	9.50%	80.40%	10.10%	0.00%
Idea	Count	602	567	67	500	35	0
	%	100.00%	94.20%	11.10%	83.10%	5.80%	0.00%
Vodafone	Count	604	556	82	474	44	4
	%	100.00%	92.10%	13.60%	78.50%	7.30%	0.70%
Overall	Count	4825	4238	455	3783	559	28
	%	100.00%	87.80%	9.40%	78.40%	11.60%	0.60%

F. Maintainability

F.1. (Q 20) How often your mobile handset faces problem of signal?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	212	371	18	2	603
	%	35.20%	61.50%	3.00%	0.30%	100.00%
BSNL	Count	164	737	299	3	1203
	%	13.60%	61.30%	24.90%	0.20%	100.00%
Reliance	Count	111	429	60	0	600
	%	18.50%	71.50%	10.00%	0.00%	100.00%
TTSL	Count	134	437	31	0	602
	%	22.30%	72.60%	5.10%	0.00%	100.00%
Reliance Tel	Count	85	457	69	0	611
	%	13.90%	74.80%	11.30%	0.00%	100.00%
Idea	Count	185	382	35	0	602
	%	30.70%	63.50%	5.80%	0.00%	100.00%
Vodafone	Count	182	406	16	0	604
	%	30.10%	67.20%	2.60%	0.00%	100.00%
Overall	Count	1073	3219	528	5	4825
	%	22.20%	66.70%	10.90%	0.10%	100.00%

F.2. (Q 21) How satisfied are you with the availability of network (signal)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	603	573	88	485	27	3
	%	100.00%	95.00%	14.60%	80.40%	4.50%	0.50%
BSNL	Count	1203	924	50	874	278	1
	%	100.00%	76.80%	4.20%	72.70%	23.10%	0.10%
Reliance	Count	600	540	36	504	60	0
	%	100.00%	90.00%	6.00%	84.00%	10.00%	0.00%
TTSL	Count	602	565	45	520	37	0
	%	100.00%	93.90%	7.50%	86.40%	6.10%	0.00%
Reliance Tel	Count	611	537	79	458	74	0
	%	100.00%	87.90%	12.90%	75.00%	12.10%	0.00%
Idea	Count	602	576	63	513	26	0
	%	100.00%	95.70%	10.50%	85.20%	4.30%	0.00%
Vodafone	Count	604	564	74	490	40	0
	%	100.00%	93.40%	12.30%	81.10%	6.60%	0.00%
Overall	Count	4825	4279	435	3844	542	4
	%	100.00%	88.70%	9.00%	79.70%	11.20%	0.10%

F.3. (Q 22) Are you satisfied with the restoration of network (signal) problems?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	603	581	86	495	18	4
	%	100.00%	96.40%	14.30%	82.10%	3.00%	0.70%
BSNL	Count	1203	937	41	896	264	2
	%	100.00%	77.90%	3.40%	74.50%	21.90%	0.20%
Reliance	Count	600	553	35	518	45	2
	%	100.00%	92.20%	5.80%	86.30%	7.50%	0.30%
TTSL	Count	602	571	48	523	31	0
	%	100.00%	94.90%	8.00%	86.90%	5.10%	0.00%
Reliance Tel	Count	611	541	80	461	70	0
	%	100.00%	88.50%	13.10%	75.50%	11.50%	0.00%
Idea	Count	602	581	57	524	19	2
	%	100.00%	96.50%	9.50%	87.00%	3.20%	0.30%
Vodafone	Count	604	584	70	514	16	4
	%	100.00%	96.70%	11.60%	85.10%	2.60%	0.70%
Overall	Count	4825	4348	417	3931	463	14
	%	100.00%	90.10%	8.60%	81.50%	9.60%	0.30%

G. Supplementary Service/ Value Added Services

G.1. (Q 23) Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services.

Service Providers		Yes	No	Base
Airtel	Count	152	451	603
	%	25.20%	74.80%	100.00%
BSNL	Count	455	748	1203
	%	37.80%	62.20%	100.00%
Reliance	Count	212	388	600
	%	35.30%	64.70%	100.00%
TTSL	Count	163	439	602
	%	27.10%	72.90%	100.00%
Reliance Tel	Count	194	417	611
	%	31.80%	68.20%	100.00%
Idea	Count	198	404	602
	%	32.90%	67.10%	100.00%
Vodafone	Count	159	445	604
	%	26.30%	73.70%	100.00%
Overall	Count	1533	3292	4825
	%	31.80%	68.20%	100.00%

G.2. (Q 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.

Service Providers		Yes	No	Base
Airtel	Count	96	56	152
	%	63.20%	36.80%	100.00%
BSNL	Count	214	241	455
	%	47.00%	53.00%	100.00%
Reliance	Count	130	82	212
	%	61.30%	38.70%	100.00%
TTSL	Count	125	38	163
	%	76.70%	23.30%	100.00%
Reliance Tel	Count	144	50	194
	%	74.20%	25.80%	100.00%
Idea	Count	136	62	198
	%	68.70%	31.30%	100.00%
Vodafone	Count	106	53	159
	%	66.70%	33.30%	100.00%
Overall	Count	951	582	1533
	%	62.00%	38.00%	100.00%

G.3. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	152	131	2	129	21	0
	%	100.00%	86.20%	1.30%	84.90%	13.80%	0.00%
BSNL	Count	455	408	2	406	36	11
	%	100.00%	89.70%	0.40%	89.20%	7.90%	2.40%
Reliance	Count	212	170	0	170	39	3
	%	100.00%	80.20%	0.00%	80.20%	18.40%	1.40%
TTSL	Count	163	150	6	144	9	4
	%	100.00%	92.00%	3.70%	88.30%	5.50%	2.50%
Reliance Tel	Count	194	163	0	163	27	4
	%	100.00%	84.00%	0.00%	84.00%	13.90%	2.10%
Idea	Count	198	188	3	185	10	0
	%	100.00%	94.90%	1.50%	93.40%	5.10%	0.00%
Vodafone	Count	159	147	13	134	12	0
	%	100.00%	92.50%	8.20%	84.30%	7.50%	0.00%
Overall	Count	1533	1357	26	1331	154	22
	%	100.00%	88.50%	1.70%	86.80%	10.00%	1.40%

G.4. (Q 26) Have you been informed of the telephone numbers/toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal/recharging of VAS?

Service Providers		Yes	No	Base
Airtel	Count	50	102	152
	%	32.90%	67.10%	100.00%
BSNL	Count	133	322	455
	%	29.20%	70.80%	100.00%
Reliance	Count	81	131	212
	%	38.20%	61.80%	100.00%
TTSL	Count	72	91	163
	%	44.20%	55.80%	100.00%
Reliance Tel	Count	100	94	194
	%	51.50%	48.50%	100.00%
Idea	Count	115	83	198
	%	58.10%	41.90%	100.00%
Vodafone	Count	70	89	159
	%	44.00%	56.00%	100.00%
Overall	Count	621	912	1533
	%	40.50%	59.50%	100.00%

G.5. (Q 27) Have you been informed of the charges of value added services before their activation and immediately after its activation?

Service Providers		Base	Yes before and after activation	Yes only after activation	Yes only before activation	No in both cases
Airtel	Count	152	29	36	3	84
	%	100.00%	19.10%	23.70%	2.00%	55.30%
BSNL	Count	455	34	68	50	303
	%	100.00%	7.50%	14.90%	11.00%	66.60%
Reliance	Count	212	42	28	34	108
	%	100.00%	19.80%	13.20%	16.00%	50.90%
TTSL	Count	163	38	62	10	53
	%	100.00%	23.30%	38.00%	6.10%	32.50%
Reliance Tel	Count	194	58	29	23	84
	%	100.00%	29.90%	14.90%	11.90%	43.30%
Idea	Count	198	69	47	8	74
	%	100.00%	34.80%	23.70%	4.00%	37.40%
Vodafone	Count	159	69	30	8	52
	%	100.00%	43.40%	18.90%	5.00%	32.70%
Overall	Count	1533	339	300	136	758
	%	100.00%	22.10%	19.60%	8.90%	49.40%

G.6. (Q 28) Have you been informed of the charges for value added services in advance of its renewal/recharging?

