

QUALITY OF SERVICE ASSESSMENT

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

for

Delhi Metro Circle

Assessment of:

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

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1.1 PREFACE

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to consumers through regulatory mechanism.

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

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

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

The main aim is to assess the quality of Basic service (wireline) and Cellular Mobile services as per the **Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 dated 1st July 2005, which was further amended in March 2009.**

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

The salient feature of this regulation is listed below:

I. Each Telecom Operators would be required:

1. To set up 24x7 Toll Free Call Centre
2. To appoint one or more Nodal Officer in each licensed service area
3. To appoint one or more Appellate Authority in each licensed service area.

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

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

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

For the year 2008, TRAI invited tenders from the reputed market agencies to carry out Customer Satisfaction Survey

¹ www.trai.gov.in

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1st July 2005 and Broadband Service dated 6th October 2006.*

The interested market research agencies were required to submit separate tender for each of the four zones.

Each of the zone comprised of 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 Uttrakhand). For the cellular mobile telephone service the service area 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 and Madhya Pradesh (including Chattisgarh).

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

As per the tender document, TRAI evaluated the technical bidding of the bidders and subsequently financial bids were opened in the presence of successful technical bidders.

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **North Zone** comprising eight states – Delhi, Haryana, Punjab, UP (E), UP (W), Rajasthan, Himachal Pradesh and Jammu & Kashmir by Telecom Regulatory Authority of India (TRAI) on 7th January 2008.

The contract was further extended to carry out the survey in the year 2009. The present report covers the Delhi Metro circle for all the three services

1.2 QUESTIONNAIRE BUILDING PROCESS

VOICE with other successful bidders – IMRB for East and South Zone and Market Pulse for West Zone – submitted their draft questionnaires to TRAI in the month of January 2008. TRAI organised consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2009.

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

Broad parameters to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

1.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

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

1.2.3 Broadband Service

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

1.3 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

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

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

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either “Very Satisfied” or “Satisfied” the operator can get a rating of 100%. On the other hand, if all the customers are “Dissatisfied” or “Very Dissatisfied”, the operator gets a score of 0%.

1.3.2 Comparison with the Benchmarking.

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis percentage consumers satisfaction level as described above.

2.1 INTRODUCTION

The survey in the Delhi Metro Circle, of all the three services, was done between August to October 2009. The present report, therefore, deals with Delhi Metro Circle only.

2.2 SAMPLING METHODOLOGY

2.2.1 Basic Service (Wireline)

As per the tender document, survey agency was supposed to cover a total sample of 4,236 subscribers, to be divided among the four Operator. This is shown in the table below.

Name of the Operators	Sample
Bharti Airtel Ltd. (Bharti)	1067
Rel Communication (Rel Com)	1060
Tata Teleservices (Tata)	1042
Mahangar Telephone Nigam Ltd, (MTNL)	1067
Total	4236

The above sample represents the total operator wise subscribers in Delhi metro circle with 95% confidence level and 3% interval.

As per the tender document, survey agencies with the help of TRAI officials would select 5% of the total exchanges in a services area. At the time of initiation of survey there were 25 main exchanges with over 300 sub division- exchanges. Sub-divison exchanges also function like a proper exchange under the main exchanges. Taking in to account sum of all the main exchanges and sub-divison exchanges as the basis for selection of the exchanges, 17 exchanges were selected from the main 25 main exchanges. All these 17 exchanges were divided in to the 9 districts of Delhi. Operator wise sample distribution for face to face field survey (75% of the total sample) was done on the basis of population percentage distribution as shown in the table below:

Face to Face sample: Provider wise exchange area distribution

	District	Population	Share %	Exchange area	Bharti	MTNL	Tata	Rel Com	Total
					800	800	781	795	3176
1	South	22,58,367	16.4%	Bhikaji Cama Place	44	44	43	43	174
				Sarita Vihar	44	44	43	43	174
				Nehru Place	44	44	43	43	174
2	Central	6,44,005	4.7%	Janpath	37	37	36	37	147
3	East	14,48,770	10.5%	Mayur Vihar	42	42	41	42	167
				Laxmi Nagar	42	42	41	42	167
4	New Delhi	1,71,806	1.2%	Jorbagh	6	6	5	6	23
				Rajpath	5	5	5	5	20
5	North	7,79,788	5.7%	Shakti Nagar	45	45	44	45	179
6	North West	28,47,395	20.7%	Rohini	83	83	80	82	328
				Badli	83	83	80	82	328
7	North East	17,63,712	12.8%	Sahadara	50	50	50	50	200
				Yamuna Vihar	50	50	50	50	200
8	West	21,19,641	15.4%	Rajauri Garden	41	41	40	41	163
				Hari Nagar	41	41	40	41	163
				Janak Puri	41	41	40	41	163
9	South West	17,49,492	12.7%	Dwarka & Nazafgarh	102	102	100	102	406
Total		1,37,82,976	100.0%		800	800	781	795	3176

2.2.1.1 Mode of interview

- Two modes of interview were selected to cover the entire sample. Above 77% of operator sample was covered through in-depth interview with the consumers' and rest of the sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Mode Of Interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	260	807	1067
	%age	24.4%	75.6%	100.0%
Rel Comm	Count	249	811	1060
	%age	23.5%	76.5%	100.0%
Tata Teleservice	Count	208	834	1042
	%age	20.0%	80.0%	100.0%
MTNL	Count	239	828	1067
	%age	22.4%	77.6%	100.0%
Total	Count	956	3280	4236
	%age	22.6%	77.4%	100.0%

2.2.1.2 Type wise sample distribution

- The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officers appointed for each of the service providers. The following table shows the operator wise pre-paid and post-paid division of sample, which was actually covered during the survey.

Type wise Distribution				
		Postpaid	Prepaid	Total
Bharti	Count	890	177	1067
	%age	83.4%	16.6%	100.0%
Rel Comm	Count	586	474	1060
	%age	55.3%	44.7%	100.0%
Tata Teleservices	Count	660	382	1042
	%age	63.3%	36.7%	100.0%
MTNL	Count	1031	36	1067
	%age	96.6%	3.4%	100.0%
Total	Count	3167	1069	4236
	%age	74.8%	25.2%	100.0%

2.2.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 7464 subscribers, to be divided among the seven operators. This is shown in the table below:

Operators	Delhi (NCR)
Bharti (Bharti Limited)	1067
Vodafone	1067
MTNL (Mahanagar Telephone Nigam Limited)	1067
IDEA CELLULAR	1067
TATA TELESERVICES	1067
Aircel	1,062
Rel Comm (Reliance Communication)	1067
Total	7464

The above sample represents the total operator wise subscribers in Delhi metro circle with 95% confidence level and 3% interval.

2.2.2.1 Area wise sample distribution

In the Delhi metro circle, the entire Delhi NCR area was considered for coverage area. Therefore, Operators wise sample was distributed in the nine districts of Delhi and Ghaziabad, Faridabad, Noida and Gurgaon on the basis of their proportionate population. The following table shows the district/ area wise target sample distribution.

Cellular Mobile: Target Sample distribution of Delhi (NCR) in to district wise and Operator wise										
Districts & Area	Population	Popula- tion % age	Total	Bharti	Voda- fone	MTNL	Idea Cellular	Rel Comm	Aircel	Tata
South	2,258,367	11.3%	840	120	120	120	120	120	120	120
South West	1,749,492	8.8%	657	94	94	94	94	94	93	94
North	779,788	3.9%	294	42	42	42	42	42	42	42
North East	1,763,712	8.9%	664	95	95	95	95	95	94	95
North West	2,847,395	14.3%	1058	151	151	151	151	151	152	151
East	1,448,770	7.3%	545	78	78	78	78	78	77	78
Central	644,005	3.2%	244	35	35	35	35	35	34	35
New Delhi	171,806	0.9%	70	10	10	10	10	10	9	11
West	2,119,641	10.6%	797	114	114	114	114	114	113	114
Gorgaon	1,000,000	5.0%	377	54	54	54	54	54	53	54
Gaziabad	2,235,680	11.2%	839	120	120	120	120	120	119	120
Noida	700,000	3.5%	261	38	38	37	37	37	37	37
Faridabad	2,193,276	11.0%	817	116	116	117	117	117	117	117
TOTAL	19,911,932	100.0%	7464	1,067	1,067	1,067	1,067	1,067	1062	1,068

Note: Delhi population: 13,182, 976 (Census of India 2001), similar source for other areas.
Figures has been suitably adjusted to avoid rounding problem

2.2.2.2 Mode of interview

Two modes of interview were selected to cover the entire sample. 75% of operators sample was covered through in-depth interview with the consumers and rest 25% of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Metro circle Delhi: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	222	845	1067
	%age	20.8%	79.2%	100.0%
Vodafone	Count	215	852	1067
	%age	20.1%	79.9%	100.0%
Idea Cellular	Count	168	899	1067
	%age	15.7%	84.3%	100.0%
Rel Comm	Count	191	876	1067
	%age	17.9%	82.1%	100.0%
Aircel	Count	639	423	1062
	%age	60.2%	39.8%	100.0%
Tata Teleservices	Count	152	915	1067
	%age	14.2%	85.8%	100.0%
MTNL	Count	277	790	1067
	%age	26.0%	74.0%	100.0%
Total	Count	1864	5600	7464
	%age	25.0%	75.0%	100.0%

2.2.2.3 Type wise sample distribution

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

Metro circle Delhi: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Bharti	Count	192	875	1067
	%age	18.0%	82.0%	100.0%
Vodafone	Count	288	779	1067
	%age	27.0%	73.0%	100.0%
Idea Cellular	Count	216	851	1067
	%age	20.2%	79.8%	100.0%
Rel Comm	Count	369	698	1067
	%age	34.6%	65.4%	100.0%
Aircel	Count	237	825	1062
	%age	22.3%	77.7%	100.0%
Tata Teleservices	Count	75	992	1067
	%age	7.0%	93.0%	100.0%
MTNL	Count	316	751	1067
	%age	29.6%	70.4%	100.0%
Total	Count	1693	5771	7464
	%age	22.7%	77.3%	100.0%

2.2.3 Broadband

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

VOICE contacted the broadband Operator to ascertain their number of POPs (Point of Presence) in Delhi. As per the tender document requirement, 10% of POPs were selected to carry out the survey. The data revealed that POPs of only two of the Operator – MTNL and Bharti – were more or less widely spread in the service area. The POPs of other three providers – Rel Com, VSNL and Sify – were concentrated in fewer pockets. Therefore, sample was picked up accordingly, based on their POPs.

The following table shows the Operators wise sample covered in Delhi Service area.

Operators	Total
Bharti Airtel Ltd. (Bharti)	1067
Rel Communications (Rel Comm)	960
Mahanagar Telephone Nigam Ltd. (MTNL)	1067
Videsh Sanchar Nigam Ltd. (VSNL)	1067
Sify	993
Total	5154

The operator wise sample achieved represents the total operator wise subscribers in the Delhi with 95% confidence level and 3% confidence interval.

2.2.3.1 Mode of Interview

As per the tender document, **at least** 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly developed a web based application and this was put on web site of VOICE in the month of February 2008. In order to publicize about the web based application, VOICE sent email to the data base received from few Operator and also the VOICE internal data base so that consumers log on and fill the questionnaire. However, the number of responses to the email sent was abysmally low. The following table show the actual Operators wise sample covered with the mode of interview.

Metro circle Delhi: Operator wise sample distribution with mode of interviews				
Operators		In-Person	Web/Online	Total
Bharti	Count	992	75	1067
	%age	93.0%	7.0%	100.0%
Rel Com	Count	897	63	960
	%age	93.4%	6.6%	100.0%
MTNL	Count	1007	60	1067
	%age	94.4%	5.6%	100.0%
VSNL	Count	1036	31	1067
	%age	97.1%	2.9%	100.0%
Sify	Count	905	88	993
	%age	91.1%	8.9%	100.0%
Total	Count	4837	317	5154
	%age	93.8%	6.2%	100.0%

The table above shows that out of the total sample of 5154, only 317(6.2%) responses could be collected through web based online mechanism. Maximum online interviews were collected in the case of Sify (8.9%) followed by Bharti (7.0%), Rel Comm (6.6%) and MTNL (5.6%). In the case of VSNL, only 31 (2.9%) consumers responded to the web based interview. **The possible reason, for such a low responses could be that the data base of email addresses provided by the providers were either non functional or not valid.** Therefore, VOICE decided to meet the entire sample through In-person interview. Accordingly 93.8% of the total sample was covered using In-person interview technique.

3 EXECUTIVE SUMMARY

3.1 Customer Satisfaction Survey -Basic Service (Wireline)

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

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

The customer perception of overall satisfaction level is quite good in Delhi metro circle as **all the 4 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 78.3% to 97.6%.
- The **highest** percentages of **customers satisfied** were found with Bharti (96.5%) followed by MTNL at 94.4%.
- The lowest percentages of customers satisfied were found with Idea Cellular at 93.5%, followed by Rel Com at 93.9%.

3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in Delhi metro circle as out of 4 operators **only one of them – Bharti - met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 89.2% to 98.3%.
- The **highest** percentage of **customers satisfied** were found with Bharti (98.3%) followed by Rel Comm at 93.8% and Tata Teleservices (92.5%).
- The lowest percentages of customers satisfied were found with MTNL at 89.2%.

3.1.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In both the cases **Bharti was the only one operator none to meet the benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of pre-paid segment, ranged from 83.3% to 96.6%. Whereas in the case of post-paid, it ranged from 89.5% to 96.6%.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Bharti with 96.6%, followed by Tata Teleservices (94.2%) and Rel Comm (91.8%). In the case of **post paid segment** the highest percentage of satisfied consumer was also attained by Bharti with 96.6% followed by MTNL and Rel Comm with 91.8% and 90.4% respectively.
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by MTNL with 83.3%. In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Tata Teleservices with 89.5%.

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

The customer perception of the parameter maintainability is poor in Delhi metro circle as out of 4 operators none of them meet the benchmark of 95%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.8% to 89.9%.
- The **highest percentage of customers satisfied** were found with Bharti (89.9%) followed by Rel Comm and Tata Teleservices at 88.8% each.
- The lowest percentages of customers satisfied were found with MTNL at 86.8%.

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

The customer perception of the parameter help service/ customer care is poor in Delhi metro circle as **Bharti was the only one operator to meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 85.5% to 95.9%.
- The **highest percentage of customers satisfied** were found with Bharti (95.9%) followed by Tata Teleservices with 89.9% and Rel Comm with 88.5%.
- The lowest percentages of customers satisfied were found with MTNL at 85.5%.

3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found moderately high in the case of call centre/ customer care help line numbers as this was reported by 4 out of 5 (80.3%) of consumers surveyed.
- Awareness about the contact details of nodal officer was found among 3.2% of the consumers surveyed, with maximum in the case of MTNL (6.4%), followed by Tata Teleservices (3.3%). In the case of Bharti and Rel Comm, less than 2% were about the contact detail of nodal officer.
- Similarly there has not been any marked improvement in the case of awareness about the contact details of Appellate authority as less than 1% reported so. Again maximum in the case of MTNL (1.8%)
- Highest number of complaints to the call centre, within last six months, were made by MTNL subscribers (72.4%), followed by Tata Teleservices (68.9%), Rel Comm (66%) and Bharti (43.3%).
- Overall only 41.7% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of MTNL (52.7%), followed by Rel Comm (40.3%), Bharti (35.5%) and Tata Teleservices (35.2%)
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of MTNL (75.2%) followed by Rel Comm (68.3%), Bharti (68.3%) and Tata Teleservices (57.5%).