Service Providers		Yes	No	Base
Airtel	Count	41	111	152
	%	27.00%	73.00%	100.00%
BSNL	Count	136	319	455
	%	29.90%	70.10%	100.00%
Reliance	Count	88	124	212
	%	41.50%	58.50%	100.00%
TTSL	Count	74	89	163
	%	45.40%	54.60%	100.00%
Reliance Tel	Count	111	83	194
	%	57.20%	42.80%	100.00%
Idea	Count	108	90	198
	%	54.50%	45.50%	100.00%
Vodafone	Count	70	89	159
	%	44.00%	56.00%	100.00%
Overall	Count	628	905	1533
	%	41.00%	59.00%	100.00%

H. Overall Customer Satisfaction

H.1. (Q 29a) How satisfied are you with the overall quality of your mobile service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	603	590	92	498	10	3
	%	100.00%	97.80%	15.30%	82.60%	1.70%	0.50%
BSNL	Count	1203	1079	66	1013	97	27
	%	100.00%	89.70%	5.50%	84.20%	8.10%	2.20%
Reliance	Count	600	593	15	578	4	3
	%	100.00%	98.80%	2.50%	96.30%	0.70%	0.50%
TTSL	Count	602	597	32	565	4	1
	%	100.00%	99.20%	5.30%	93.90%	0.70%	0.20%
Reliance Tel	Count	611	599	47	552	12	0
	%	100.00%	98.00%	7.70%	90.30%	2.00%	0.00%
Idea	Count	602	593	68	525	9	0
	%	100.00%	98.50%	11.30%	87.20%	1.50%	0.00%
Vodafone	Count	604	588	88	500	12	4
	%	100.00%	97.40%	14.60%	82.80%	2.00%	0.70%
Overall	Count	4825	4639	408	4231	148	38
	%	100.00%	96.10%	8.50%	87.70%	3.10%	0.80%

H.2. (Q 29b) Please specify the reason(s) for your dissatisfaction?

Service Providers		Network	Help Services	Others	Base
Airtel	Count	8	6	18	13
	%	61.5%	46.2%	138.5%	
BSNL	Count	128	82	145	124
	%	103.2%	66.1%	116.9%	
Reliance	Count	7	2	12	7
	%	100.0%	28.6%	171.4%	
TTSL	Count	0	0	7	5
	%	0.0%	0.0%	140.0%	
Reliance Tel	Count	20	8	0	12
	%	166.7%	66.7%	0.0%	
Idea	Count	3	3	6	9
	%	33.3%	33.3%	66.7%	
Vodafone	Count	8	4	28	16
	%	50.0%	25.0%	175.0%	
Overall	Count	174	105	216	186
	%	93.5%	56.5%	116.1%	

I. General Information

I.1. (Q 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 Providers		Yes	No	Base
Airtel	Count	210	91	301
	%	69.80%	30.20%	100.00%
BSNL	Count	9	443	452
	%	2.00%	98.00%	100.00%
Reliance	Count	9	75	84
	%	10.70%	89.30%	100.00%
TTSL	Count	27	48	75
	%	36.00%	64.00%	100.00%
Reliance Tel	Count	19	57	76
	%	25.00%	75.00%	100.00%
Idea	Count	87	30	117
	%	74.40%	25.60%	100.00%
Vodafone	Count	200	328	528
	%	37.90%	62.10%	100.00%
Overall	Count	561	1072	1633
	%	34.40%	65.60%	100.00%

I.2. (Q 31) If at any time you had terminated your Mobile connection, how many days, it took for the termination?

Service Providers		Base	1 day	2-3 days	4-7 days	More than 7 days
Airtel	Count	603	2	24	526	51
	%	100.00%	0.30%	4.00%	87.20%	8.50%
BSNL	Count	1203	8	0	1176	19
	%	100.00%	0.70%	0.00%	97.80%	1.60%
Reliance	Count	600	147	36	406	11
	%	100.00%	24.50%	6.00%	67.70%	1.80%
TTSL	Count	602	86	28	466	22
	%	100.00%	14.30%	4.70%	77.40%	3.70%
Reliance Tel	Count	611	27	16	532	36
	%	100.00%	4.40%	2.60%	87.10%	5.90%
Idea	Count	602	8	17	569	8
	%	100.00%	1.30%	2.80%	94.50%	1.30%
Vodafone	Count	604	12	4	416	172
	%	100.00%	2.00%	0.70%	68.90%	28.50%
Overall	Count	4825	290	125	4091	319
	%	100.00%	6.00%	2.60%	84.80%	6.60%

I.3. (Q 32) Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?

Service Providers		Yes	No	Base
Airtel	Count	130	473	603
	%	21.60%	78.40%	100.00%
BSNL	Count	105	1098	1203
	%	8.70%	91.30%	100.00%
Reliance	Count	160	440	600
	%	26.70%	73.30%	100.00%
TTSL	Count	196	406	602
	%	32.60%	67.40%	100.00%
Reliance Tel	Count	182	429	611
	%	29.80%	70.20%	100.00%
Idea	Count	94	508	602
	%	15.60%	84.40%	100.00%
Vodafone	Count	84	520	604
	%	13.90%	86.10%	100.00%
Overall	Count	951	3874	4825
	%	19.70%	80.30%	100.00%

I.4. (Q 33) Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and is not applicable currently?

Service Providers		Yes	No	Base
Airtel	Count	252	351	603
	%	41.80%	58.20%	100.00%
BSNL	Count	405	798	1203
	%	33.70%	66.30%	100.00%
Reliance	Count	136	464	600
	%	22.70%	77.30%	100.00%
TTSL	Count	110	492	602
	%	18.30%	81.70%	100.00%
Reliance Tel	Count	132	479	611
	%	21.60%	78.40%	100.00%
Idea	Count	113	489	602
	%	18.80%	81.20%	100.00%
Vodafone	Count	373	231	604
	%	61.80%	38.20%	100.00%
Overall	Count	1521	3304	4825
	%	31.50%	68.50%	100.00%

I.5. (Q34) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	18	585	603
	%	3.00%	97.00%	100.00%
BSNL	Count	8	1195	1203
	%	0.70%	99.30%	100.00%
Reliance	Count	10	590	600
	%	1.70%	98.30%	100.00%
TTSL	Count	5	597	602
	%	0.80%	99.20%	100.00%
Reliance Tel	Count	19	592	611
	%	3.10%	96.90%	100.00%
Idea	Count	14	588	602
	%	2.30%	97.70%	100.00%
Vodafone	Count	4	600	604
	%	0.70%	99.30%	100.00%
Overall	Count	78	4747	4825
	%	1.60%	98.40%	100.00%

I.6. (Q 35) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	100	424	79	603
	%	16.60%	70.30%	13.10%	100.00%
BSNL	Count	71	1011	121	1203
	%	5.90%	84.00%	10.10%	100.00%
Reliance	Count	63	464	73	600
	%	10.50%	77.30%	12.20%	100.00%
TTSL	Count	58	481	63	602
	%	9.60%	79.90%	10.50%	100.00%
Reliance Tel	Count	50	465	96	611
	%	8.20%	76.10%	15.70%	100.00%
Idea	Count	41	432	129	602
	%	6.80%	71.80%	21.40%	100.00%
Vodafone	Count	102	453	49	604
	%	16.90%	75.00%	8.10%	100.00%
Overall	Count	485	3730	610	4825
	%	10.10%	77.30%	12.60%	100.00%

I.7. (Q 36a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	16	42	18	24	100
	%	16.00%	42.00%	18.00%	24.00%	100.00%
BSNL	Count	15	14	25	17	71
	%	21.10%	19.70%	35.20%	23.90%	100.00%
Reliance	Count	40	5	6	12	63
	%	63.50%	7.90%	9.50%	19.00%	100.00%
TTSL	Count	30	12	5	11	58
	%	51.70%	20.70%	8.60%	19.00%	100.00%
Reliance Tel	Count	30		12	8	50
	%	60.00%		24.00%	16.00%	100.00%
Idea	Count	17	9	13	2	41
	%	41.50%	22.00%	31.70%	4.90%	100.00%
Vodafone	Count	17	65	16	4	102
	%	16.70%	63.70%	15.70%	3.90%	100.00%
Overall	Count	165	147	95	78	485
	%	34.00%	30.30%	19.60%	16.10%	100.00%