3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 36 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Delhi metro circle** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall satisfaction level is poor in Delhi metro circle as **only 2 out of 7 operators met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 79.4% to 95.3%.
- The **highest** percentage of **customers satisfied** were found with Vodafone (96.5%) followed by Bharti (94.3%), Idea Cellular (88.4%) and Aircel (88.1%).
- The lowest percentages of customers satisfied were found with Tata Teleservices at 79.4%, followed by Rel Com (85.4%) and MTNL (85.8%).

3.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in Delhi metro circle as out of 7 operators **only 2 of them – Bharti and Vodafone -met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.4% to 98.1%.
- The **highest** percentages of **customers satisfied** were found with Bharti (98.1%) followed by Vodafone (97.4%), Aircel (93.8%), Idea (92.4%) and Rel Comm (90.6%).
- The lowest customer percentages of customers satisfied were found with Tata (82.4%) followed by MTNL (85.6%).

3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services MTNL was the only one operator to meet the benchmark of 95%**. However, in the case of **post paid**, none of the operator met the **benchmark of 95%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 85.8% to 95.2%. Whereas in the case of **post-paid**, it ranged from 88.7% to 91.9%.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by MTNL with 95.2%, followed by Bharti (94.9%), Vodafone (94.7%) and Aircel (91.9%). In the case of **post paid segment** the highest percentage of satisfied consumer was also attained by MTNL with 91.9% followed by Vodafone (91.8%), Rel Comm (91.2%) and Bharti (91%).

- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Idea Cellular with 85.8% followed by Tata (86.9%) and Rel Comm (87.7%). In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Tata Teleservices with 88.7%, followed by Aircel (89%) and Idea Cellular (89.5%).

3.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Delhi metro circle as out of 4 operators only 2 – **Vodafone and Bharti** - met the **benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 82.5% to 97.0%.
- The **highest percentage of customers satisfied** were found with Vodafone (97%) followed by Bharti (96.3%).
- The lowest percentages of customers satisfied were found with Tata Teleservices at 82.5%, followed by MTNL (86.2%), Rel Comm (89.2%), Idea (91.4%) and Aircel (91.7%).

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

The customer perception of the parameter help service/ customer care is poor in Delhi metro circle as **Bharti and Vodafone** were the only 2 operators to meet the **benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.1% to 94.2%.
- The **highest percentage of customers satisfied** were found with Bharti (94.2%) followed by Vodafone (94.9%).
- The lowest percentages of customers satisfied were found with Idea Cellular at 86.1%, followed by Aircel (86.9%), Tata Teleservices (87.2%), MTNL (87.4%) and Rel Comm (87.5%).

3.2.6: Consumers Protection and Redressal of Grievances

- Awareness level was found moderately high in the case of call centre/ customer care help line numbers as this was reported by 85.2% of consumers surveyed.
- Awareness about the contact details of nodal officer was also found bit higher (as compared to basic services) as this was reported by 12.7% of the consumers surveyed, with maximum in the case of Vodafone (18.7%), followed by Bharti (15.1%) and Tata Teleservices (13.6%). In the case of other 4 operators it ranged around 9-11%.
- However, the awareness about contact detail of the Appellate Authority was found to be significantly low at 0.6% with maximum at 1.2% (Bharti).
- Highest number of complaints to the call centre, within last six months, were made by Idea Cellular subscribers (69.4%), followed by followed by Bharti (63.7%), Tata Teleservices (63.6%) and Vodafone (60.8%). The lowest was in the case of Aircel (54.3%) followed by MTNL (57.8%) and Rel Comm (58.2%).
- Overall only 41.2% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Aircel (51%) and lowest from MTNL (35.8%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Vodafone (82%) followed by Aircel (81.8%). Whereas it was reported lowest in the case of MTNL with 70.5%.

3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 21 questions. As regard to the **Delhi metro circle** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall service is quite good in Delhi metro circle as **all the 5 operators met the benchmark of 85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 85.8% to 94.9%.
- The **highest** percentages of **customers satisfied** were found with Bharti at 94.9% followed by Sify (94.3%) and Rel Comm (91.9%).
- The lowest percentages of customers satisfied were found with MTNL at 85.8%, followed by VSNL at 87%.

3.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is good in Delhi metro circle as all the operators are meeting the **benchmark of 85%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.9% to 96.2%.
- The **highest customers satisfied** were found with Bharti (96.2%) followed by Sify (94.5%), VSNL (93.1%) and MTNL (91.2%).
- The lowest customers satisfied were found with Rel Comm at 86.9%.

3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services Rel Comm and Sify were the 2 operators to meet the benchmark of 90%**. However, in the case of **post paid**, all the operators met the **benchmark of 90%**.

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of pre-paid segment, ranged from 66.7% to 95.8%. Whereas in the case of post-paid, it ranged from 89% to 97.3%
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Sify with 95.8%, followed by Rel Comm (90.5%). In the case of **post paid segment** the highest percentage of satisfied consumers was attained by Bharti with 97.3% followed by MTNL (94.7%), VSNL (93%) and Sify (92.3%).
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by MTNL with 66.7% followed by VSNL (78%) and Bharti (79.4%). In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Rel Comm with 89%.

3.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is good in Delhi metro circle as all the operators met the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.4% to 100%.
- **All the customers of Rel Comm and VSNL were satisfied with maintainability.** This was followed by followed by MTNL (96.7%) and Bharti (93.8%).
- The lowest percentages of customers satisfied were found with Sify at 86.4%.

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

The customer perception of the parameter help service/ customer care is good in Delhi metro circle as **only one operator could not meet the benchmark of 90%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 86.8% to 96.5%.
- The **highest percentage of customers satisfied** were found with Bharti (96.5%) followed by MTNL (95.1%), VSNL (94.3%) and Sify (92.2%).
- The lowest percentages of customers satisfied were found with Rel Comm at 86.8%.

3.3.6: Consumers Protection and Redressal of Grievances

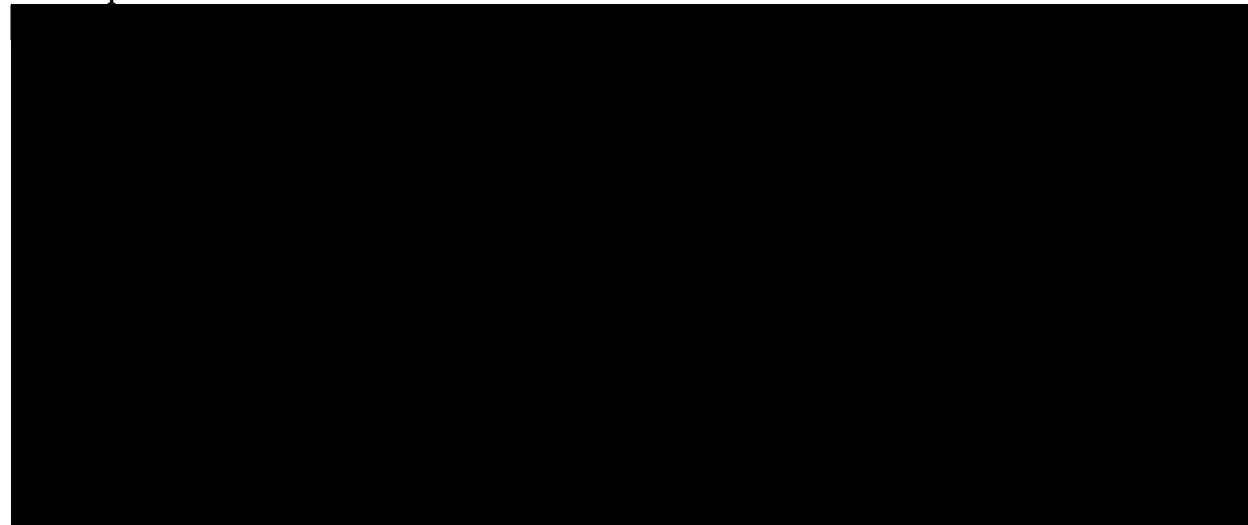
- Awareness level was found moderately high in the case of call centre/ customer care help line numbers as this was reported by over 4 out of 5 (82.5%) of consumers surveyed.
- Awareness about the contact details of nodal officer was found among 5.7% of the consumers surveyed, with maximum in the case of Rel Comm (10.9%), followed by Bharti (7%). In the case of other three operators, less than 5% were aware about the contact detail of nodal officer.
- Similarly there has been no marked improvement in the case of awareness about the contact details of Appellate authority as less than 1% reported so. Again maximum in the case of Rel Comm (1.3%)
- Highest number of complaints to the call centre, within last six months, were made by VSNL subscribers (73.5%), followed by MTNL (71.2%), Rel Comm (67.8%), Sify (50.4%) and Bharti (46%).
- Overall only 30.4% confirmed that they received the docket number for most of their complaints. This was reported by over 37% of complainants of VSNL and Sify.
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of VSNL (90.6%) followed by Sify (89.0%), Rel Comm (86.3%), Bharti (82.2%).

4 DETAIL REPORT

4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Delhi Circle

The following table shows the performance of Basic service operators in Delhi Metro Circle on various parameters.

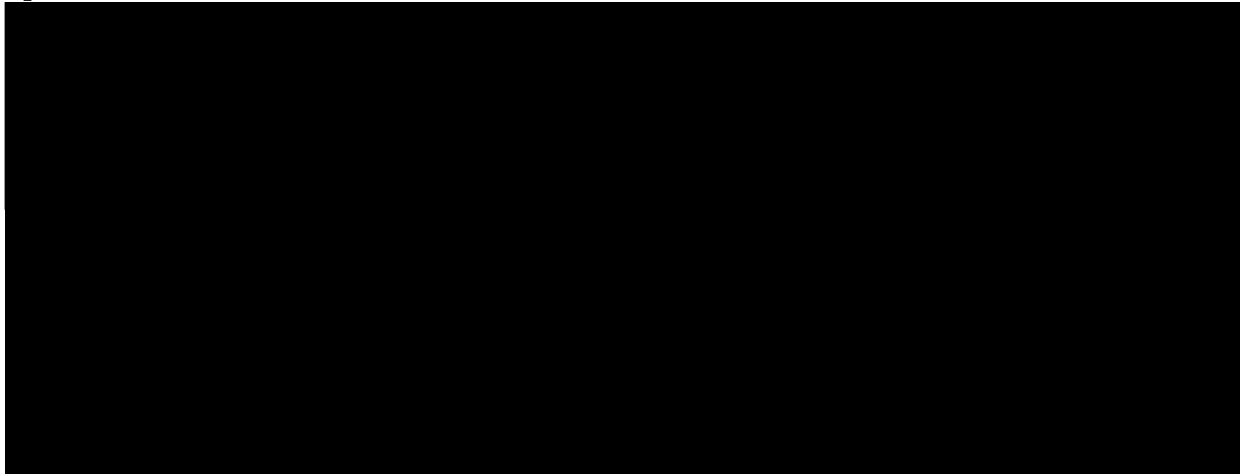


- The analysis reveal that in terms of meeting the benchmark, the performance of **Bharti** was much better than other four operators in Delhi metro circle. Bharti was able to meet benchmark criteria on 7 out of 8 parameters. However on the issue of **maintainability** it was not able to achieve the 95% benchmark.
- Bharti is followed by MTNL and Rel Comm. Their performance on 3 of the parameter was better as they were able to meet the benchmark. However, both of the operators were not able to achieve the desired benchmark standard on **post paid and pre paid billing services, help services, network performance and maintainability**.
- The performance of **Tata Teleservices** was not better than other three providers as it was able to achieve the benchmark on only 2 of the parameters. It was not able to achieve the benchmark standard on **provision of services, post and pre paid billing services, help services, network performance and maintainability**.

The analysis reveals that, Bharti emerged as the number one operator, followed by MTNL and Rel Comm. Whereas, the performance of Tat Teleservices was below the benchmark standard, set up the TRAI, on most of the parameters.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Delhi Circle

The following table shows the performance of cellular operators in Delhi Metro Circle on various parameters.

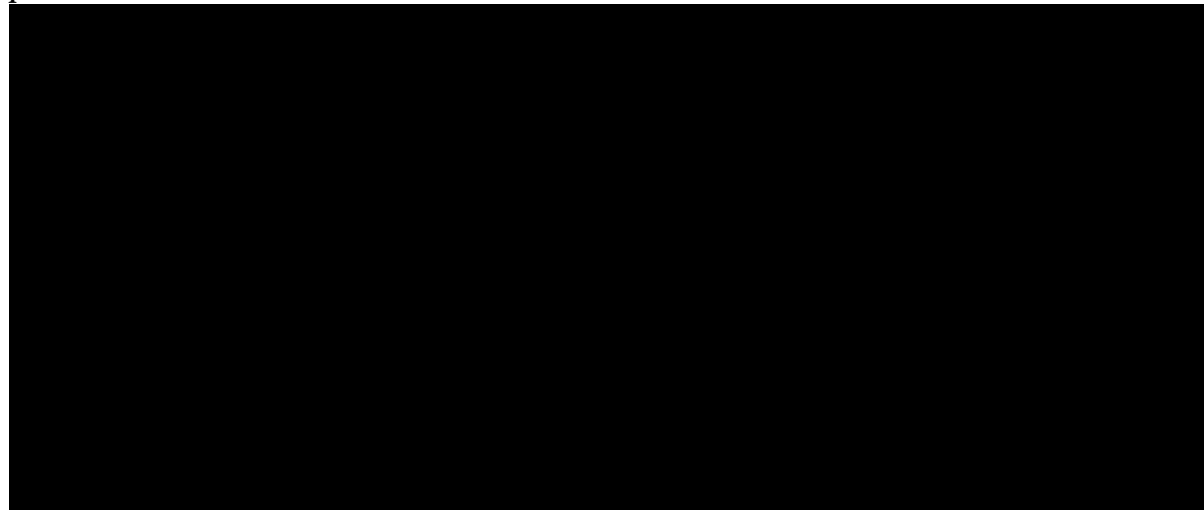


- The analysis reveal that in terms of meeting the benchmark, the performances of **Bharti and Vodafone** were better than other 5 operators in Delhi metro circle. Both were able to meet benchmark criteria on 6 out of 8 parameters. However on the issue of **pre and post paid billing service** their performance was not able to achieve the 95% benchmark.
- Other operators were not able able to meet the benchmark on most of the parameters. MTNL was able to meet the benchmark only on provision or service and pre paid billing services. Therefore on rest of the parameters NTNL performance was lacking.
- Similarly, **Idea Cellular, Rel Comm and Tata Teleservices** were able to meet benchmark only on **Provision of services**.
- The new operator, who has entered in Delhi at the beginning of the year 2009, **Aircel**, was not able to meet benchmark on any of the parameter.

The analysis reveals that, **Bharti and Vodafone** are the only 2 operators whose services are perceived to far better than other 5 operators in Delhi Metro Circle. The performance of all the other operators were not able to meet benchmark on almost all the parameters set by the TRAI.

4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Delhi Circle

The following table shows the performance of cellular operators in Delhi Metro Circle on various parameters.