I.8. (Q 36b) 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 Providers		Yes	No	Base
Airtel	Count	0	84	84
	%	0.00%	100.00%	100.00%
BSNL	Count	6	50	56
	%	10.70%	89.30%	100.00%
Reliance	Count	9	14	23
	%	39.10%	60.90%	100.00%
TTSL	Count	2	26	28
	%	7.10%	92.90%	100.00%
Reliance Tel	Count	4	16	20
	%	20.00%	80.00%	100.00%
Idea	Count	2	22	24
	%	8.30%	91.70%	100.00%
Vodafone	Count	0	85	85
	%	0.00%	100.00%	100.00%
Overall	Count	23	297	320
	%	7.20%	92.80%	100.00%

I.8. (Q 36c) If Yes, please indicate the following-

Service Providers		Yes Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%
BSNL	Count	6	0	0	6
	%	100.00%	0.00%	0.00%	100.00%
Reliance	Count	6	3	0	9
	%	66.70%	33.30%	0.00%	100.00%
TTSL	Count	2	0	0	2
	%	100.00%	0.00%	0.00%	100.00%
Reliance Tel	Count	4	0	0	4
	%	100.00%	0.00%	0.00%	100.00%
Idea	Count	2	0	0	2
	%	100.00%	0.00%	0.00%	100.00%
Vodafone	Count	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%
Overall	Count	20	3	0	23
	%	87.00%	13.00%	0.00%	100.00%

Grievance Redressal Mechanism

J.1. (Q 37) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	571	32	603
	%	94.70%	5.30%	100.00%
BSNL	Count	1073	130	1203
	%	89.20%	10.80%	100.00%
Reliance	Count	512	88	600
	%	85.30%	14.70%	100.00%
TTSL	Count	542	60	602
	%	90.00%	10.00%	100.00%
Reliance Tel	Count	577	34	611
	%	94.40%	5.60%	100.00%
Idea	Count	552	50	602
	%	91.70%	8.30%	100.00%
Vodafone	Count	548	56	604
	%	90.70%	9.30%	100.00%
Overall	Count	4375	450	4825
	%	90.70%	9.30%	100.00%

J.2. (Q 38) Have you made any complaint within last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	199	404	603
	%	33.00%	67.00%	100.00%
BSNL	Count	390	813	1203
	%	32.40%	67.60%	100.00%
Reliance	Count	193	407	600
	%	32.20%	67.80%	100.00%
TTSL	Count	220	382	602
	%	36.50%	63.50%	100.00%
Reliance Tel	Count	240	371	611
	%	39.30%	60.70%	100.00%
Idea	Count	183	419	602
	%	30.40%	69.60%	100.00%
Vodafone	Count	274	330	604
	%	45.40%	54.60%	100.00%
Overall	Count	1699	3126	4825
	%	35.20%	64.80%	100.00%

J.3. (Q 39) With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers		Doctor number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Base
Airtel	Count	122	21	24	32	199
	%	61.30%	10.60%	12.10%	16.10%	100.00%
BSNL	Count	275	66	10	39	390
	%	70.50%	16.90%	2.60%	10.00%	100.00%
Reliance	Count	137	29	9	18	193
	%	71.00%	15.00%	4.70%	9.30%	100.00%
TTSL	Count	132	52	14	22	220
	%	60.00%	23.60%	6.40%	10.00%	100.00%
Reliance Tel	Count	178	39	19	4	240
	%	74.20%	16.30%	7.90%	1.70%	100.00%
Idea	Count	93	39	22	29	183
	%	50.80%	21.30%	12.00%	15.80%	100.00%
Vodafone	Count	214	28	4	28	274
	%	78.10%	10.20%	1.50%	10.20%	100.00%
Overall	Count	1151	274	102	172	1699
	%	67.70%	16.10%	6.00%	10.10%	100.00%

J.4. (Q 40) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	76	123	199
	%	38.20%	61.80%	100.00%
BSNL	Count	115	275	390
	%	29.50%	70.50%	100.00%
Reliance	Count	78	115	193
	%	40.40%	59.60%	100.00%
TTSL	Count	86	134	220
	%	39.10%	60.90%	100.00%
Reliance Tel	Count	167	73	240
	%	69.60%	30.40%	100.00%
Idea	Count	94	89	183
	%	51.40%	48.60%	100.00%
Vodafone	Count	176	98	274
	%	64.20%	35.80%	100.00%
Overall	Count	792	907	1699
	%	46.60%	53.40%	100.00%

J.5. (Q 41) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	199	132	5	127	64	3
	%	100.00%	66.30%	2.50%	63.80%	32.20%	1.50%
BSNL	Count	390	235	17	218	141	14
	%	100.00%	60.30%	4.40%	55.90%	36.20%	3.60%
Reliance	Count	193	131	0	131	59	3
	%	100.00%	67.90%	0.00%	67.90%	30.60%	1.60%
TTSL	Count	220	185	3	182	33	2
	%	100.00%	84.10%	1.40%	82.70%	15.00%	0.90%
Reliance Tel	Count	240	157	0	157	74	9
	%	100.00%	65.40%	0.00%	65.40%	30.80%	3.80%
Idea	Count	183	148	6	142	35	0
	%	100.00%	80.90%	3.30%	77.60%	19.10%	0.00%
Vodafone	Count	274	233	0	233	37	4
	%	100.00%	85.00%	0.00%	85.00%	13.50%	1.50%
Overall	Count	1699	1221	31	1190	443	35
	%	100.00%	71.90%	1.80%	70.00%	26.10%	2.10%

J.6. (Q 42) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	14	12	17	45	10	0	67
	%	20.90%	17.90%	25.40%	67.20%	14.90%	0.00%	
BSNL	Count	57	24	42	141	37	0	155
	%	36.80%	15.50%	27.10%	91.00%	23.90%	0.00%	
Reliance	Count	47	18	22	34	6	6	62
	%	75.80%	29.00%	35.50%	54.80%	9.70%	9.70%	
TTSL	Count	22	8	14	9	6	0	35
	%	62.90%	22.90%	40.00%	25.70%	17.10%	0.00%	
Reliance Tel	Count	63	48	52	36	10	0	83
	%	75.90%	57.80%	62.70%	43.40%	12.00%	0.00%	
Idea	Count	8	0	7	28	12	0	35
	%	22.90%	0.00%	20.00%	80.00%	34.30%	0.00%	
Vodafone	Count	24	4	9	28	1	0	41
	%	58.50%	9.80%	22.00%	68.30%	2.40%	0.00%	
Overall	Count	235	114	163	321	82	6	478
	%	49.20%	23.80%	34.10%	67.20%	17.20%	1.30%	

J.7. (Q 43) Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	28	41	69
	%	40.60%	59.40%	100.00%
BSNL	Count	11	16	27
	%	40.70	59.30%	100.00%
Reliance	Count	15	19	34
	%	44.10%	55.90%	100.00%
TTSL	Count	17	8	25
	%	68.00%	32.00%	100.00%
Reliance Tel	Count	10	0	10
	%	100.00%	0.00%	100.00%
Idea	Count	9	4	13
	%	69.30%	30.80	100.00%
Vodafone	Count	0	16	16
	%	0.00%	100.00%	100.00%
Overall	Count	90	104	194
	%	46.40%	6.10%	100.00%

J.8. (Q 44) In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal officer. Are you aware of the contact detail of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	19	584	603
	%	3.20%	96.80%	100.00%
BSNL	Count	73	1130	1203
	%	6.10%	93.90%	100.00%
Reliance	Count	18	582	600
	%	3.00%	97.00%	100.00%
TTSL	Count	33	569	602
	%	5.50%	94.50%	100.00%
Reliance Tel	Count	21	590	611
	%	3.40%	96.60%	100.00%
Idea	Count	30	572	602
	%	5.00%	95.00%	100.00%
Vodafone	Count	4	600	604
	%	0.70%	99.30%	100.00%
Overall	Count	198	4627	4825
	%	4.10%	95.90%	100.00%

J.9. (Q 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?