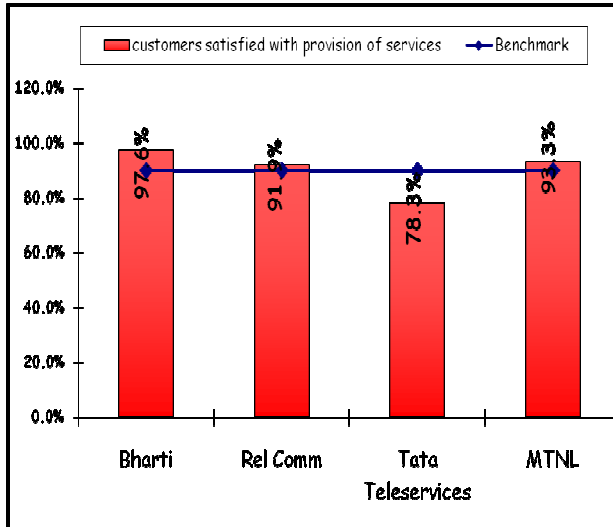
- The analysis reveal that in terms of meeting the benchmark, the performance of **Sify** was better than other four operators in Delhi metro circle. Sify was able to meet benchmark criteria on all the parameters.
- Sify is followed by Bharti, MTNL and VSNL, who were able to meet the benchmark on all but one parameter – **prepaid billing services**.
- **Rel Comm**, on the other hand, was not able to meet the benchmark on **post paid billing services** and **help services**.

The analysis reveals that, performance of Sify in broadband services was comparatively better than other 4 operators in Delhi Metro circle.

4.2 Graphical Presentation

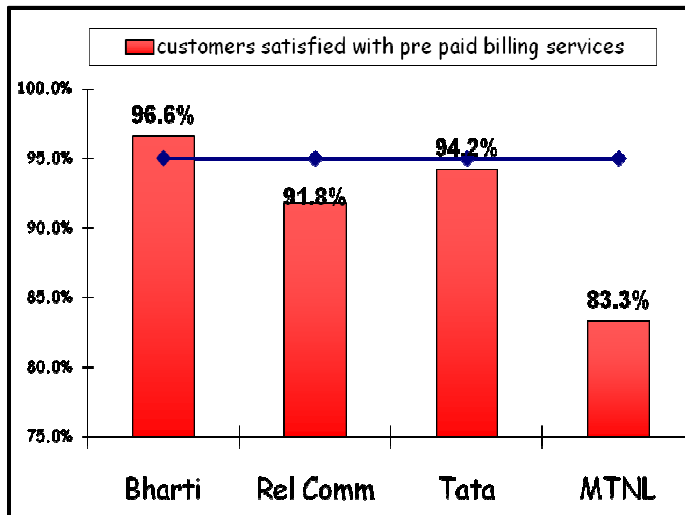
4.2.1 BASIC WIRE LINE - METRO CIRCLE (DELHI)

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



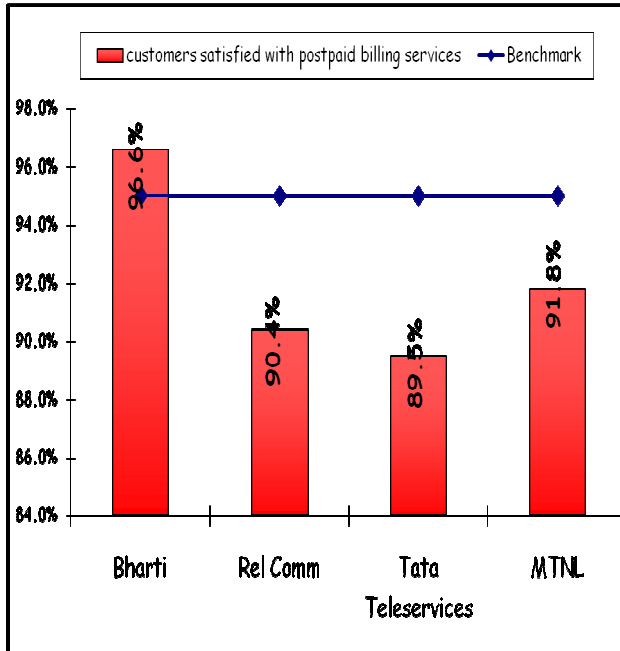
- Audit conducted for 4 operators providing services in Delhi.
- Three of the operators were found meeting the benchmark of >90%. They were Bharti, Rel Comm and MTNL
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 78.3% to 97.6%
- Highest percentages of customers satisfied were found with Bharti (97.6%), followed MTNL (93.3%) and Rel Comm (91.9%).
- The lowest percentage of customers satisfied were with Tata (78.3%)

4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



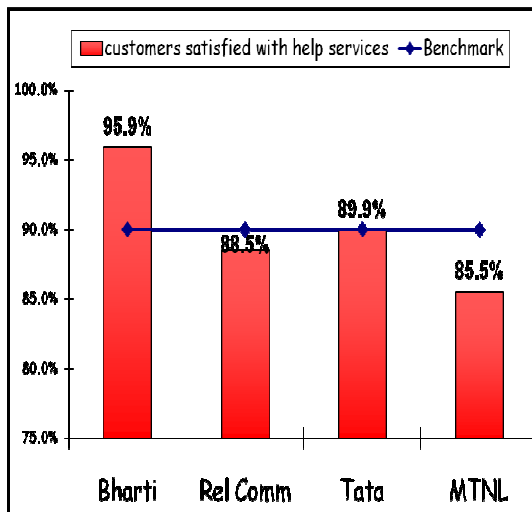
- Audit conducted for 4 operators providing services in Delhi.
- Only one operator, Bharti was found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the four operators ranged from 83.3% to 96.6%
- Highest level of satisfaction was found by the consumers of Bharti (96.6%), followed by Tata (94.2%) and Rel Comm (91.8%).
- The lowest percentage of satisfied consumers was attained by MTNL (83.3%)

4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



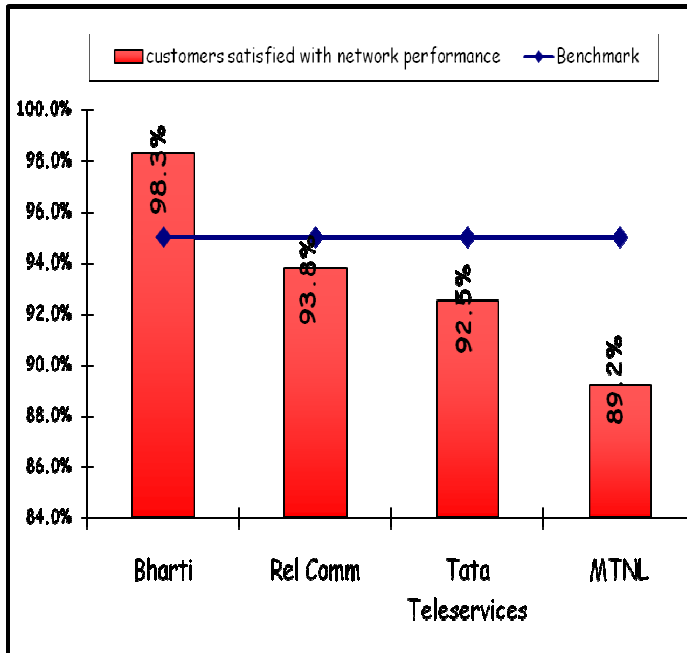
- Audit conducted for 4 operators providing services in Delhi.
- Only one operator, Bharti was found meeting the benchmark of >95%.
- Percentage of satisfied consumers among all operators ranged from 89.5% to 96.6%
- Highest percentage of satisfied consumers were found in the case of Bharti (96.6%), followed by MTNL (91.8%) and Rel Comm (90.4%).
- The lowest percentage of satisfied consumers was attained by of Tata (89.5%)

4.2.1.4 SATISFIED WITH HELP SERVICES



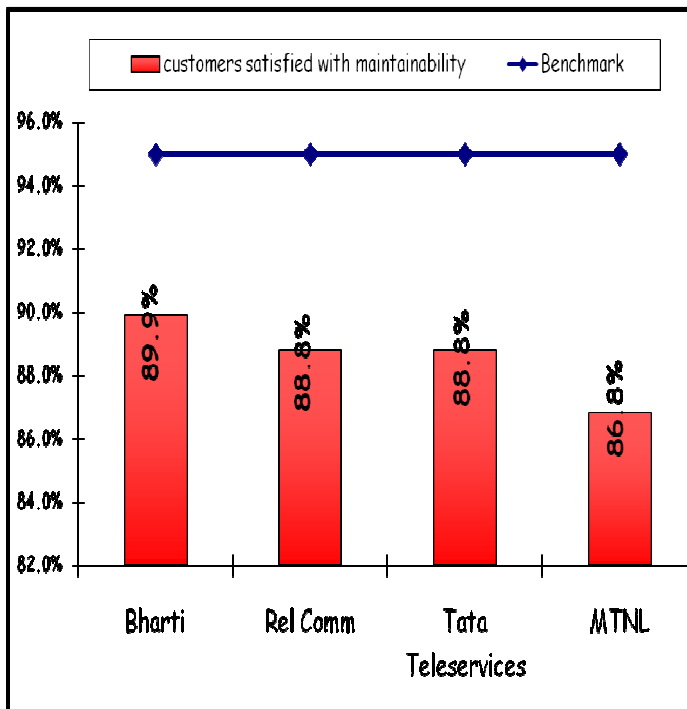
- Audit conducted for 4 operators providing services in Delhi.
- Only one operator, Bharti, was found meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 85.5% to 95.9%
- Highest percentage of satisfied consumers were with Bharti (95.9%), followed by Tata Teleservices (89.9%) and Rel Comm (88.5%).
- The lowest percentage of satisfied consumers was attained by of MTNL (85.5%)

4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



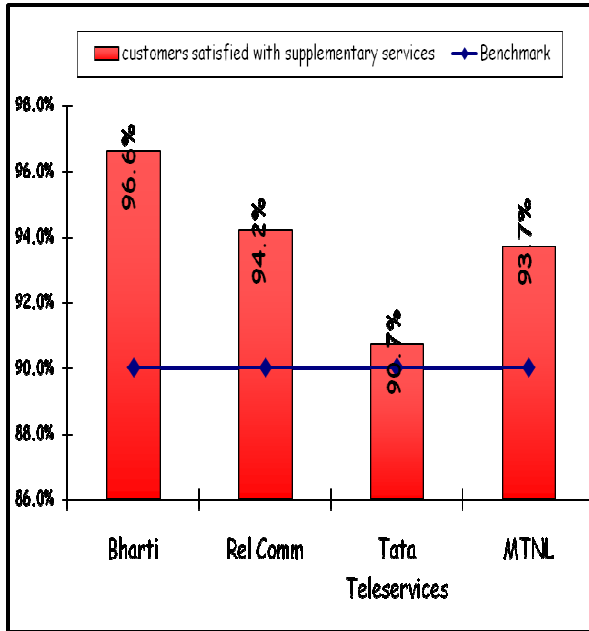
- Audit conducted for 4 operators providing services in Delhi.
- Only one operator – Bharti - was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 89.2% to 98.3%
- Highest percentage of satisfied consumers were in the case of Bharti (98.3%), followed by Rel Comm (93.8%) and Tata (92.5%).
- The lowest percentage of satisfied consumers was attained by of MTNL (89.2%)

4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



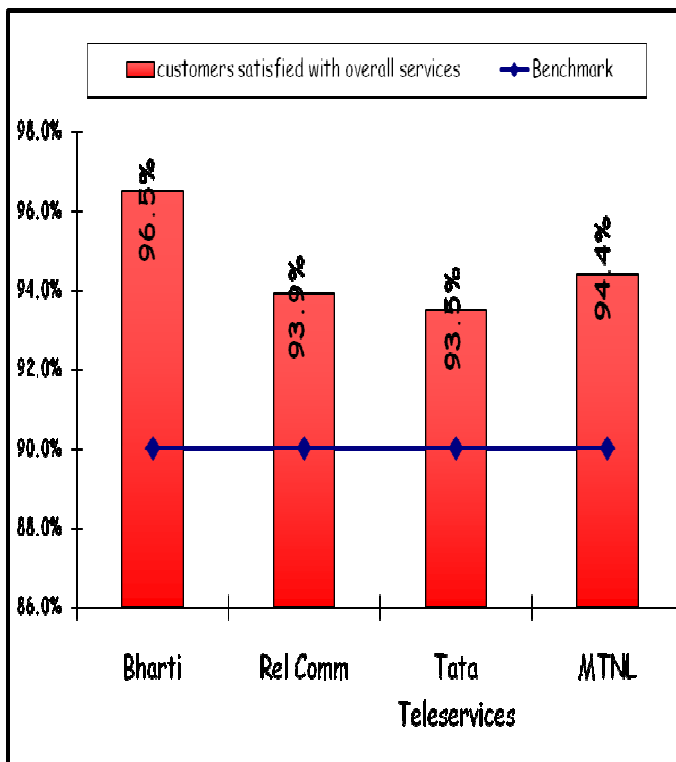
- Audit conducted for 4 operators providing services in Delhi.
- None of the operator was found meeting the benchmark of >95%.
- Percentage of Customer satisfied with the network performance ranged from 86.8% to 89.9%
- Highest percentage of satisfied consumers were found with Bharti (89.9%), followed by Rel Comm and Tata (88.8% each).
- The lowest percentage of satisfied consumers was attained by of MTNL (86.8%)

4.2.1.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit conducted for 4 operators providing services in Delhi.
- All the operators were found to be meeting the benchmark of >90%.
- Percentage of Customer satisfied with the supplementary services ranged from 90.7% to 96.6%
- Highest percentage of satisfied consumers were found in the case of Bharti (96.6%), followed by Rel Comm (94.2%) and MTNL (93.7%).
- The lowest percentage of satisfied consumers were found in the case of Tata (90.7%)

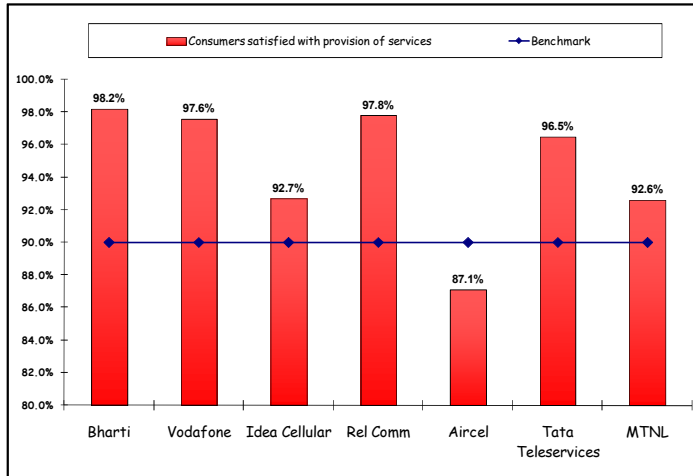
4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 4 operators providing services in Delhi.
- All the operators were found meeting the benchmark of >90%
- Percentage of Customer satisfied with the overall services ranged from 93.5% to 96.5%
- Highest percentage of satisfied customers were found in the case of Bharti (96.5%), followed by MTNL (94.4%).
- Whereas, the lowest percentage of satisfied customers were in the case of Idea Cellular (93.5%) closely followed by Rel Comm (93.9%).

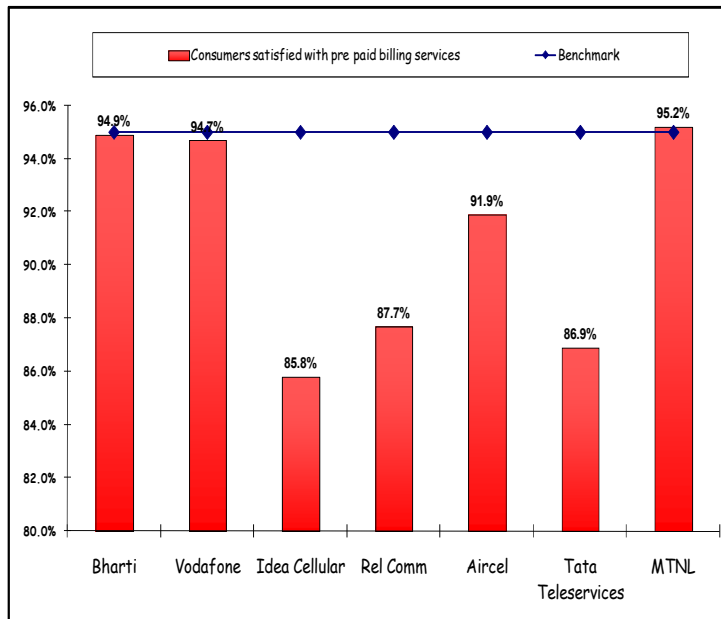
4.2.2 CELLULAR SERVICE - METRO CIRCLE (DELHI)

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



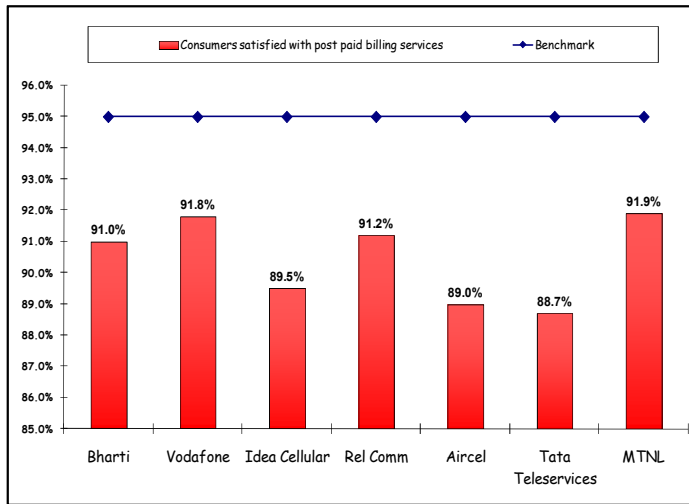
- Audit conducted for 7 operators providing services in Delhi.
- All operators, except Aircel, were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the seven operators ranged from 87.1% to 98.2%
- Highest percentage of consumers satisfied were found with Bharti (98.2%), followed by Rel Com (97.8%), Vodafone (97.6%), Tata (96.5%), Idea Cellular (92.7%) and MTNL (92.6%).
- The lowest percentage of satisfied consumers was attained by of Aircel (87.1%)

4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



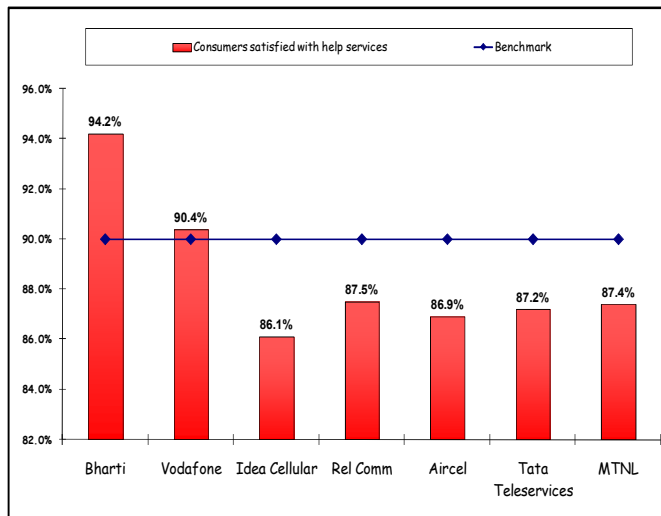
- Audit conducted for 7 operators providing services in Delhi.
- Only one operator, MTNL was found to be meeting the benchmark of >95%.
- Percentages of satisfied consumer by all the seven operators ranged from 85.8% to 95.2%
- Highest percentages of customers satisfied were found with MTNL (95.2%), followed by Bharti (94.9%), Vodafone (94.7%) and Aircel (91.9%).
- The lowest percentage of satisfied consumers was attained by of Idea Cellular (85.8%) followed by Tata (86.9%) and Rel Comm (87.7%).

4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



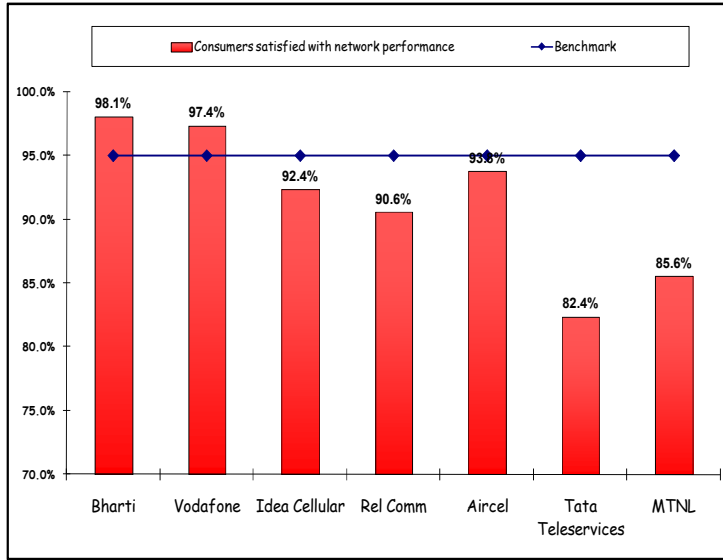
- Audit conducted for 7 operators providing services in Delhi.
- None of the operator, was found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the seven operators ranged from 88.7% to 91.9%
- Highest percentage of satisfied consumers were found with MTNL (91.9%), followed by Vodafone (91.8%), Rel Comm (91.2%) and Bharti (91%).
- The lowest percentage of satisfied consumers was attained by of Tata Teleservices (88.7%) followed by Aircel (89%) and Idea Cellular (89.5%)

4.2.2.4 SATISFIED WITH HELP SERVICES



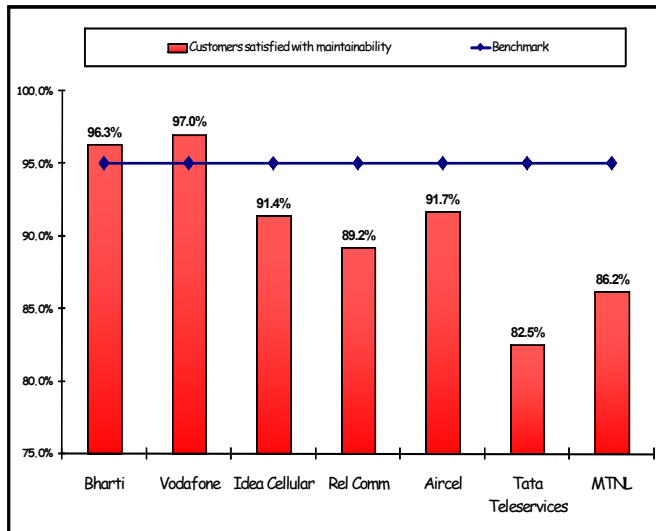
- Audit conducted for 7 operators providing services in Delhi.
- Two of the operators, were found to be meeting the benchmark of >90%.
- Percentage of consumer satisfied by all the seven operators ranged from 86.1% to 94.2%
- Highest percentage of satisfied consumers were with Bharti (94.2%), followed by Vodafone (94.9%).
- The lowest percentage of satisfied consumers was attained by of Idea Cellular (86.1%) followed by Aircel (86.9%), Tata Teleservices (87.2%), MTNL (87.4%) and Rel Comm (87.5%)

4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



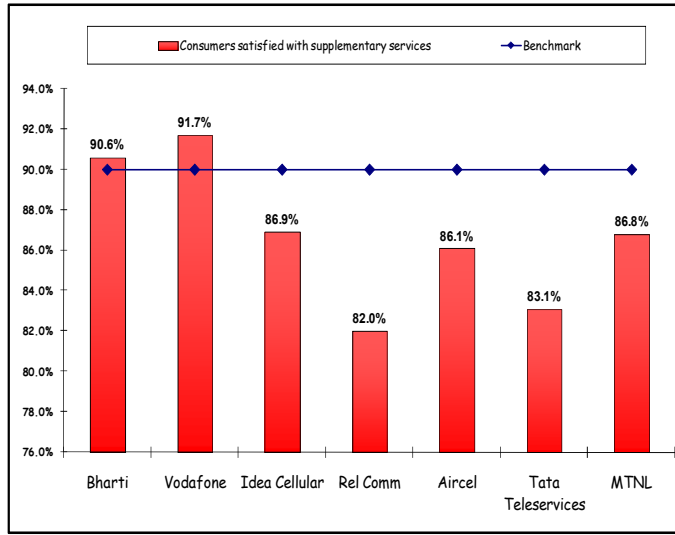
- Audit conducted for 7 operators providing services in Delhi.
- Two of the operators, Bharti and Vodafone, were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the seven operators ranged from 82.4% to 98.1%
- Highest percentages of customers satisfied were found with Bharti (98.1%), followed by Vodafone (97.4%).
- The lowest percentage of satisfied consumers was attained by of Tata (82.4%) followed by MTNL (85.6%), Rel Comm (90.6%), Idea (92.4%) and Aircel (93.8%)

4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



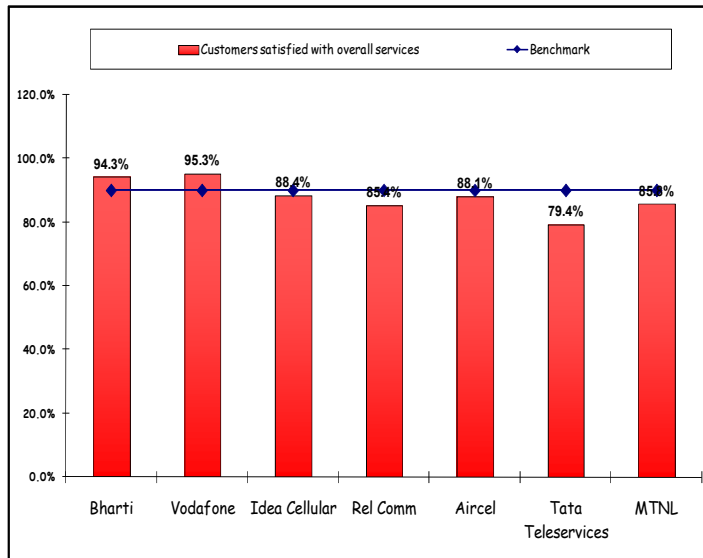
- Audit conducted for 7 operators providing services in Delhi.
- Two of the operators, Vodafone and Bharti, were found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the seven operators ranged from 82.5% to 97%
- Highest percentage of consumers satisfied were with Vodafone (97.0%) followed by Bharti (96.3%).
- The lowest percentage of satisfied consumers were with Tata Teleservices (82.5%) followed by MTNL (86.2%), Rel Comm (89.2%), Idea (91.4%) and Aircel (91.7%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Audit conducted for 7 operators providing services in Delhi.
- Two of the operators, Vodafone and Bharti, were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied by all the seven operators ranged from 82.0% to 91.7%
- Highest percentage of consumers satisfied were found with Vodafone (91.7%), followed by Bharti (90.6%).
- The lowest percentage of satisfied consumers was attained by of Rel Comm (82.0%) followed by Tata (83.1%), Aircel (86.1%), MTNL (86.8%) and Idea (86.9%)

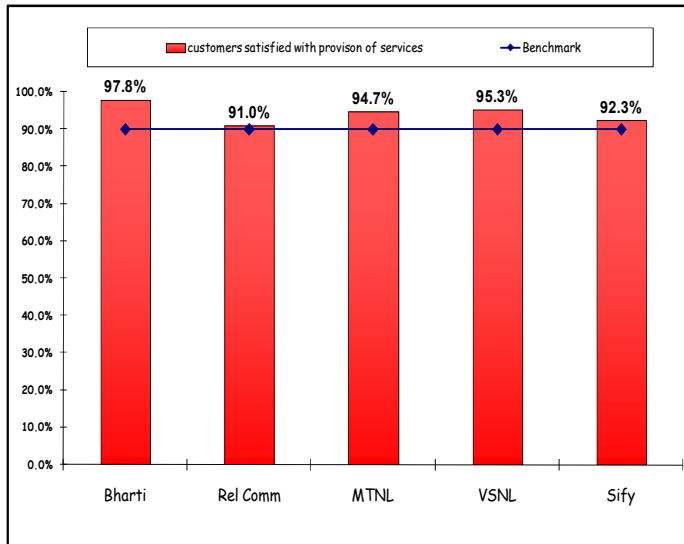
4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 7 operators providing services in Delhi.
- Two of the operators, Vodafone and Bharti, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the seven operators ranged from 79.4% to 95.3%
- Highest level of satisfaction was found by the consumers of Vodafone (95.3%), followed by Bharti (94.3%).
- The lowest percentage of satisfied consumers was attained by of Tata (79.4%) followed by Rel Comm (85.4%), MTNL (85.8%), Aircel (88.1%) and Idea (88.4%)

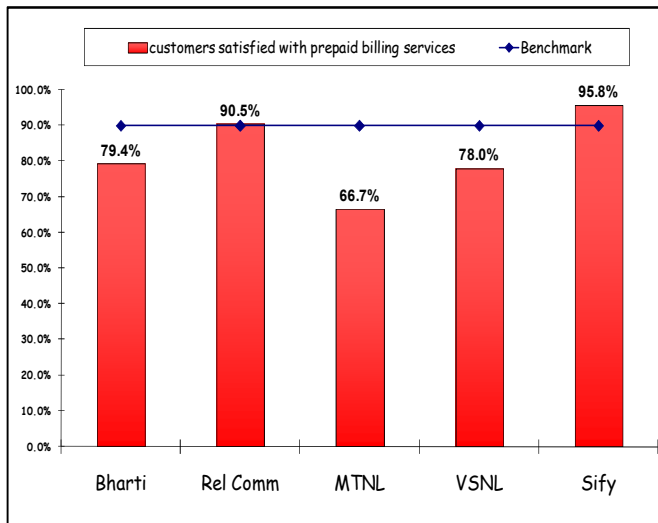
4.2.3 Broadband services – Metro Circle (Delhi)

4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



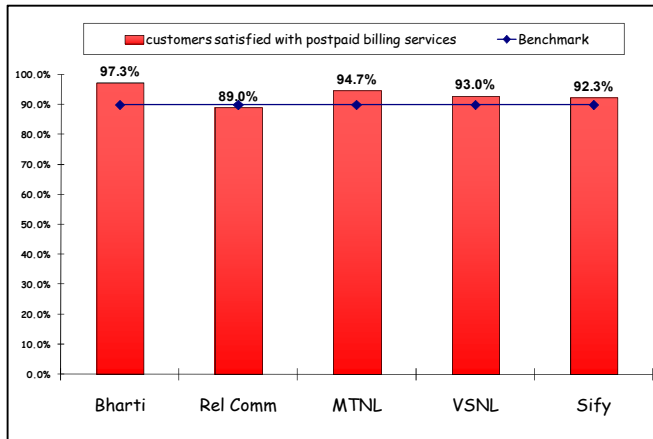
- Audit conducted for 5 operators providing services in Delhi.
- All the operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the provision of services attained by all the five operators ranged from 91% to 97.8%
- Highest percentage of satisfied consumers were found in the case of Bharti (97.8%), followed by VSNL (95.3%) and MTNL (94.7%).
- The lowest percentage of satisfied consumers were found in the case of Rel Comm (91%) followed by Sify (92.3%)