Service Providers		Yes	No	Base
Airtel	Count	2	17	19
	%	10.50%	89.50%	100.00%
BSNL	Count	6	67	73
	%	8.20%	91.80%	100.00%
Reliance	Count	0	18	18
	%	0.00%	100.00%	100.00%
TTSL	Count	0	33	33
	%	0.00%	100.00%	100.00%
Reliance Tel	Count	4	17	21
	%	19.00%	81.00%	100.00%
Idea	Count	0	30	30
	%	0.00%	100.00%	100.00%
Vodafone	Count	0	4	4
	%	0.00%	100.00%	100.00%
Overall	Count	12	186	198
	%	6.10%	93.90%	100.00%

J.10. (Q 46) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	0	2	2
	%	0.0%	100.00%	100.00%
BSNL	Count	6	0	6
	%	100.00%	0.0%	100.00%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	4	4
	%	0.0%	100.00%	100.00%
Idea	Count	1	0	1
	%	100.0%	0.0%	100.0%
Vodafone	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	6	6	12
	%	50.00%	50.00%	100.00%

J.11. (Q 47) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	2	2	0	2	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
BSNL	Count	6	3	0	3	2	1
	%	100.0%	50.0%	0.0%	50.0%	33.30%	16.70%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance Tel	Count	4	4	1	3	0	0
	%	100.0%	100.0%	250%	75.0%	0.0%	0.0%
Idea	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	12	9	1	8	2	1
	%	100.0%	75.00%	8.30%	66.70%	16.70%	8.30%

J.12. (Q 48) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BSNL	Count	0	3	0	0	0	0	3
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
TTSL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance Tel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Idea	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Vodafone	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Overall	Count	0	3	0	0	0	0	3
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	

J.13. (Q 49) In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the 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?

Service Providers		Yes	No	Base
Airtel	Count	17	586	603
	%	2.80%	97.20%	100.00%
BSNL	Count	42	1161	1203
	%	3.50%	96.50%	100.00%
Reliance	Count	9	591	600
	%	1.50%	98.50%	100.00%
TTSL	Count	9	593	602
	%	1.50%	98.50%	100.00%
Reliance Tel	Count	39	572	611
	%	6.40%	93.60%	100.00%
Idea	Count	22	580	602
	%	3.70%	96.30%	100.00%
Vodafone	Count	4	600	604
	%	0.70%	99.30%	100.00%
Overall	Count	142	4683	4825
	%	2.90%	97.10%	100.00%

J.14. (Q 50) Have you filed any appeal in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	2	15	17
	%	11.80%	88.20%	100.00%
BSNL	Count	0	42	42
	%	0.00%	100.00%	100.00%
Reliance	Count	3	6	9
	%	33.30%	66.70%	100.00%
TTSL	Count	0	9	9
	%	0.00%	100.00%	100.00%
Reliance Tel	Count	6	33	39
	%	15.40%	84.60%	100.00%
Idea	Count	0	22	22
	%	0.00%	100.00%	100.00%
Vodafone	Count	0	4	4
	%	0.00%	100.00%	100.00%
Overall	Count	11	131	142
	%	7.70%	92.30%	100.00%

J.15. (Q 51) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	2	0	2
	%	100.00%	0.0%	100.00%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	3	3
	%	0.0%	100.00%	100.00%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance Tel	Count	0	6	6
	%	0.0%	100.00%	100.00%
Idea	Count	0	0	0
	%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	2	9	11
	%	18.20%	81.80%	100.00%

J.16 (Q 52) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	2	0	0	2
	%	100.00%	0.0%	0.0%	100.00%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	1	2	0	3
	%	33.30%	66.70%	0.0%	100.00%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance Tel	Count	5	1	6	6
	%	83.30%	16.70%	100.00%	100.00%
Idea	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	8	3	0	11
	%	72.70%	27.30%	0.0%	100.0%

General Information

J.17. (Q 53) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	121	306	427
	%	28.30%	71.70%	100.00%
BSNL	Count	100	408	508
	%	19.70%	80.30%	100.00%
Reliance	Count	134	304	438
	%	30.60%	69.40%	100.00%
TTSL	Count	123	238	361
	%	34.10%	65.90%	100.00%
Reliance Tel	Count	222	332	554
	%	40.10%	59.90%	100.00%
Idea	Count	41	238	279
	%	14.70%	85.30%	100.00%
Vodafone	Count	218	356	574
	%	38.00%	62.00%	100.00%
Overall	Count	959	2182	3141
	%	30.50%	69.50%	100.00%

J.18. (Q 54) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	8	113	121
	%	6.60%	93.40%	100.00%
BSNL	Count	0	100	100
	%	0.00%	100.0%	100.00%
Reliance	Count	1	133	134
	%	0.70%	99.30%	100.00%
TTSL	Count	3	120	123
	%	2.40%	97.60%	100.00%
Reliance Tel	Count	8	214	222
	%	3.60%	96.40%	100.00%
Idea	Count	2	39	41
	%	4.90%	95.10%	100.00%
Vodafone	Count	0	218	218
	%	0.00%	100.00%	100.00%
Overall	Count	22	937	959
	%	2.30%	97.70%	100.00%

J.19. (Q 55) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	8	0	0	8
	%	100.00%	0.00%	0.00%	100.0%
BSNL	Count	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%
Reliance	Count	0	1	0	1
	%	0.00%	100.00%	0.00%	100.00%
TTSL	Count	0	3	0	3
	%	0.00%	100.00%	0.00%	100.00%
Reliance Tel	Count	8	0	0	8
	%	100.00%	0.00%	0.00%	100.00%
Idea	Count	0	2	0	2
	%	0.00%	100.00%	0.00%	100.00%
Vodafone	Count	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%
Overall	Count	16	6	0	22
	%	72.70%	27.30%	0.00%	100.0%

J.20 (Q 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 mobile telephone connection?"

Service Providers		Yes	No	Base
Airtel	Count	269	32	301
	%	89.40%	10.60%	100.00%
BSNL	Count	431	21	452
	%	95.40%	4.60%	100.00%
Reliance	Count	72	12	84
	%	85.70%	14.30%	100.00%
TTSL	Count	66	9	75
	%	88.00%	12.00%	100.00%
Reliance Tel	Count	75	1	76
	%	98.70%	1.30%	100.00%
Idea	Count	106	11	117
	%	90.60%	9.40%	100.00%
Vodafone	Count	509	19	528
	%	96.40%	3.60%	100.00%
Overall	Count	1528	105	1633
	%	93.60%	6.40%	100.00%

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1a) When did you last apply for a broadband connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
BSNL	Count	210	61	380	651
	%	32.30%	9.40%	58.40%	100.00%
Tata	Count	26	28	546	600
	%	4.30%	4.70%	91.00%	100.00%
Airtel	Count	81	24	497	602
	%	13.50%	4.00%	82.60%	100.00%
Reliance	Count	48	36	522	606
	%	7.90%	5.90%	86.10%	100.00%
Sify	Count	26	37	219	282
	%	9.20%	13.10%	77.70%	100.00%
Overall	Count	391	186	2164	2741
	%	14.30%	6.80%	78.90%	100.00%

A.2. (Q 1b) After registration and payment of initial deposits by you within how many working days did the broadband connection get activated?