4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



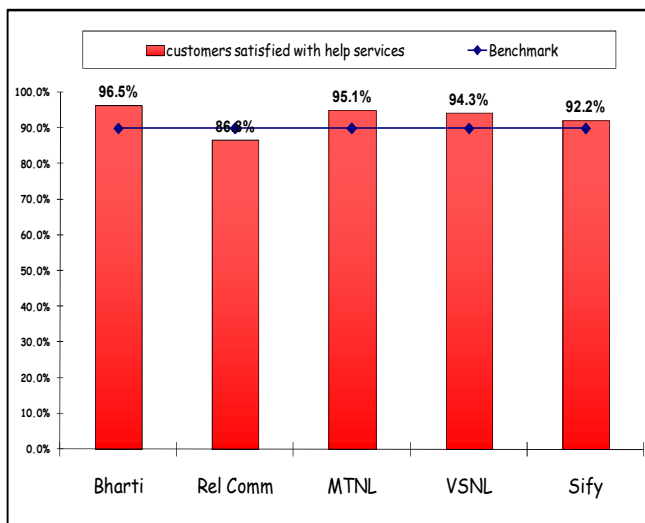
- Audit conducted for 5 operators providing services in Delhi.
- Two operators, Sify and Rel Comm were found meeting the benchmark of >90%.
- Percentage of customers satisfied by all the five operators ranged from 66.7% to 95.8%
- Highest percentage of customers satisfied were found with Sify (95.8%), followed by Rel Comm (90.5%).
- The lowest percentage of satisfied consumers were found with MTNL (66.7%) followed by VSNL (78%) and Bharti (79.4%)

4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



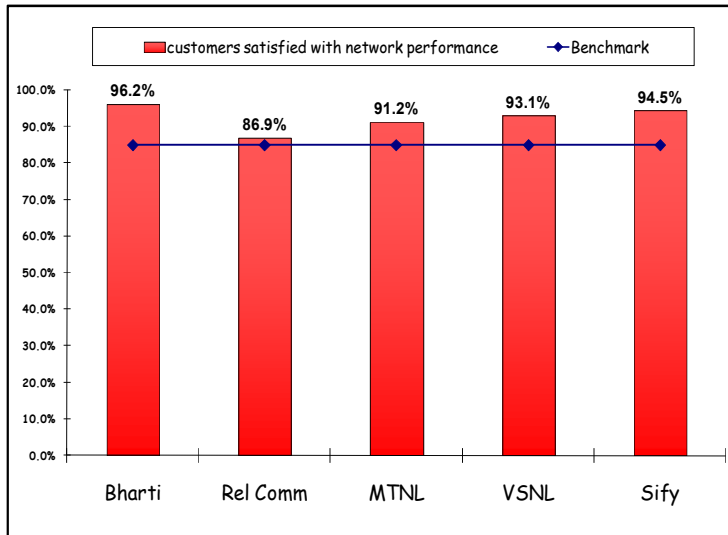
- Audit conducted for 5 operators providing services in Delhi.
- All operators, except one (Rel Comm), were meeting the benchmark of >90%.
- Percentage of satisfied consumers among all operators ranged from 89% to 97.3%
- Highest percentage of satisfied consumers were found in the case of Bharti (97.3%), followed by MTNL (94.7%), VSNL (93%) and Sify (92.3%).
- The lowest percentage of satisfied consumers was attained by of Rel Comm (89%).

4.2.3.4 SATISFIED WITH HELP SERVICES



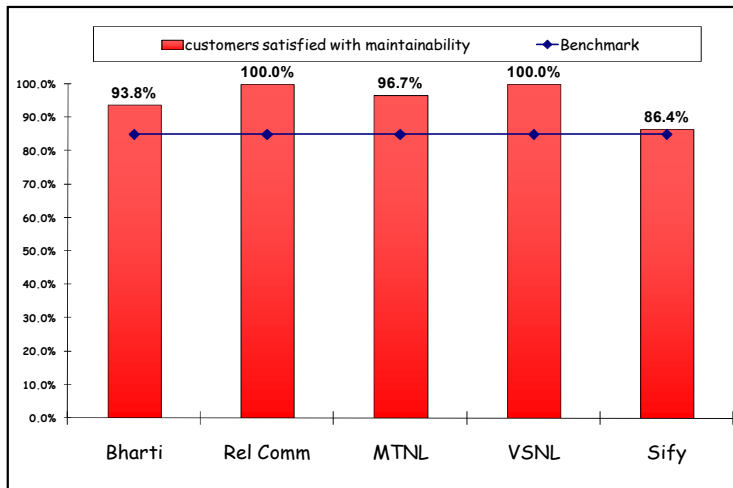
- Audit conducted for 5 operators providing services in Delhi.
- All operators, except one (Rel Comm) were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the help services ranged from 86.8% to 96.5%
- Highest percentage of satisfied consumers were in the case of Bharti (96.5%), followed by MTNL (95.1%), VSNL (94.3%) and Sify (92.2%).
- The lowest percentage of satisfied consumers were found in the case of Rel Comm (86.8%)

4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



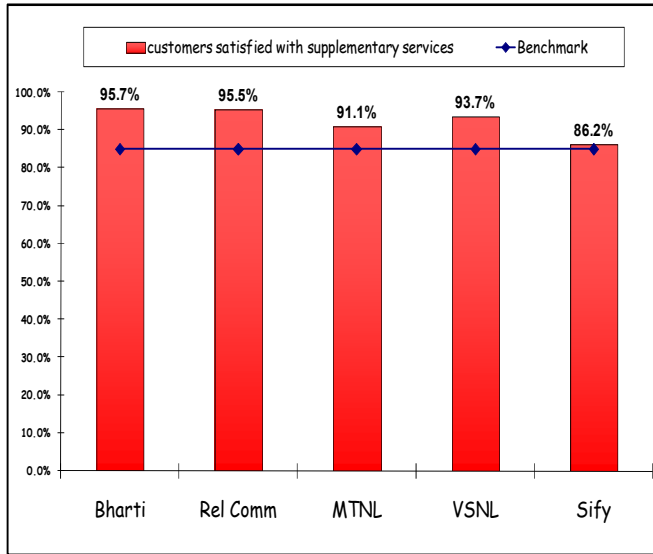
- Audit conducted for 5 operators providing services in Delhi.
- All the operators were meeting the benchmark of >85%.
- Percentage of Customer satisfied with the network performance ranged from 86.9% to 96.2%
- Highest percentage of satisfied consumers were in the case of Bharti (96.2%), followed by Sify (94.5%), VSNL (93.1%) and MTNL (91.2%).
- The lowest percentage of satisfied consumers was attained by of Rel Comm (86.9%)

4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



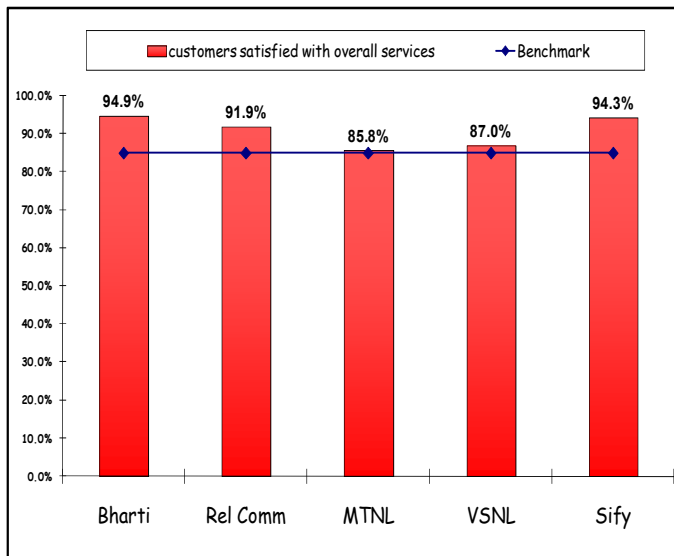
- Audit conducted for 5 operators providing services in Delhi.
- All the operators were found meeting the benchmark of >85%.
- Percentage of customers satisfied with the network maintainability ranged from 86.4% to 100%
- All the customers (100%) of Rel Comm and Bharti were satisfied with maintainability. This was followed by followed by MTNL (96.7%) and Bharti (93.8%).
- The lowest percentage of satisfied consumers was attained by of Sify (86.4%)

4.2.3.7 SATISFIED WITH SUPPLEMENTARY SERVICES



- Audit conducted for 5 operators providing services in Delhi.
- All the operators were found to be meeting the benchmark of >85%.
- Percentage of customers satisfied with the supplementary services ranged from 86.2% to 95.7%
- Highest percentage of consumers satisfied were found with Bharti (95.7%), followed by Rel Comm (95.5%), VSNL (93.7%) and MTNL (91.1%).
- The lowest percentage of satisfied consumers were found in the case of Sify (86.2%)

4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- Audit conducted for 5 operators providing services in Delhi.
- All the operators were found meeting the benchmark of >85%
- Percentage of customers satisfied with the overall services ranged from 85.8% to 94.9%
- Highest percentage of satisfied customers were found with Bharti (94.9%), followed by Sify (94.3%) and Rel Comm (91.9%).
- Whereas, the lowest percentage of satisfied customers were in the case of MTNL (85.8%) followed by VSNL (87%).

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

4.3.1: BASIC WIRELINE – Delhi Metro Circle

4.3.1.1: Awareness about Call centre telephone number: Altogether 4236 of wireline consumers of 4 operators in Delhi metro circle were targeted. Out of these, 3403 (80.3%) were aware about the call centre telephone number of their operator. The highest percentage of aware subscribers were found in the case of Rel Comm (87.7%), followed by Bharti (78.7%) The lowest awareness was in the case of MTNL with 77.0% and Tata Teleservices (77.8%).

Awareness about the call centre/ customer care services				
Service provider		Yes	No	Total
Bharti	Count	840	227	1067
	%age	78.7%	21.3%	100.0%
Rel Comm	Count	930	130	1060
	%age	87.7%	12.3%	100.0%
Tata Teleservices	Count	811	231	1042
	%age	77.8%	22.2%	100.0%
MTNL	Count	822	245	1067
	%age	77.0%	23.0%	100.0%
Total	Count	3403	833	4236
	%age	80.3%	19.7%	100.0%

4.3.1.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 4236 respondents, 2653 (62.6%) had used this facility. The highest number of respondents, who had made complaints within last 12 months were from MTNL (72.4%) followed by Tata Teleservices (68.9%) and Rel Comm (66.0%). The lowest was in the case of Bharti (43.3%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
Service provider		Yes	No	Total
Bharti	Count	462	605	1067
	%age	43.3%	56.7%	100.0%
Rel Comm	Count	700	360	1060
	%age	66.0%	34.0%	100.0%
Tata Teleservices	Count	718	324	1042
	%age	68.9%	31.1%	100.0%
MTNL	Count	773	294	1067
	%age	72.4%	27.6%	100.0%
Total	Count	2653	1583	4236
	%age	62.6%	37.4%	100.0%

4.3.1.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 2653 respondents who made complaints, 41.7% confirmed that they received docket numbers. However, 21.1% informed that they did not receive docket number for most of the complaints they made. The table also shows 33.7% of respondents also reported that docket number was given for their complaints even on request. Denial of docket number for most of the complaints even on request was reported to be above 3.5%.

Receipt of docket number on the complaints made to call centre						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	18	170	110	164	462
	%age	3.9%	36.8%	23.8%	35.5%	100.0%
Rel Comm	Count	29	210	179	282	700
	%age	4.1%	30.0%	25.6%	40.3%	100.0%
Tata Teleservices	Count	22	298	145	253	718
	%age	3.1%	41.5%	20.2%	35.2%	100.0%
MTNL	Count	23	216	127	407	773
	%age	3.0%	27.9%	16.4%	52.7%	100.0%
Total	Count	92	894	561	1106	2653
	%age	3.5%	33.7%	21.1%	41.7%	100.0%

4.3.1.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 2653 respondents who made complaints, 1919(72.3%) confirmed that they were informed about the action taken on their complaints, the highest from Rel Comm (84.0%) followed by Bharti (80.1%) and Tata Teleservices (72.6%). The lowest percentage was found in the case of MTNL (56.9%).

Information from call centre on the action taken on complaint				
Service provider		Yes	No	Total
Bharti	Count	370	92	462
	%age	80.1%	19.9%	100.0%
Rel Comm	Count	588	112	700
	%age	84.0%	16.0%	100.0%
Tata Teleservices	Count	521	197	718
	%age	72.6%	27.4%	100.0%
MTNL	Count	440	333	773
	%age	56.9%	43.1%	100.0%
Total	Count	1919	734	2653
	%age	72.3%	27.7%	100.0%

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

Satisfaction with the system of resolving of complaints by call centre/customer care/helpline						
Service provider		Very Disatisfied	Disatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	9	161	237	55	462
	%age	1.9%	34.8%	51.3%	11.9%	100.0%
Rel Comm	Count	7	215	439	39	700
	%age	1.0%	30.7%	62.7%	5.6%	100.0%
Tata Teleservices	Count	8	297	338	75	718
	%age	1.1%	41.4%	47.1%	10.4%	100.0%
MTNL	Count	8	183	492	90	773
	%age	1.0%	23.7%	63.6%	11.6%	100.0%
Total	Count	32	856	1506	259	2653
	%age	1.2%	32.3%	56.8%	9.8%	100.0%

- Maximum percentage of satisfied consumers (very satisfied and satisfied) were reported in the case of MTNL (75.2%) followed by Rel Comm (68.3%) and Bharti (63.2%). Whereas the lowest were in the case of Tata Teleservices(57.5%).
- The percentage of very satisfied consumers was found highest in the case of Bharti (11.9%), which was followed by the MTNL (11.6%).
- As far dissatisfaction (very dissatisfied and satisfied) is concerned the highest percentage of respondents were reported from Tata (42.5%) followed by Bharti (36.7%), Rel Comm (31.7%) and MTNL (24.7%).

4.3.1.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 39) were asked to specify the reasons for their dissatisfaction.

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	61	19	37	57	24	170
	%age	35.9%	11.2%	21.8%	33.5%	14.1%	
Rel Comm	Count	44	25	33	73	58	222
	%age	14.4%	8.2%	10.8%	23.9%	19.0%	
Tata Teleservices	Count	69	42	59	82	65	305
	%age	22.6%	13.8%	19.3%	26.9%	21.3%	
MTNL	Count	55	23	44	56	32	191
	%age	28.8%	12.0%	23.0%	29.3%	16.8%	
Total	Count	229	109	173	268	179	888
	%age	25.8%	12.3%	19.5%	30.2%	20.2%	

Note: sum may not add because of multiple response

- Out of 888 dissatisfied respondents most of them (30.2%) cited the reasons that **“Time taken by call centre for redressal of complaint is too long.”** This was cited maximum in the case of **Bharti (33.5%)**.
- The other reasons cited were **“Difficult to connect to the call centre executive”** reported by over 1 out of 4 respondent or complainants (25.8%). This was found highest in the case of Bharti (35.9%).
- **“Customer care executive was unable to understand the problem”** and **“Customer care executive not equipped with adequate information”** was also reported by nearly 1 out of 5 respondent. Similarly **“Customer care executive not polite and courteous”** was also reported by over 1 out of 10 complainants

4.3.1.7 Resolution of billing complaints: The following table shows that out of 2653 respondents who had complained to call centre/ customer care, 1346 (50.7%) had billing related complaints. Out of these 1346, 71.1% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of Rel Comm (80.5%) followed by Bharti (75.2%), MTNL (67.5%) and Tata (63.6%).

Resolution of billing complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	237	78	315
	%age	75.2%	24.8%	100.0%
Rel Comm	Count	236	57	293
	%age	80.5%	19.5%	100.0%
Tata Teleservices	Count	231	132	363
	%age	63.6%	36.4%	100.0%
MTNL	Count	253	122	375
	%age	67.5%	32.5%	100.0%
Total	Count	957	389	1346
	%age	71.1%	28.9%	100.0%

4.3.1.8 Awareness about the contact details of nodal officers: out of these 4236 respondents, only 137 (3.2%) were aware about the contact details of nodal officer. This was found to be highest in the case of MTNL (6.4%) followed by Tata (3.3%), Bharti (1.8%) and Rel Comm (1.5%).

Awareness about the contact details of the nodal officer				
Service provider		Yes	No	Total
Bharti	Count	19	1048	1067
	%age	1.8%	98.2%	100.0%
Rel Comm	Count	16	1044	1060
	%age	1.5%	98.5%	100.0%
Tata Teleservices	Count	34	1008	1042
	%age	3.3%	96.7%	100.0%
MTNL	Count	68	999	1067
	%age	6.4%	93.6%	100.0%
Total	Count	137	4099	4236
	%age	3.2%	96.8%	100.0%

4.3.1.9 Complaints to Nodal officer: Out of the 137 respondents who were aware of the contact details of nodal officers, only 8 respondents had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Out of these 8 complainants, maximum subscribers were from Bharti. And all the respondents were intimated by the nodal officer and all the complainants were satisfied with the resolution of their complaint.

4.3.1.10 Awareness about the contact details of Appellate Authority: out of these 4236 respondents, only 35 (0.8%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer. However, none of them had ever filed an appeal for the resolution of their problem not satisfied with decision taken by the nodal officer.

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	3	1064	1067
	%age	0.3%	99.7%	100.0%
Rel Comm	Count	12	1048	1060
	%age	1.1%	98.9%	100.0%
Tata Teleservices	Count	2	1040	1042
	%age	0.2%	99.8%	100.0%
MTNL	Count	18	1049	1067
	%age	1.7%	98.3%	100.0%
Total	Count	35	4201	4236
	%age	0.8%	99.2%	100.0%

4.3.1.11 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 1069 prepaid customers of 4 providers targeted, 862 (80.6%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of MTNL (91.7%) followed by Rel Comm (81.4%). Whereas it was reported lowest from Tata (79.1%), closely followed by Bharti (79.7%).

Awareness about item wise charges of prepaid services				
Service provider		Yes	No	Total
Bharti	Count	141	36	177
	%age	79.7%	20.3%	100.0%
Rel Comm	Count	386	88	474
	%age	81.4%	18.6%	100.0%
Tata Teleservices	Count	302	80	382
	%age	79.1%	20.9%	100.0%
MTNL	Count	33	3	36
	%age	91.7%	8.3%	100.0%
Total	Count	862	207	1069
	%age	80.6%	19.4%	100.0%

4.3.1.12 Denial of itemized usage charges detail: There were 862 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 43 (5.0%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operator. Denial of itemized details were reported highest in the case of MTNL (9.1%).

Denial of request on itemized usage charges detail				
Service provider		Yes	No	Total
Bharti	Count	12	129	141
	%age	8.5%	91.5%	100.0%
Rel Comm	Count	20	366	386
	%age	5.2%	94.8%	100.0%
Tata Teleservices	Count	8	294	302
	%age	2.6%	97.4%	100.0%
MTNL	Count	3	30	33
	%age	9.1%	90.9%	100.0%
Total	Count	43	819	862
	%age	5.0%	95.0%	100.0%

4.3.1.13 Reason for denial of request for itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 43 respondents, who were denied the itemized usage charges 34 (79.1%) reported that they were not given any reasons, whereas, 9 (20.9%) were denied on account of technical problem.

Reason for denial of request for itemized charges				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	8	4	12
	%age	66.7%	33.3%	100.0%
Rel Comm	Count	17	3	20
	%age	85.0%	15.0%	100.0%
Tata Teleservices	Count	6	2	8
	%age	75.0%	25.0%	100.0%
MTNL	Count	3	0	3
	%age	100.0%	0.0%	100.0%
Total	Count	34	9	43
	%age	79.1%	20.9%	100.0%

4.3.1.14 Provision of Manual of Practice by the Operators: There were 690 respondents who were new subscribers. In other words whose connection was less than 6 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 442 (64.1%) subscribers had confirmed that they had received the manual of practice. - found to be highest in the case of MTNL (80.8%) followed by Rel Comm (64.0%), Tata Teleservices (62.3%) and Bharti (56.0%).

Provision of Manual of Practice				
Service provider		Yes	No	Total
Bharti	Count	116	91	207
	%age	56.0%	44.0%	100.0%
Rel Comm	Count	110	62	172
	%age	64.0%	36.0%	100.0%
Tata Teleservices	Count	119	72	191
	%age	62.3%	37.7%	100.0%
MTNL	Count	97	23	120
	%age	80.8%	19.2%	100.0%
Total	Count	442	248	690
	%age	64.1%	35.9%	100.0%

**Overall Score – Telecom Consumer Protection and Redressal of Grievances
BASIC SERVICES-WIRELINE**

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

S.N.	Sub Parameter	Bharti	Rel Comm	Tata Teleservices	MTNL
2	For pre-paid customers awareness about item-wise usage charge details on request	79.7%	81.4%	79.1%	91.7%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	8.5%	5.2%	2.6%	9.1%
4	For new customers provisioning of "Manual of practice while taking the new connection	56.0%	64.0%	62.3%	80.8%
5	Awareness of call center number for redressing grievances	78.7%	87.7%	77.8%	77.0%
6	Penetration of consumers made any complaint to the toll free number within last 12 months	43.3%	66.0%	68.9%	72.4%
7	Call center informing about the action taken on complaint	80.1%	84.0%	72.6%	56.9%
8	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	75.2%	80.5%	63.6%	67.5%
9	Percentage satisfied with complaint resolution by call center	63.2%	68.3%	57.5%	75.2%
10	Awareness of contact detail of nodal officer for redressing grievances	1.8%	1.5%	3.3%	6.4%
11	Awareness of appellate authority for redressing grievances	0.3%	1.1%	0.2%	1.7%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 77% to 87.7%. This was found to be highest in the case of Rel Comm (87.7%) followed by Bharti (78.7%), Tata Teleservices (77.8%) and MTNL (77.0%).
- Awareness about the Nodal Officer was found to be low and ranged from 1.5% (Rel Comm) to MTNL (6.4%).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.2% (Tata) to 1.7% (MTNL).
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of MTNL (72.4%) followed by Tata (68.9%), Rel Comm (66.0%) and Bharti (43.3%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of MTNL (91.7%) followed by Rel Comm (81.4%), Bharti (79.7%) and Tata Teleservices (79.1%).

4.3.2 CELLULAR Mobile – Delhi Metro Circle

4.3.2.1: Awareness about Call centre telephone number: Altogether 7464 mobile consumers of 7 operators in Delhi metro circle were targeted. Out of these, only 6362 (85.2%) were aware about the call centre telephone number of their Operator. The highest percentage of aware subscribers were found in the case of MTNL (91.9%), followed by Idea Cellular (90.1%) The lowest awareness was in the case Aircel (79%) followed by of Rel Comm with 81.7%. In the case of Bharti, Tata and Vodafone around 82-90% consumers were aware of call centre telephone number.

Awareness about call centre telephone number of of telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	956	111	1067
	%age	89.6%	10.4%	100.0%
Vodafone	Count	875	192	1067
	%age	82.0%	18.0%	100.0%
Idea Cellular	Count	961	106	1067
	%age	90.1%	9.9%	100.0%
Rel Comm	Count	872	195	1067
	%age	81.7%	18.3%	100.0%
Aircel	Count	839	223	1062
	%age	79.0%	21.0%	100.0%
Tata Teleservices	Count	878	189	1067
	%age	82.3%	17.7%	100.0%
MTNL	Count	981	86	1067
	%age	91.9%	8.1%	100.0%
Total	Count	6362	1102	7464
	%age	85.2%	14.8%	100.0%

4.3.2.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 7464 respondents, 4564 (61.1%) had used this facility. The highest number of respondents, who had made complaints within lasts six months were from Idea Cellular (69.4%), followed by Bharti (63.7%), Tata Teleservices (63.6%) and Vodafone (60.8%). The lowest was in the case of Aircel (54.3%) followed by MTNL (57.8%) and Rel Comm (58.2%).

Complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	680	387	1067
	%age	63.7%	36.3%	100.0%
Vodafone	Count	649	418	1067
	%age	60.8%	39.2%	100.0%
Idea Cellular	Count	741	326	1067
	%age	69.4%	30.6%	100.0%
Rel Comm	Count	621	446	1067
	%age	58.2%	41.8%	100.0%
Aircel	Count	577	485	1062
	%age	54.3%	45.7%	100.0%
Tata Teleservices	Count	679	388	1067
	%age	63.6%	36.4%	100.0%
MTNL	Count	617	450	1067
	%age	57.8%	42.2%	100.0%
Total	Count	4564	2900	7464
	%age	61.1%	38.9%	100.0%

4.3.2.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 4559 respondents who made complaints, 41.2% confirmed that they received docket numbers. However, 26.6% informed that they did not receive docket number for most of the complaints they made. The table also shows 28.0% of respondents reported that docket number was given for their complaints on request. Denial of docket number for most of the complaints even on request was reported to be above 4%.

Receipt of docket number from customer care center/ call center on the complaints registered						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	17	255	128	280	680
	%age	2.50%	37.50%	18.80%	41.20%	100.00%
Vodafone	Count	22	209	117	301	649
	%age	3.40%	32.20%	18.00%	46.40%	100.00%
Idea Cellular	Count	39	271	165	266	741
	%age	5.30%	36.60%	22.30%	35.90%	100.00%
Rel Comm	Count	25	184	198	214	621
	%age	4.00%	29.60%	31.90%	34.50%	100.00%
Aircel	Count	37	72	174	294	577
	%age	6.41%	12.48%	30.16%	50.95%	100.00%
Tata Teleservices	Count	26	136	213	304	679
	%age	3.80%	20.00%	31.40%	44.80%	100.00%
MTNL	Count	27	149	220	221	617
	%age	4.40%	24.10%	35.70%	35.80%	100.00%
Total	Count	193	1276	1215	1880	4564
	%age	4.23%	27.96%	26.62%	41.19%	100.00%

4.3.2.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. This was confirmed by only, 2907 (63.7%) complainants. the highest from MTNL (71.3%) followed by Idea Cellular and Aircel with 67.6% and 67.1% respectively. The lowest percentage was found in the case of Tata Teleservices (57%).

Call centre information on action taken on complaint made				
Service provider		Yes	No	Total
Bharti	Count	394	286	680
	%age	57.9%	42.1%	100.0%
Vodafone	Count	425	224	649
	%age	65.5%	34.5%	100.0%
Idea Cellular	Count	501	240	741
	%age	67.6%	32.4%	100.0%
Rel Comm	Count	373	248	621
	%age	60.1%	39.9%	100.0%
Aircel	Count	387	190	577
	%age	67.1%	32.9%	100.0%
Tata Teleservices	Count	387	292	679
	%age	57.0%	43.0%	100.0%
MTNL	Count	440	177	617
	%age	71.3%	28.7%	100.0%
Total	Count	2907	1657	4564
	%age	63.7%	36.3%	100.0%

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

Satisfaction with the resolution of complaints by call centre/customer care/helpline						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	%age	0.60%	24.00%	64.70%	10.70%	100.00%
Vodafone	%age	0.50%	17.60%	72.40%	9.60%	100.00%
Idea Cellular	%age	2.60%	23.10%	65.30%	9.00%	100.00%
Rel Comm	%age	2.10%	24.30%	65.10%	8.50%	100.00%
Aircel	%age	2.80%	15.40%	74.00%	7.80%	100.00%
Tata Teleservices	%age	1.80%	24.60%	69.10%	4.60%	100.00%
MTNL	%age	1.80%	27.70%	66.30%	4.20%	100.00%
Total	%age	1.70%	22.50%	68.00%	7.80%	100.00%

Maximum percentages of satisfied consumers (very satisfied and satisfied) were reported in the case of Vodafone (82%) closely followed by Aircel (81.8%). Whereas the lowest were in the case of MTNL (70.5%). The percentage of very satisfied consumers was found in the case of Bharti (10.7%), followed by the Vodafone (9.6%).

4.3.2.6: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 39) were asked to specify the reasons for their dissatisfaction.

Reason(s) for dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	55	21	37	61	22	167
	%age	32.9%	12.6%	22.2%	36.5%	13.2%	
Vodafone	Count	32	24	19	47	31	117
	%age	27.4%	20.5%	16.2%	40.2%	26.5%	
Idea Cellular	Count	29	33	39	71	49	190
	%age	17.7%	20.1%	23.8%	43.3%	29.9%	
Rel Comm	Count	26	42	25	65	22	164
	%age	15.9%	25.6%	15.2%	39.6%	13.4%	
Aircel	Count	19	14	33	36	21	105
	%age	18.1%	13.3%	31.4%	34.3%	20.0%	
Tata Teleservices	Count	66	35	21	41	28	179
	%age	36.9%	19.6%	11.7%	22.9%	15.6%	
MTNL	Count	45	36	44	55	32	182
	%age	24.7%	19.8%	24.2%	30.2%	17.6%	
Total	Count	272	205	218	376	205	1104
	%age	24.6%	18.6%	19.7%	34.1%	18.6%	

Note: sum may not add because of multiple response

- Out of 1104 dissatisfied respondents most of them (34.1%) cited the reasons that **“Time taken by call centre for redressal of complaint is too long.”** This was cited maximum in the case of **Idea Cellular** (43.3%), followed by Vodafone (40.2%).
- The other reasons cited were **“Difficult to connect to the call centre executive”** reported by almost 1 out of 4 respondents or complainants (24.6%). This was found highest in the case of **Tata Teleservices** (36.9%), followed by **Bharti** (32.9%) and **Vodafone** (27.4%).
- **“Customer care executive not equipped with adequate information”** cited by 19.7%, was other reason for dissatisfaction. This was reported highest in the case of **Aircel**, by over 30% of complainants.

- “Customer care executive was unable to understand the problem” and “Customer care executive not polite/courteous” were reported equally as 18.6%.

4.3.2.7 Resolution of billing complaints: The following table shows that out of 4564 respondents who had complained to call centre/ customer care, 881 (19.3%) had billing related complaints. Out of these 881, 69.9% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported maximum in the case of MTNL (86.8%) followed by Vodafone (78.4%), Rel Comm (76.4%), Idea Cellular (74.0%).The lowest percentage comes from Aircel (60.9%) followed by Tata Teleservices (69.3%).