Service Providers		Within 15 working days	More than 15 days	Base
BSNL	Count	260	11	271
	%	95.90%	4.10%	100.00%
Tata	Count	50	4	54
	%	92.60%	7.40%	100.00%
Airtel	Count	97	8	105
	%	92.40%	7.60%	100.00%
Reliance	Count	77	7	84
	%	91.70%	8.30%	100.00%
Sify	Count	62	1	63
	%	98.40%	1.60%	100.00%
Overall	Count	546	31	577
	%	94.60%	5.40%	100.00%

A.3. (Q 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?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	271	261	155	106	10	0
	%	100.00%	96.30%	57.20%	39.10%	3.70%	0.00%
Tata	Count	54	54	3	51	0	0
	%	100.00%	100.00%	5.60%	94.40%	0.00%	0.00%
Airtel	Count	105	102	55	47	2	1
	%	100.00%	97.10%	52.40%	44.80%	1.90%	1.00%
Reliance	Count	84	77	6	71	6	1
	%	100.00%	91.70%	7.10%	84.50%	7.10%	1.20%
Sify	Count	63	63	21	42	0	0
	%	100.00%	100.00%	33.30%	66.70%	0.00%	0.00%
Overall	Count	577	557	240	317	18	2
	%	100.00%	96.50%	41.60%	54.90%	3.10%	0.30%

A.4. (Q 3) In case your connection was temporarily suspended due to non-payment of bills, how much time taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Not applicable	Base
BSNL	Count	56	60	20	8	507	651
	%	8.60%	9.20%	3.10%	1.20%	77.90%	100.00%
Tata	Count	111	68	11	37	373	600
	%	18.50%	11.30%	1.80%	6.20%	62.20%	100.00%
Airtel	Count	38	15	4	2	543	602
	%	6.30%	2.50%	0.70%	0.30%	90.20%	100.00%
Reliance	Count	41	49	5	1	510	606
	%	6.80%	8.10%	0.80%	0.20%	84.20%	100.00%
Sify	Count	8	14	1	2	257	282
	%	2.80%	5.00%	0.40%	0.70%	91.10%	100.00%
Overall	Count	254	206	41	50	2190	2741
	%	9.30%	7.50%	1.50%	1.80%	79.90%	100.00%

B. Billing Process - Postpaid Customers

B.1. (Q 4) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	651	613	163	450	37	1
	%	100.00%	94.20%	25.00%	69.10%	5.70%	0.20%
Tata	Count	478	440	8	432	37	1
	%	100.00%	92.10%	1.70%	90.40%	7.70%	0.20%
Airtel	Count	602	584	67	517	18	0
	%	100.00%	97.00%	11.10%	85.90%	3.00%	0.00%
Reliance	Count	606	583	8	575	23	0
	%	100.00%	96.20%	1.30%	94.90%	3.80%	0.00%
Sify	Count	0	0	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall	Count	2337	2220	246	1974	115	2
	%	100.00%	95.00%	10.50%	84.50%	4.90%	0.10%

B.2. (Q 5a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	651	621	159	462	29	1
	%	100.00%	95.40%	24.40%	71.00%	4.50%	0.20%
Tata	Count	478	463	5	458	12	3
	%	100.00%	96.90%	1.00%	95.80%	2.50%	0.60%
Airtel	Count	602	588	62	526	10	4
	%	100.00%	97.70%	10.30%	87.40%	1.70%	0.70%
Reliance	Count	606	585	8	577	21	0
	%	100.00%	96.50%	1.30%	95.20%	3.50%	0.00%
Sify	Count	0	0	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall	Count	2337	2257	234	2023	72	8
	%	100.00%	96.60%	10.00%	86.60%	3.10%	0.30%

B.3. (Q 5b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for services not made/ used	Others	Base
BSNL	Count	11	12	13	11	1	30
	%	36.70%	40.00%	43.30%	36.70%	3.30%	
Tata	Count	6	5	7	2	2	15
	%	40.0%	33.30%	46.70%	13.30%	13.30%	
Airtel	Count	7	9	6	6	0	14
	%	50.00%	64.30%	42.90%	42.90%	0.00%	
Reliance	Count	18	12	11	10	0	21
	%	85.70%	57.10%	52.40%	47.60%	0.00%	
Sify	Count	0	0	0	0	0	0
	%	0.00	0.00	0.00	0.00	0.00	
Overall	Count	42	38	37	29	3	80
	%	52.50%	47.50%	46.30%	36.30%	3.80%	

B.4. (Q 6) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
BSNL	Count	112	539	651
	%	17.20%	82.80%	100.00%
Tata	Count	153	325	478
	%	32.00%	68.00%	100.00%
Airtel	Count	132	470	602
	%	21.90%	78.10%	100.00%
Reliance	Count	98	508	606
	%	16.20%	83.80%	100.00%
Sify	Count	0	0	0
	%	0.00%	0.00%	0.00%
Overall	Count	495	1842	2337
	%	21.20%	78.80%	100.00%

B.5. (Q 7) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	112	82	2	80	30	0
	%	100.00%	73.20%	1.80%	71.40%	26.80%	0.00%
Tata	Count	153	126	1	125	26	1
	%	100.00%	82.40%	0.70%	81.70%	17.00%	0.70%
Airtel	Count	132	111	2	109	21	0
	%	100.00%	84.10%	1.50%	82.60%	15.90%	0.00%
Reliance	Count	98	75	0	75	23	0
	%	100.00%	76.50%	0.00%	76.50%	23.50%	0.00%
Sify	Count	0	0	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall	Count	495	394	5	389	100	1
	%	100.00%	79.60%	1.00%	78.60%	20.20%	0.20%

B.6. (Q 8a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	651	626	148	478	25	0
	%	100.00%	96.20%	22.70%	73.40%	3.80%	0.00%
Tata	Count	478	461	3	458	16	1
	%	100.00%	96.40%	0.60%	95.80%	3.30%	0.20%
Airtel	Count	602	596	55	541	6	0
	%	100.00%	99.00%	9.10%	89.90%	1.00%	0.00%
Reliance	Count	606	585	2	583	18	3
	%	100.00%	96.50%	0.30%	96.20%	3.00%	0.50%
Sify	Count	0	0	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Overall	Count	2337	2268	208	2060	65	4
	%	100.00%	97.00%	8.90%	88.10%	2.80%	0.20%

B.7. (Q 8b) Please specify the reason(s) for your dissatisfaction.

Service Providers		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	Others	Base
BSNL	Count	10	8	11	6	1	25
	%	40.0%	32.0%	44.0%	24.0%	4.0%	
Tata	Count	4	4	4	5	7	17
	%	23.5%	23.5%	23.5%	29.4%	41.2%	
Airtel	Count	5	3	5	1	0	6
	%	83.3%	50.0%	8.30%	16.7%	0.0%	
Reliance	Count	12	8	7	6	0	21
	%	57.1%	38.1%	33.3%	28.6%	0.0%	
Sify	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
Overall	Count	31	23	27	18	8	69
	%	44.9%	33.3%	39.1%	26.1%	11.6%	

C. Billing Process - Prepaid Customers

C.1. (Q 9a) How satisfied are you with accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tata	Count	122	121	0	121	1	0
	%	100.00%	99.20%	0.0%	99.20%	0.80%	0.0%
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sify	Count	282	276	67	209	6	0
	%	100.00%	97.90%	23.80%	74.10%	2.10%	0.0%
Overall	Count	404	397	67	330	7	0
	%	100.00%	98.30%	16.60%	81.70%	1.70%	0.0%

C.2. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
Tata	Count	1	0	0	0	0	1
	%	100.0%	0.0%	0.0%	0.0%	0.0%	
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sify	Count	2	2	3	1	0	6
	%	33.3	33.3	50.0	16.7	0.0	
Overall	Count	3	2	3	1	0	7
	%	42.9%	28.6%	42.9%	14.3%	0.0%	100.0%

D. Help Services/ Customer Care

D.1. (Q 10) 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?