Resolution of Billing Complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	141	100	241
	%age	58.5%	41.5%	100.0%
Vodafone	Count	91	25	116
	%age	78.4%	21.6%	100.0%
Idea Cellular	Count	54	19	73
	%age	74.0%	26.0%	100.0%
Rel Comm	Count	110	34	144
	%age	76.4%	23.6%	100.0%
Aircel	Count	28	18	46
	%age	60.9%	39.1%	100.0%
Tata Teleservices	Count	97	43	140
	%age	69.3%	30.7%	100.0%
MTNL	Count	105	16	121
	%age	86.8%	13.2%	100.0%
Total	Count	616	265	881
	%age	69.9%	30.1%	100.0%

4.3.2.8 Awareness about the contact details of nodal officers: Out of these 7464 respondents, (12.7%) were aware about the contact details of nodal officer. This was found to be highest in the case of Vodafone (18.7%), followed by Bharti (15.1%), Tata Teleservices (13.6%), Rel Comm (11.2%), MTNL (10.5%), Aircel (10.4%) and Idea Cellular (9.2%).

Awareness about the contact details of nodal officers				
Service provider		Yes	No	Total
Bharti	Count	161	906	1067
	%age	15.1%	84.9%	100.0%
Vodafone	Count	200	867	1067
	%age	18.7%	81.3%	100.0%
Idea Cellular	Count	98	969	1067
	%age	9.2%	90.8%	100.0%
Rel Comm	Count	119	948	1067
	%age	11.2%	88.8%	100.0%
Aircel	Count	110	952	1062
	%age	10.4%	89.6%	100.0%
Tata Teleservices	Count	145	922	1067
	%age	13.6%	86.4%	100.0%
MTNL	Count	112	955	1067
	%age	10.5%	89.5%	100.0%
Total	Count	945	6519	7464
	%age	12.7%	87.3%	100.0%

4.3.2.9 Complaints to Nodal officer: Out of the 945 respondents who were aware of the contact details of nodal officers, 87 (9.2%) had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Out of these 87 complainants, maximum subscribers were from Bharti (21.7%)

Complaint to the nodal officer regarding complaints not resolved or unsatisfactorily resolved by the call center/customer care				
Service provider		Yes	NO	Total
Bharti	Count	35	126	161
	%age	21.7%	78.3%	100.0%
Vodafone	Count	16	184	200
	%age	8.0%	92.0%	100.0%
Idea Cellular	Count	8	90	98
	%age	8.2%	91.8%	100.0%
Rel Comm	Count	7	112	119
	%age	5.9%	94.1%	100.0%
Aircel	Count	7	103	110
	%age	6.4%	93.6%	100.0%
Tata Teleservices	Count	7	138	145
	%age	4.8%	95.2%	100.0%
MTNL	Count	7	105	112
	%age	6.3%	93.8%	100.0%
Total	Count	87	858	945
	%age	9.2%	90.8%	100.0%

4.3.2.10 Feedback from Nodal officer and satisfaction with the resolution:

Out of the 87 respondents who had approached Nodal officers for their unresolved or unsatisfactorily resolution of complains by call centre/ customer care, 19 (21.8%) of the complainants confirmed that they were intimidated by the Nodal officer about the decision taken on their complaints.

Q46. Did the Nodal Officer intimate you about the decision taken on your complaint?				
		Yes	No	Total
Airtel	Count	9	26	35
	% age	25.70%	74.30%	100.00%
Vodafone	Count	0	16	16
	% age	0.00%	100.00%	100.00%
Idea	Count	0	8	8
	% age	0.00%	100.00%	100.00%
Rel Comm	Count	2	5	7
	% age	28.60%	71.40%	100.00%
Aircel	Count	3	4	7
	% age	42.90%	57.10%	100.00%
TATA	Count	2	5	7
	% age	28.60%	71.40%	100.00%
MTNL	Count	3	4	7
	% age	42.90%	57.10%	100.00%
Total	Count	19	68	87
	% age	21.80%	78.20%	100.00%

All the 19 complainant who were intimidated by the Nodal officer, reported that they were satisfied the resolution provided by the Nodal officer.

4.3.2.11 Awareness about the contact details of Appellate Authority: out of these 7464 respondents, only 43 (0.6%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer .

Awareness about the contact details of the Appellate Authority				
Service provider		Yes	No	Total
Bharti	Count	13	1054	1067
	%age	1.2%	98.8%	100.0%
Vodafone	Count	6	1061	1067
	%age	0.6%	99.4%	100.0%
Idea Cellular	Count	3	1064	1067
	%age	0.3%	99.7%	100.0%
Rel Comm	Count	1	1066	1067
	%age	0.1%	99.9%	100.0%
Aircel	Count	5	1057	1062
	%age	0.5%	99.5%	100.0%
Tata Teleservices	Count	6	1061	1067
	%age	0.6%	99.4%	100.0%
MTNL	Count	9	1058	1067
	%age	0.8%	99.2%	100.0%
Total	Count	43	7421	7464
	%age	0.6%	99.4%	100.0%

4.3.2.12 Redressal from Appellate authority: Out these 43 respondents, who were aware about the contact details of Appellate authority, none of the subscribers had filled the appeal to the Appellate authority in the prescribed form in the last 12 months. Therefore redressal from the Appellate Authority could not be ascertained.

4.3.2.13 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 5771 prepaid customers of 7 providers targeted, 1662 (28.8%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Bharti (52.5%) followed by Tata Teleservices (32.6%) and Aircel (31.4%). Whereas it was reported lowest from MTNL (14.1%).

Are you aware that the prepaid customer can get item-wise usage charge details, on request				
Service provider		Yes	No	Total
Bharti	Count	459	416	875
	%age	52.5%	47.5%	100.0%
Vodafone	Count	192	587	779
	%age	24.6%	75.4%	100.0%
Idea Cellular	Count	177	674	851
	%age	20.8%	79.2%	100.0%
Rel Comm	Count	146	552	698
	%age	20.9%	79.1%	100.0%
Aircel	Count	259	566	825
	%age	31.4%	68.6%	100.0%
Tata Teleservices	Count	323	669	992
	%age	32.6%	67.4%	100.0%
MTNL	Count	106	645	751
	%age	14.1%	85.9%	100.0%
Total	Count	1662	4109	5771
	%age	28.8%	71.2%	100.0%

4.3.2.14 Denial of itemized usage charges detail: There were 1662 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 40 (2.4%) reported that they were denied of their request for itemized usage charge for their pre paid connection

from their Operator. Denial of request for itemized details was reported highest in the case of Rel Comm (4.8%).

Have you been denied of your request for itemized usage charge details for your pre-paid connection; Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	9	450	459
	%age	2.0%	98.0%	100.0%
Vodafone	Count	2	190	192
	%age	1.0%	99.0%	100.0%
Idea Cellular	Count	6	171	177
	%age	3.4%	96.6%	100.0%
Rel Comm	Count	7	139	146
	%age	4.8%	95.2%	100.0%
Aircel	Count	3	256	259
	%age	1.2%	98.8%	100.0%
Tata Teleservices	Count	12	311	323
	%age	3.7%	96.3%	100.0%
MTNL	Count	1	105	106
	%age	0.9%	99.1%	100.0%
Total	Count	40	1622	1662
	%age	2.4%	97.6%	100.0%

4.3.2.15 Reason for denial of itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 40 respondents, who were denied the itemized usage charges 23 (57.5%) reported that they were not given any reasons, whereas, 17 (42.5%) were denied on account of technical problem.

What were the reason(s) for denying your request; service provider wise				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	7	2	9
	%age	77.8%	22.2%	100.0%
Vodafone	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Idea Cellular	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Rel Comm	Count	6	1	7
	%age	85.7%	14.3%	100.0%
Aircel	Count	3	0	3
	%age	100.0%	0.0%	100.0%
Tata Teleservices	Count	3	9	12
	%age	25.0%	75.0%	100.0%
MTNL	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Total	Count	23	17	40
	%age	57.5%	42.5%	100.0%

4.3.2.16 Provision of Manual of Practice by the Operators: There were 1951 respondents who were new subscribers - less than 6 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 1336 (68.5%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Rel Comm (85.0%) followed by Bharti (73.9%) and Tata Teleservices (71.6%). In the case of Vodafone Idea Cellular and MTNL and Aircel less than 7 out of 10 consumers confirmed the same.

Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection; Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	136	48	184
	%age	73.9%	26.1%	100.0%
Vodafone	Count	111	54	165
	%age	67.3%	32.7%	100.0%
Idea Cellular	Count	181	91	272
	%age	66.5%	33.5%	100.0%
Rel Comm	Count	216	38	254
	%age	85.0%	15.0%	100.0%
Aircel	Count	448	281	729
	%age	61.5%	38.5%	100.0%
Tata Teleservices	Count	151	60	211
	%age	71.6%	28.4%	100.0%
MTNL	Count	93	43	136
	%age	68.4%	31.6%	100.0%
Total	Count	1336	615	1951
	%age	68.5%	31.5%	100.0%

CELLULAR MOBILE

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

S.N.	Sub Parameter	Bharti	Voda- fone	Idea Cellular	Rel Comm	Aircel	Tata	MTNL
1	For pre-paid customers awareness about item-wise usage charge details on request	52.5%	24.6%	20.8%	20.9%	31.4%	32.6%	14.1%
2	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	2.0%	1.0%	3.4%	4.8%	1.2%	3.7%	0.9%
3	For new customers provisioning of "Manual of practice while taking the new connection	73.9%	67.3%	66.5%	85.0%	61.5%	71.6%	68.4%
4	Awareness of call center for redressing grievances	89.6%	82.0%	90.1%	81.7%	79.0%	82.3%	91.9%
5	Penetration of consumers made any complaint to the toll free number within last 12 months	63.7%	60.8%	69.4%	58.2%	54.3%	63.6%	57.8%
6	Call center informing about the action taken on complaint	57.9%	65.5%	67.6%	60.1%	67.1%	57.0%	71.3%
7	Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	41.5%	21.6%	26.0%	23.6%	60.9%	30.7%	13.2%
8	Percentage satisfied with complaint resolution by call center	75.4%	82.0%	74.3%	73.6%	81.8%	73.7%	70.5%
19	Awareness about contact detail of nodal officer for redressing grievances	15.1%	18.7%	9.2%	11.2%	10.4%	13.6%	10.5%
10	Awareness about contact detail of appellate authority for redressing grievances	1.2%	0.6%	0.3%	0.1%	0.5%	0.6%	0.8%

- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 79% to 91.9%. This was found to be highest in the case of MTNL (91.9%) followed by Idea Cellular (90.1%) Bharti (89.6%) Tata Teleservices (82.3%) , Vodafone (82%) Rel Comm (81.7%) and Aircel (79%).
- Awareness about the Nodal Officer was found to be low and ranged from 9.2% (Idea Cellular) to 15.1% (Bharti).
- The awareness was also found to be abysmally low in the case of Appellate Authority, which ranged from 0.1% (Rel Comm) to 1.2% (Bharti).
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of Idea Cellular (69.4%) followed by Bharti (63.7%) and Tata Teleservices (63.6%). In the case of other operators it was found to be in the range 55 – 61%.
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Rel Comm (4.8%) followed by Tata Teleservices (3.7%) and Idea Cellular (3.4%) and rest are in the range of 1-2%.

4.3.3 BROADBAND -Delhi Metro Circle

4.3.3.1: Awareness about Call centre telephone number: Altogether 5154 mobile consumers of 7Operator in Delhi metro circle were targeted. Out of these, only 4254 (82.5%) were aware about the call centre telephone number of their operators. The highest percentage of aware subscribers were found in the case of VSNL (90.4%) followed by MTNL (89.7%), Rel Comm (82.4%) and Sify (79.3%). The lowest awareness was in the case of Bharti (70.7%).

Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service provider		Yes	No	Total
Bharti	Count	754	313	1067
	%age	70.7%	29.3%	100.0%
Rel Comm	Count	791	169	960
	%age	82.4%	17.6%	100.0%
MTNL	Count	957	110	1067
	%age	89.7%	10.3%	100.0%
VSNL	Count	965	102	1067
	%age	90.4%	9.6%	100.0%
Sify	Count	787	206	993
	%age	79.3%	20.7%	100.0%
Total	Count	4254	900	5154
	%age	82.5%	17.5%	100.0%

4.3.3.2: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 12 months to call centre/ helpline number. The table below shows that out of 5154 respondents, 3186 (61.8%) had used this facility. The highest number of respondents, who had made complaints within lasts 12 months were from VSNL (73.5%) followed by MTNL (71.2%) and Rel Comm (67.8%). The lowest was in the case of Bharti (46%) followed by Sify (50.4%).

Have you made any complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number				
Service provider		Yes	No	Total
Bharti	Count	491	576	1067
	%age	46.0%	54.0%	100.0%
Rel Comm	Count	651	309	960
	%age	67.8%	32.2%	100.0%
MTNL	Count	760	307	1067
	%age	71.2%	28.8%	100.0%
VSNL	Count	784	283	1067
	%age	73.5%	26.5%	100.0%
Sify	Count	500	493	993
	%age	50.4%	49.6%	100.0%
Total	Count	3186	1968	5154
	%age	61.8%	38.2%	100.0%

4.3.3.3: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 3186 respondents who made complaints, 30.4% confirmed that they received docket numbers – highest in the case of sify and VSNL (37.2% each). However, overall, 10.8% informed that they did not receive docket number for most of the complaints they made – reported highest in the case of MTNL (18.7%). The table also shows 44.3% of respondents also reported that docket number was given for their complaints only on request. Denial of docket number for most of the complaints even on request was reported to be above 14.5% -highest in the case of Rel Comm (18.1%).

With respect to complaint made by you to call centre, please specify which of these applied the most to you. ?						
Service provider		No docket number received even on request	It was received on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	53	230	82	126	491
	%age	10.8%	46.8%	16.7%	25.7%	100.0%
Rel Comm	Count	118	311	77	145	651
	%age	18.1%	47.8%	11.8%	22.3%	100.0%
MTNL	Count	92	306	142	220	760
	%age	12.1%	40.3%	18.7%	28.9%	100.0%
VSNL	Count	124	335	33	292	784
	%age	15.8%	42.7%	4.2%	37.2%	100.0%
Sify	Count	74	230	10	186	500
	%age	14.8%	46.0%	2.0%	37.2%	100.0%
Total	Count	461	1412	344	969	3186
	%age	14.5%	44.3%	10.8%	30.4%	100.0%

4.3.3.4: Feedback from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 3186 respondents who made complaints, 2738 (85.9%) confirmed that they were informed about the action taken on their complaints, the highest from MTNL and VSNL with 92.1% each followed by Sify (91.2%) and Rel Comm (82.9%). The lowest percentage was found in the case of Bharti (65.2%).

Did the call centre inform you the action taken on your complaint: Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	320	171	491
	%age	65.2%	34.8%	100.0%
Rel Comm	Count	540	111	651
	%age	82.9%	17.1%	100.0%
MTNL	Count	700	60	760
	%age	92.1%	7.9%	100.0%
VSNL	Count	722	62	784
	%age	92.1%	7.9%	100.0%
Sify	Count	456	44	500
	%age	91.2%	8.8%	100.0%
Total	Count	2738	448	3186
	%age	85.9%	14.1%	100.0%

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

Maximum percentage of satisfied consumers (very satisfied and satisfied) were reported in the case of VSNL (90.6%) followed by Sify (89.0%), Rel Comm (86.3%) and Bharti (82.2%). Whereas the lowest were in the case of MTNL (71.7%). The percentage of very satisfied consumers was found highest in the case of Bharti (8.1%), which was followed by the Sify (5.1%).