Service Providers		Yes	No	Base
BSNL	Count	243	408	651
	%	37.30%	62.70%	100.00%
Tata	Count	350	250	600
	%	58.30%	41.70%	100.00%
Airtel	Count	243	359	602
	%	40.40%	59.60%	100.00%
Reliance	Count	292	314	606
	%	48.20%	51.80%	100.00%
Sify	Count	104	178	282
	%	36.90%	63.10%	100.00%
Overall	Count	1232	1509	2741
	%	44.90%	55.10%	100.00%

D.2. (Q 11) How satisfied are you with the ease of access of call centre/customer care or helpline/ toll free number?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	243	191	4	187	52	0
	%	100.00%	78.60%	1.60%	77.00%	21.40%	0.00%
Tata	Count	350	290	5	285	60	0
	%	100.00%	82.90%	1.40%	81.40%	17.10%	0.00%
Airtel	Count	243	227	3	224	16	0
	%	100.00%	93.40%	1.20%	92.20%	6.60%	0.00%
Reliance	Count	292	257	4	253	35	0
	%	100.00%	88.00%	1.40%	86.60%	12.00%	0.00%
Sify	Count	104	88	2	86	15	1
	%	100.00%	84.60%	1.90%	82.70%	14.40%	1.00%
Overall	Count	1232	1053	18	1035	178	1
	%	100.00%	85.50%	1.50%	84.00%	14.40%	0.10%

D.3. (Q 12) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	243	211	8	203	32	0
	%	100.00%	86.80%	3.30%	83.50%	13.20%	0.00%
Tata	Count	350	292	5	287	51	7
	%	100.00%	83.40%	1.40%	82.00%	14.60%	2.00%
Airtel	Count	243	222	6	216	21	0
	%	100.00%	91.40%	2.50%	88.90%	8.60%	0.00%
Reliance	Count	292	256	5	251	36	0
	%	100.00%	87.70%	1.70%	86.00%	12.30%	0.00%
Sify	Count	104	81	1	80	23	0
	%	100.00%	77.90%	1.00%	76.90%	22.10%	0.00%
Overall	Count	1232	1062	25	1037	163	7
	%	100.00%	86.20%	2.00%	84.20%	13.20%	0.60%

D.4. (Q 13) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	243	200	4	196	42	1
	%	100.00%	82.30%	1.60%	80.70%	17.30%	0.40%
Tata	Count	350	278	3	275	70	2
	%	100.00%	79.40%	0.90%	78.60%	20.00%	0.60%
Airtel	Count	243	221	2	219	20	2
	%	100.00%	90.90%	0.80%	90.10%	8.20%	0.80%
Reliance	Count	292	246	3	243	44	2
	%	100.00%	84.20%	1.00%	83.20%	15.10%	0.70%
Sify	Count	104	86	2	84	17	1
	%	100.00%	82.70%	1.90%	80.80%	16.30%	1.00%
Overall	Count	1232	1031	14	1017	193	8
	%	100.00%	83.70%	1.10%	82.50%	15.70%	0.60%

D.5. (Q 14) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	243	201	8	193	42	0
	%	100.00%	82.70%	3.30%	79.40%	17.30%	0.00%
Tata	Count	350	280	0	280	68	2
	%	100.00%	80.00%	0.00%	80.00%	19.40%	0.60%
Airtel	Count	243	215	4	211	23	5
	%	100.00%	88.50%	1.60%	86.80%	9.50%	2.10%
Reliance	Count	292	248	5	243	44	0
	%	100.00%	84.90%	1.70%	83.20%	15.10%	0.00%
Sify	Count	104	92	1	91	11	1
	%	100.00%	88.50%	1.00%	87.50%	10.60%	1.00%
Overall	Count	1232	1036	18	1018	188	8
	%	100.00%	84.10%	1.50%	82.60%	15.30%	0.60%

E. Network Performance, Reliability and Availability

E.1. (Q 15) How satisfied are you with the speed of Broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	651	572	155	417	78	1
	%	100.00%	87.90%	23.80%	64.10%	12.00%	0.20%
Tata	Count	600	546	15	531	54	0
	%	100.00%	91.00%	2.50%	88.50%	9.00%	0.00%
Airtel	Count	602	534	54	480	67	1
	%	100.00%	88.70%	9.00%	79.70%	11.10%	0.20%
Reliance	Count	606	541	6	535	65	0
	%	100.00%	89.30%	1.00%	88.30%	10.70%	0.00%
Sify	Count	282	265	77	188	17	0
	%	100.00%	94.00%	27.30%	66.70%	6.00%	0.00%
Overall	Count	2741	2458	307	2151	281	2
	%	100.00%	89.70%	11.20%	78.50%	10.30%	0.10%

E.2. (Q 16) How satisfied are you with the amount of time for which service is up and working?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	651	582	150	432	66	3
	%	100.00%	89.40%	23.00%	66.40%	10.10%	0.50%
Tata	Count	600	536	19	517	55	9
	%	100.00%	89.30%	3.20%	86.20%	9.20%	1.50%
Airtel	Count	602	563	51	512	36	3
	%	100.00%	93.50%	8.50%	85.00%	6.00%	0.50%
Reliance	Count	606	563	8	555	43	0
	%	100.00%	92.90%	1.30%	91.60%	7.10%	0.00%
Sify	Count	282	259	59	200	16	7
	%	100.00%	91.80%	20.90%	70.90%	5.70%	2.50%
Overall	Count	2741	2503	287	2216	216	22
	%	100.00%	91.30%	10.50%	80.80%	7.90%	0.80%

F. Maintainability

F.1. (Q 17) How often do you face a problem with your Broadband connection?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
BSNL	Count	275	290	75	11	651
	%	42.20%	44.50%	11.50%	1.70%	100.00%
Tata	Count	104	342	137	17	600
	%	17.30%	57.00%	22.80%	2.80%	100.00%
Airtel	Count	224	319	56	3	602
	%	37.20%	53.00%	9.30%	0.50%	100.00%
Reliance	Count	282	254	66	4	606
	%	46.50%	41.90%	10.90%	0.70%	100.00%
Sify	Count	112	150	20	0	282
	%	39.70%	53.20%	7.10%	0.00%	100.00%
Overall	Count	997	1355	354	35	2741
	%	36.40%	49.40%	12.90%	1.30%	100.00%

F.2. (Q 18) What was the broadband connection problem faced by you in the last twelve months related to, please specify?

Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Base
BSNL	Count	11	75	86
	%	12.80%	87.20%	100.00%
Tata	Count	15	139	154
	%	9.70%	90.30%	100.00%
Airtel	Count	8	51	59
	%	13.60%	86.40%	100.00%
Reliance	Count	11	59	70
	%	15.70%	84.30%	100.00%
Sify	Count	2	18	20
	%	10.00%	90.00%	100.00%
Overall	Count	47	342	389
	%	12.10%	87.90	100.00%

F.3. (Q 19) How satisfied are you with the time taken for restoration of broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	86	45	3	42	39	2
	%	100.00%	52.30%	3.50%	48.80%	45.30%	2.30%
Tata	Count	154	83	2	81	66	5
	%	100.00%	53.90%	1.30%	52.60%	42.90%	3.20%
Airtel	Count	59	39	1	38	17	3
	%	100.00%	66.10%	1.70%	64.40%	28.80%	5.10%
Reliance	Count	70	30	0	30	40	0
	%	100.00%	42.90%	0.00%	42.90%	57.10%	0.00%
Sify	Count	20	11	0	11	8	1
	%	100.00%	55.00%	0.00%	55.00%	40.00%	5.00%
Overall	Count	389	208	6	202	170	11
	%	100.00%	53.50%	1.50%	51.90%	43.70%	2.30%

G. Supplementary Service/ Value Added Services

G.1. (Q 20) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc?

Service Providers		Yes	No	Base
BSNL	Count	72	579	651
	%	11.10%	88.90%	100.00%
Tata	Count	196	404	600
	%	32.70%	67.30%	100.00%
Airtel	Count	157	445	602
	%	26.10%	73.90%	100.00%
Reliance	Count	111	495	606
	%	18.30%	81.70%	100.00%
Sify	Count	76	206	282
	%	27.00%	73.00%	100.00%
Overall	Count	612	2129	2741
	%	22.30%	77.70%	100.00%

G.2. (Q 21) How satisfied are you with the quality of such supplementary services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	72	69	3	66	3	0
	%	100.00%	95.80%	4.20%	91.70%	4.20%	0.00%
Tata	Count	196	174	5	169	19	3
	%	100.00%	88.80%	2.60%	86.20%	9.70%	1.50%
Airtel	Count	157	154	7	147	3	0
	%	100.00%	98.10%	4.50%	93.60%	1.90%	0.00%
Reliance	Count	111	105	1	104	2	4
	%	100.00%	94.60%	0.90%	93.70%	1.80%	3.60%
Sify	Count	76	70	0	70	5	1
	%	100.00%	92.10%	0.00%	92.10%	6.60%	1.30%
Overall	Count	612	572	16	556	32	8
	%	100.00%	93.50%	2.60%	90.80%	5.20%	1.30%

H. Overall Customer Satisfaction

H.1. (Q 22a) How satisfied are you with the overall quality of your Broadband service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	651	605	156	449	42	4
	%	100.00%	92.90%	24.00%	69.00%	6.50%	0.60%
Tata	Count	600	531	10	521	63	6
	%	100.00%	88.50%	1.70%	86.80%	10.50%	1.00%
Airtel	Count	602	555	72	483	43	4
	%	100.00%	92.20%	12.00%	80.20%	7.10%	0.70%
Reliance	Count	606	544	29	515	62	0
	%	100.00%	89.80%	4.80%	85.00%	10.20%	0.00%
Sify	Count	282	270	69	201	10	2
	%	100.00%	95.70%	24.50%	71.30%	3.50%	0.70%
Overall	Count	2741	2505	336	2169	220	16
	%	100.00%	91.40%	12.30%	79.10%	8.00%	0.60%

H.2. (Q 22b) Please specify the reason(s) for your dissatisfaction?

Service Providers		Maintainability	Network	Help Services	Others	Base
BSNL	Count	19	16	6	32	46
	%	41.3%	34.8%	13.0%	69.6%	
Tata	Count	17	46	17	55	69
	%	24.6%	66.7%	24.6%	79.7%	
Airtel	Count	13	38	4	21	47
	%	27.7%	80.9%	8.5%	44.7%	
Reliance	Count	14	41	15	25	62
	%	22.6%	66.1%	24.2%	40.3%	
Sify	Count	6	7	4	3	12
	%	50.0%	58.3%	33.3%	25.0%	
Overall	Count	69	148	46	136	236
	%	29.2%	62.7%	19.5%	57.6%	

I. General Information

I.1. (Q 23) Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers		Yes	No	Base
BSNL	Count	413	238	651
	%	63.40%	36.60%	100.00%
Tata	Count	345	255	600
	%	57.50%	42.50%	100.00%
Airtel	Count	387	215	602
	%	64.30%	35.70%	100.00%
Reliance	Count	382	224	606
	%	63.00%	37.00%	100.00%
Sify	Count	203	79	282
	%	72.00%	28.00%	100.00%
Overall	Count	1730	1011	2741
	%	63.10%	36.90%	100.00%

J. Grievance Redressal Mechanism

J.1. (Q 24) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
BSNL	Count	534	117	651
	%	82.00%	18.00%	100.00%
Tata	Count	494	106	600
	%	82.30%	17.70%	100.00%
Airtel	Count	503	99	602
	%	83.60%	16.40%	100.00%
Reliance	Count	564	42	606
	%	93.10%	6.90%	100.00%
Sify	Count	250	32	282
	%	88.70%	11.30%	100.00%
Overall	Count	2345	396	2741
	%	85.60%	14.40%	100.00%

J.2 (Q 25) Have you made any complaint within the last 12 months to the tol free Call Centre/customer care/ Helpline telephone number?

Service Providers		Yes	No	Base
BSNL	Count	244	407	651
	%	37.50%	62.50%	100.00%
Tata	Count	348	252	600
	%	58.00%	42.00%	100.00%
Airtel	Count	183	419	602
	%	30.40%	69.60%	100.00%
Reliance	Count	182	424	606
	%	30.00%	70.00%	100.00%
Sify	Count	58	224	282
	%	20.60%	79.40%	100.00%
Overall	Count	1015	1726	2741
	%	37.00%	63.00%	100.00%

J.3. (Q 26) With respect to complaint made by you to the call centre, please specify which of these applied the most to you?

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	It was received on request	No docket number received even on request	Base
BSNL	Count	182	44	10	8	244
	%	74.60%	18.00%	4.10%	3.30%	100.00%
Tata	Count	227	64	40	17	348
	%	65.20%	18.40%	11.50%	4.90%	100.00%
Airtel	Count	119	54	8	2	183
	%	65.00%	29.50%	4.40%	1.10%	100.00%
Reliance	Count	133	46	1	2	182
	%	73.10%	25.30%	0.50%	1.10%	100.00%
Sify	Count	34	19	3	2	58
	%	58.60%	32.80%	5.20%	3.40%	100.00%
Overall	Count	695	227	62	31	1015
	%	68.50%	22.40%	6.10%	3.10%	100.00%

J.4. (Q 27) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
BSNL	Count	89	155	244
	%	36.50%	63.50%	100.00%
Tata	Count	169	179	348
	%	48.60%	51.40%	100.00%
Airtel	Count	125	58	183
	%	68.30%	31.70%	100.00%
Reliance	Count	91	91	182
	%	50.00%	50.00%	100.00%
Sify	Count	39	19	58
	%	67.20%	32.80%	100.00%
Overall	Count	513	502	1015
	%	50.50%	49.50%	100.00%

J.5. (Q 28) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	244	189	0	189	53	2
	%	100.00%	77.50%	0.00%	77.50%	21.70%	0.80%
Tata	Count	348	274	7	267	68	6
	%	100.00%	78.70%	2.00%	76.70%	19.50%	1.70%
Airtel	Count	183	149	0	149	34	0
	%	100.00%	81.40%	0.00%	81.40%	18.60%	0.00%
Reliance	Count	182	145	1	144	37	0
	%	100.00%	79.70%	0.50%	79.10%	20.30%	0.00%
Sify	Count	58	53	0	53	4	1
	%	100.00%	91.40%	0.00%	91.40%	6.90%	1.70%
Overall	Count	1015	810	8	802	196	9
	%	100.00%	79.80%	0.80%	79.00%	19.30%	0.90%

J.6. (Q 29) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to 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 complaints is too long	Customer care executive not unable to understand the problems	Others	Base
BSNL	Count	16	13	9	27	14	1	55
	%	29.1%	23.6%	16.4%	49.1%	25.5%	1.8%	
Tata	Count	20	16	16	48	14	11	74
	%	27.0%	21.6%	21.6%	64.9%	18.9%	14.9%	
Airtel	Count	15	5	10	21	1	2	34
	%	44.1%	14.7%	29.4%	61.8%	2.9%	5.9%	
Reliance	Count	14	8	7	24	5	3	37
	%	37.80%	21.6%	18.9%	64.9%	13.5%	8.1%	
Sify	Count	2	1	1	2	2	0	5
	%	40.0%	20.0%	20.0%	40.0%	40.0%	0.0%	
Overall	Count	67	43	43	122	36	17	205
	%	32.7%	21.0%	21.0%	59.5%	17.6%	8.3%	

J.7. (Q 30) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
BSNL	Count	30	48	78
	%	38.50%	61.50%	100.0%
Tata	Count	53	125	178
	%	29.80%	70.20%	100.0%
Airtel	Count	26	39	65
	%	40.00%	60.00%	100.0%
Reliance	Count	16	50	66
	%	24.20%	75.80%	100.0%
Sify	Count	7	7	14
	%	50.00%	50.00%	100.0%
Overall	Count	132	269	401
	%	32.90%	67.10%	100.0%

J.8. (Q 31) In case the complaint has not been resolved by the call centre, you can contact the next level called as the Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
BSNL	Count	68	583	651
	%	10.40%	89.60%	100.00%
Tata	Count	132	468	600
	%	22.00%	78.00%	100.00%
Airtel	Count	63	539	602
	%	10.50%	89.50%	100.00%
Reliance	Count	61	545	606
	%	10.10%	89.90%	100.00%
Sify	Count	28	254	282
	%	9.90%	90.10%	100.00%
Overall	Count	352	2389	2741
	%	12.80%	87.20%	100.00%

J.9. (Q 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?

Service Providers		Yes	No	Base
BSNL	Count	15	53	68
	%	22.10%	77.90%	100.00%
Tata	Count	61	71	132
	%	46.20%	53.80%	100.00%
Airtel	Count	7	56	63
	%	11.10%	88.90%	100.00%
Reliance	Count	15	46	61
	%	24.60%	75.40%	100.00%
Sify	Count	8	20	28
	%	28.60%	71.40%	100.00%
Overall	Count	106	246	352
	%	30.10%	69.90%	100.00%

J.10. (Q 33) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
BSNL	Count	8	7	15
	%	53.30%	46.70%	100.00%
Tata	Count	31	30	61
	%	50.80%	49.20%	100.00%
Airtel	Count	4	3	7
	%	57.10%	42.90%	100.00%
Reliance	Count	7	8	15
	%	46.70%	53.30%	100.00%
Sify	Count	7	1	8
	%	87.50%	12.50%	100.00%
Overall	Count	57	49	106
	%	53.80%	46.20%	100.00%

J.11. (Q 34) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
BSNL	Count	15	12	0	12	3	0
	%	100.00%	80.00%	0.00%	80.00%	20.00%	0.00%
Tata	Count	61	51	7	44	7	3
	%	100.00%	83.60%	11.50%	72.10%	11.50%	4.90%
Airtel	Count	7	7	2	5	0	0
	%	100.00%	100.00%	28.60%	71.40%	0.00%	0.00%
Reliance	Count	15	15	1	14	0	0
	%	100.00%	100.00%	6.70%	93.30%	0.00%	0.00%
Sify	Count	8	7	2	5	0	1
	%	100.00%	87.50%	25.00%	62.50%	0.00%	12.50%
Overall	Count	106	92	12	80	10	4
	%	100.00%	86.80%	11.30%	75.50%	9.40%	3.80%

J.12 (Q 35) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
BSNL	Count	2	0	0	1	0	1	3
	%	66.7%	0.0%	0.0%	33.3%	0.0%	33.3%	
Tata	Count	2	2	6	0	2	0	10
	%	20.0%	20.0%	60.0%	0.0%	20.0%	0.0%	
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sify	Count	0.0%	0.0%	1	0.0%	0.0%	0.0%	1
	%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
Overall	Count	4	2	7	1	2	1	14
	%	28.6%	14.3%	50.0%	7.1%	14.3%	7.1%	

J.13. (Q 36) In case the complaint has not been resolved by the nodal Officer or you are not satisfied with the 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?

Service Providers		Yes	No	Base
BSNL	Count	34	617	651
	%	5.20%	94.80%	100.00%
Tata	Count	78	522	600
	%	13.00%	87.00%	100.00%
Airtel	Count	21	581	602
	%	3.50%	96.50%	100.00%
Reliance	Count	18	588	606
	%	3.00%	97.00%	100.00%
Sify	Count	48	234	282
	%	17.00%	83.00%	100.00%
Overall	Count	199	2542	2741
	%	7.30%	92.70%	100.00%

J.14. (Q 37) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
BSNL	Count	5	29	34
	%	14.70%	85.30%	100.00%
Tata	Count	23	55	78
	%	29.50%	70.50%	100.00%
Airtel	Count	0	21	21
	%	0.00%	100.00%	100.00%
Reliance	Count	1	17	18
	%	5.60%	94.40%	100.00%
Sify	Count	4	44	48
	%	8.30%	91.70%	100.00%
Overall	Count	33	166	199
	%	16.60%	83.40%	100.00%

J.15. (Q 38) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
BSNL	Count	3	2	5
	%	60.00%	40.00%	100.00%
Tata	Count	20	3	23
	%	87.00%	13.00%	100.00%
Airtel	Count	0	0	0
	%	0.00%	0.00%	0.00%
Reliance	Count	0	1	1
	%	0.00%	100.00%	100.00%
Sify	Count	2	2	4
	%	50.00%	50.00%	100.00%
Overall	Count	25	8	33
	%	75.80%	24.20%	100.00%

J.16. (Q 39) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
BSNL	Count	2	3	0	5
	%	40.00%	60.00%	0.00%	100.00%
Tata	Count	5	13	5	23
	%	21.70%	56.50%	21.70%	100.00%
Airtel	Count	0	0	0	0
	%	0.00%	0.00%	0.00%	0.00%
Reliance	Count	0	1	0	1
	%	0.00%	100.00%	0.00%	100.00%
Sify	Count	2	1	1	4
	%	50.00%	25.00%	25.00%	100.00%
Overall	Count	9	18	6	33
	%	27.30%	54.50%	18.20%	100.00%

J.17. (Q 40) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.00%	0.00%	0.00%
Tata	Count	69	53	122
	%	56.60%	43.40%	100.00%
Airtel	Count	0	0	0
	%	0.00%	0.00%	0.00%
Reliance	Count	0	0	0
	%	0.00%	0.00%	0.00%
Sify	Count	154	128	282
	%	54.60%	45.40%	100.00%
Overall	Count	223	181	404
	%	55.20%	44.80%	100.00%

J.18. (Q 41) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	4	65	69
	%	5.80%	94.20%	100.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Sify	Count	8	146	154
	%	5.20%	94.80%	100.00%
Overall	Count	12	211	223
	%	5.40%	94.60%	100.0%

J.19. (Q 42) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Tata	Count	2	2	0	4
	%	50.0%	50.0%	0.0%	100.0%
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Sify	Count	4	4	0	8
	%	50.0%	50.0%	0.0%	100.0%
Overall	Count	6	4	0	12
	%	50.0%	50.0%	0.0%	100.0%

J.20. (Q 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?"

Service Providers		Yes	No	Base
BSNL	Count	129	142	271
	%	47.60%	52.40%	100.00%
Tata	Count	34	20	54
	%	63.00%	37.00%	100.00%
Airtel	Count	68	37	105
	%	64.80%	35.20%	100.00%
Reliance	Count	54	30	84
	%	64.30%	35.70%	100.00%
Sify	Count	53	10	63
	%	84.10%	15.90%	100.00%
Overall	Count	338	239	577
	%	58.60%	41.40%	100.00%

Annexure 4: Key Highlights

1. Basic Wireline

Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Overall
1	% of customers aware about Call Centre telephone number for making complaints/ query	89.70%	86.00%	94.60%	95.40%	90.10%
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/ Helpline telephone number	29.80%	27.20%	47.60%	12.20%	29.40%
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	69.50%	64.90%	45.80%	75.90%	60.50%
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	48.21%	69.05%	36.59%	64.29%	55.04%
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	90.0%	78.60%	82.10%	86.20%	82.80%
6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	69.50%	89.10%	95.60%	96.40%	89.90%

- 90% of the customers claimed to be aware of the call center telephone number for making complaints/ query.
- 29% of all basic telephone service customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Helpline telephone number.
- A higher proportion of Reliance customers compared to the other service providers had complained.

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- 61% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
 - Lower proportion (46%) of Reliance customers were informed about the action taken on their complaint by call centre.
 - 83% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
 - The satisfaction was lower among BSNL customers.
 - 55% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
 - Lower percentage of Reliance customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.
 - 90% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

2. Cellular Mobile

Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Rel Tel	Idea	Vodafone	Overall
1	% of customers aware about Call Centre telephone number for making complaints/ query	95%	89%	85%	90%	94%	92%	91%	91%%
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	33%	32%	32%	37%	39%	30%	45%	35%
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	38%	30%	40%	39%	70%	51%	64%	47%
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	41%	41%	44%	68%	100%	69%	0%	46%
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	66%	60%	68%	84%	65%	81%	85%	72%

6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	89%	95%	86%	88%	99%	91%	96	94%
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- 91% of the customers claimed to be aware of the call center telephone number for making complaint/ query.
- Almost 35% of all cellular mobile customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/ help-line telephone number.
- 47% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 72% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was higher among BSNL customers.
- Only 46% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- 94% of the new customers had got the Manual of Practice. 54% of the Reliance Tel customers had got the Manual of Practice.

3. Broadband

Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

S. No	Sub Parameter	BSNL	Tata	Airtel	Reliance	Sify	Overall
1	% of customers aware about Call Centre telephone number for making complaint/ query	82%	82%	84%	93%	89%	86%
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	38%	58%	30%	30%	21%	37%
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	37%	49%	68%	50%	67%	51%
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	39%	30%	40%	24%	50%	33%
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	78%	79%	81%	80%	91%	80%
6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	48%	63%	65%	64%	84%	59%

- 86% of the customers claimed to be aware of the call center telephone number for making complaint/ query.
- 37% of all broadband customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Tata customers had complained.
- 51% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for BSNL at 37%.
- 80% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.

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- Only 33% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
 - Only 59% of the new customers claimed to have got the Manual of Practice.