How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline; Service provider wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	86	364	40	491
	%age	0.2%	17.5%	74.1%	8.1%	100.0%
Rel Comm	Count	5	84	538	24	651
	%age	0.8%	12.9%	82.6%	3.7%	100.0%
MTNL	Count	8	207	533	12	760
	%age	1.1%	27.2%	70.1%	1.6%	100.0%
VSNL	Count	0	74	670	40	784
	%age	0.0%	9.4%	85.5%	5.1%	100.0%
Sify	Count	2	53	425	20	500
	%age	0.4%	10.6%	85.0%	4.0%	100.0%
Total	Count	16	504	2530	136	3186
	%age	0.5%	15.8%	79.4%	4.3%	100.0%

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

Please specify the reason(s) for your dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline							
Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	44	6	9	39	24	87
	%age	50.6%	6.9%	10.3%	44.8%	27.6%	
Rel Comm	Count	37	25	28	31	31	89
	%age	17.2%	11.6%	13.0%	14.4%	14.4%	
MTNL	Count	66	31	38	92	74	215
	%age	30.7%	14.4%	17.7%	42.8%	34.4%	
VSNL	Count	16	16	22	36	26	74
	%age	21.6%	21.6%	29.7%	48.6%	35.1%	
Sify	Count	33	11	26	35	21	55
	%age	44.6%	14.9%	35.1%	47.3%	28.4%	
Total	Count	163	78	97	198	155	520
	%age	31.3%	15.0%	18.7%	38.1%	29.8%	

Note: sum may not add because of multiple response

Maority (38.1%) cited the reasons that **“Time taken by call centre for redressal of complaint is too long.”** This was cited maximum in the case of VSNL (48.6%). The other reasons cited were **“Difficult to connect to the call centre executive”** reported by almost over 30% of complainants. This was found highest in the case of Bharti (50.6%). **“Customer care executive was unable to understand the problem”** was also as other reason was reported by 29.8% and **“Customer care executive not equipped with adequate information”** by 18.7%. Similarly **“Customer care executive not polite/courteous”** was cited by 15.0%,and this was reported highest in the case of Sify (35.1%).

4.3.3.7 Resolution of billing complaints: The following table shows that out of 3186 respondents who had complained to call centre/ customer care, 3108 (97.5%) had billing related complaints. Out of these 3108, 49.2.% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within

four week after lodging the complaint. This was reported highest in the case of Bharti (59.8%) followed by Sify (52.0%), Rel Comm (51.9%), VSNL (49.9%) and MTNL (37.1%).

Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint				
Service provider		Yes	No	Total applicable
Bharti	Count	289	194	483
	%age	59.8%	40.2%	100.0%
Rel Comm	Count	335	310	645
	%age	51.9%	48.1%	100.0%
MTNL	Count	271	460	731
	%age	37.1%	62.9%	100.0%
VSNL	Count	384	386	770
	%age	49.9%	50.1%	100.0%
Sify	Count	249	230	479
	%age	52.0%	48.0%	100.0%
Total	Count	1528	1580	3108
	%age	49.2%	50.8%	100.0%

4.3.3.8 Awareness about the contact details of nodal officers: out of these 5154 respondents, only 293 (5.7%) were aware about the contact details of nodal officer. This was found to be highest in the case of Rel Comm (10.9%) followed by Bharti (7.0%), Sify (4.7%), VSNL (3.2%) and MTNL (3.0%).

In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?				
Service provider		Yes	No	Total
Bharti	Count	75	992	1067
	%age	7.0%	93.0%	100.0%
Rel Comm	Count	105	855	960
	%age	10.9%	89.1%	100.0%
MTNL	Count	32	1035	1067
	%age	3.0%	97.0%	100.0%
VSNL	Count	34	1033	1067
	%age	3.2%	96.8%	100.0%
Sify	Count	47	946	993
	%age	4.7%	95.3%	100.0%
Total	Count	293	4861	5154
	%age	5.7%	94.3%	100.0%

4.3.3.9 Complaints to Nodal officer: Out of the 293 respondents who were aware of the contact details of nodal officers, only 15 respondents had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Out of these 15 complainants, maximum subscribers,13 were from Bharti and rest 2 from Rel Comm . And all the respondents were intimated by the nodal officer and all the complaints were redressed satisfactorily.

4.3.3.10 Awareness about the contact details of Appellate Authority: out of these 5154 respondents, only 36 (0.7%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal officer .

In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the				
Service provider		Yes	No	Total
Bharti	Count	6	1061	1067
	%age	0.6%	99.4%	100.0%
Rel Comm	Count	12	948	960
	%age	1.3%	98.8%	100.0%
MTNL	Count	5	1062	1067
	%age	0.5%	99.5%	100.0%
VSNL	Count	11	1056	1067
	%age	1.0%	99.0%	100.0%
Sify	Count	2	991	993
	%age	0.2%	99.8%	100.0%
Total	Count	36	5118	5154
	%age	0.7%	99.3%	100.0%

4.3.3.11 Redresal from Appellate authority: Out these 36 respondents, who were aware about the contact details of Appellate authority, none of the subscribers had filed appeal to the Appellate authority in the last 12 months.

4.3.3.12 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 198 prepaid customers of 5 providers targeted, 160(80.8%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Bharti (91.2%) followed by Sify (86.5%), VSNL (73.2%) and Rel Comm (66.7%). Whereas it was reported lowest from MTNL (33.3%).

Are you aware that the prepaid customer can get item-wise usage charge details, on request; Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	31	3	34
	%age	91.2%	8.8%	100.0%
Rel Comm	Count	14	7	21
	%age	66.7%	33.3%	100.0%
MTNL	Count	2	4	6
	%age	33.3%	66.7%	100.0%
VSNL	Count	30	11	41
	%age	73.2%	26.8%	100.0%
Sify	Count	83	13	96
	%age	86.5%	13.5%	100.0%
Total	Count	160	38	198
	%age	80.8%	19.2%	100.0%

4.3.3.13 Denial of itemized usage charges detail: Out of 198 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection, , 125 (63.1%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operators. Denial of itemized details was reported highest in the case of Sify (69.8%).

Have you been denied of your request for itemized usage charge details for your pre-paid connection; Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	21	13	34
	%age	61.8%	38.2%	100.0%
Rel Comm	Count	12	9	21
	%age	57.1%	42.9%	100.0%
MTNL	Count	2	4	6
	%age	33.3%	66.7%	100.0%
VSNL	Count	23	18	41
	%age	56.1%	43.9%	100.0%
Sify	Count	67	29	96
	%age	69.8%	30.2%	100.0%
Total	Count	125	73	198
	%age	63.1%	36.9%	100.0%

4.3.3.14 Reason for denial of itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 125 respondents, who were denied the itemized usage charges 92 (73.6%) reported that they were not given any reasons, whereas, 33 (26.4%) were denied on account of technical problem.

What were the reason(s) for denying your request; service provider wise				
Service provider		No reason given	Technical Problem	Total
Bharti	Count	14	7	21
	%age	66.7%	33.3%	100.0%
Rel Comm	Count	12	0	12
	%age	100.0%	0.0%	100.0%
MTNL	Count	0	2	2
	%age	0.0%	100.0%	100.0%
VSNL	Count	23	0	23
	%age	100.0%	0.0%	100.0%
Sify	Count	43	24	67
	%age	64.2%	35.8%	100.0%
Total	Count	92	33	125
	%age	73.6%	26.4%	100.0%

4.3.3.15 Provision of Manual of Practice by the Operators: There were 893 respondents who were new subscribers. In other words whose connections were less than 6 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 754 (84.4%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of VSNL (91.0%) followed by Rel Comm (89.5%), Bharti (85.7%), MTNL (77.4%) and Sify (74.3%).

Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection; Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	198	33	231
	%age	85.7%	14.3%	100.0%
Rel Comm	Count	179	21	200
	%age	89.5%	10.5%	100.0%
MTNL	Count	103	30	133
	%age	77.4%	22.6%	100.0%
VSNL	Count	161	16	177
	%age	91.0%	9.0%	100.0%
Sify	Count	113	39	152
	%age	74.3%	25.7%	100.0%
Total	Count	754	139	893
	%age	84.4%	15.6%	100.0%

BROADBAND

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

S.N.	Sub Parameter	Bharti	Rel Comm	MTNL	VSNL	Sify
2	For pre-paid customers awareness about item-wise usage charge details on request	91.2%	66.7%	33.3%	73.2%	86.5%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	61.8%	57.1%	33.3%	56.1%	69.8%
4	For new customers provisioning of "Manual of practice while taking the new connection	85.7%	89.5%	77.4%	91.0%	74.3%
5	Awareness of call center number of their SPs	70.7%	82.4%	89.7%	90.4%	79.3%
6	Penetration of consumers made any complaint to the toll free number within last 12 months	46.0%	67.8%	71.2%	73.5%	50.4%
7	Call center informing about the action taken on complaint	65.2%	82.9%	92.1%	92.1%	91.2%
8	Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	59.8%	51.9%	37.1%	49.9%	52.0%
9	Percentage satisfied with complaint resolution by call center	82.2%	86.3%	71.7%	90.6%	89.0%
10	Awareness about of nodal officer contact details for redressing grievances	7.0%	10.9%	3.0%	3.2%	4.7%
11	Awareness about of appellate authority contact details for redressing grievances	0.6%	1.3%	0.5%	1.0%	0.2%

- Awareness level of call centre/ customer care help line numbers was found in the range of 70.7% to 90.4%. This was found to be highest in the case of VSNL (90.4%) followed by MTNL (89.7%), Rel Comm (82.4%), Sify (79.3%) and Bharti (70.7%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 3.0% (MTNL) to 10.9% (Rel Comm).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.2% (Sify) to 1.3% (Rel Comm)
- Highest number of complaints to the call centre, within last 12 months, were made by the subscribers of VSNL (73.5%) followed by MTNL (71.2%), Rel Comm (67.8%), Sify (50.4%) and Bharti (46.0%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti 91.2% followed by Sify (86.5%), VSNL (73.2%) and Rel Comm (66.7%) and MTNL (33.3%).

**5. CONCLUSION
AND
RECOMMENDATIONS**

5. Conclusion and Recommendations

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

3. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
4. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1st July 2005 and Broadband Service dated 6th October 2006.*

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

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters a simple addition method was applied by taking into account the sum of consumer who were either “Very satisfied” or “Satisfied” on particular parameter. Therefore, the proportion of sum total of “Very Satisfied” and “Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

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

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “very satisfied” on each of the broad parameter + sum total of no. of subscribers who were “satisfied” on each of the broad parameter

N = Total sample size achieved

5.1 Key Takeout

5.1.1 Basic Service (Wireline):

- 1) Performance of **Bharti** was better than other 3 operators as it met benchmark on all the parameters except one. Its performance on the **maintanbility** was below the benchmark.
- 2) The performance level of **Rel Comm and MTNL** below the average as they met the benchmark level only on three parameter. However, their performance on the **post paid and pre paid billing services, help services, network performance and maintainability was below the benchmark level**
- 3) The performance of Tata Teleservices was much lower as it could not meet the benchmark **on most of the parameter**. Its performance on **provision of services, post and pre paid billing services, help services, network performance and maintainability was below the prescribed benchmark**.
- 4) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness of and approach to Nodal Office and Appellate authority was found to be very low. This is in spite of the number of complainants and dissatisfaction with the resolution provided by the customer care center. The complaints to the customer care ranged between 43% (Bharti) and 72% (MTNL). Satisfaction level was reported

between 58% (Tata Teleservices) to MTNL (75%) This shows that majority consumers are left unsatisfied with the result provided to the complainants by the call center. However, these unsatisfied consumer do not approach the second tier of redressal grievances and suggested by the TRAI.

5.1.2 Cellular Mobile

- 1) The performance of only 2 operators, Bharti and Vodafone, was found to be better than others as they were able to achieve the benchmark most of the parameters. However on the issue of **pre and post paid billing service** their performance was not able to achieve the benchmark.
- 2) The performance of all the other 6 operators was quite low and they could not meet the benchmark on almost all the parameters. Aircel, the new entrant to Delhi metro circle, was not able to achieve the benchmark on even one of the parameter.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness of and approach to Nodal Officer was found bit high as compared to basic service. This shows that dissatisfied complainants have started accessing second ties of grievance redressal mechanism. This is largely observed in the case of established players such as Bharti and Vodafone. However, the awareness and approach to the Appellate Authority was found to be very low – less than 1%. The analysi had shown that not all the customers who are dissatisfied are able to or accessing nodal officers. The customers with the complaints are in the still high – in the range of 58-64%.

4) 5.1.3 Broadband

1. In the case of broadband, the performance of most of the operators has been much better as compared to other services.
2. The performance of Sify was better than all the other 4 operators as it was able to meet the benchmark on all the parameters.
3. The performance of MTNL and VSNL were also better but they were not able to meet the bench mark on **prepaid billing services**.
4. **Rel Comm**, on the other hand, was not able to meet the benchmark on **post paid billing services and help services**.
5. **With regard to the implementation and effectiveness of grievance redressal mechanism**, only 30% of the complainants are getting the docket number of their complaints. Awareness is high about the call centre but remains low about the second and third tier of redressal mechanism. The satisfaction level with the resolution of complaint, however, was reported the range of 46-74%

5.2 Recommendations

5.2.1 Basic Service (Wireline):

- 1) Rel Comm, Tata and MTNL should improve its services for the post and prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. They should also improve most of their help service, network performance and maintainability. Tata is the only operator which has seen fall in its performance related to provision of services.
- 2) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multiple pronged strategy is required in order to reach the customers. In the case of prepaid customers, a separate mechanism should be evolved to make them aware about the redressal mechanism.

5.2.2 Cellular Mobile

- 1) Bharti and Vodafone should introduce a transparent mechanism in the case of post and pre paid billing services. Although the tariffs are going downward, the consumers are still bothered on the charges they are paying.
- 2) All the other 5 operators have still to improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. Similarly they should improve maintainability. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.
- 3) Aircel, being almost latest in the Delhi metro circle, still has to prove its performance on all the parameters.

5.2.2.3 Broadband

- 1) MTNL, Bharti and VSNL – all need to improve their services for the prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 2) The help services provided by Rel Comm should be enhanced further in order to effectively redress the grievances of their customers.

6.ANNEXURE
(ALL TABLES)

1. When did you last apply for a phone connection?					
Service Provider		Less than 6 months	6-12 months	More than 12 Months	Total
Bharti	Count	46	161	860	1067
	%age	4.3%	15.1%	80.6%	100.0%
Rel Comm	Count	48	124	888	1060
	%age	4.5%	11.7%	83.8%	100.0%
Tata Teleservices	Count	60	131	851	1042
	%age	5.8%	12.6%	81.7%	100.0%
MTNL	Count	43	77	947	1067
	%age	4.0%	7.2%	88.8%	100.0%
Total	Count	197	493	3546	4236
	%age	4.7%	11.6%	83.7%	100.0%

2. How much time was taken to get the telephone connection installed and activated after you applied for it; Service Provider Wise						
Service Provider		More than 15 days	8-15 days	3-7 days	Less than 3 Days	Total
BHARTI	Count	3	0	51	153	207
	%age	1.4%	0.0%	24.6%	73.9%	100.0%
Rel Comm	Count	4	11	28	129	172
	%age	2.3%	6.4%	16.3%	75.0%	100.0%
Tata Teleservices	Count	1	2	36	152	191
	%age	0.5%	1.0%	18.8%	79.6%	100.0%
MTNL	Count	14	32	37	37	120
	%age	11.7%	26.7%	30.8%	30.8%	100.0%
Total	Count	22	45	152	471	690
	%age	3.2%	6.5%	22.0%	68.3%	100.00%

3. How satisfied are you with time taken to provide working phone connection; Service Provider Wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	4	118	84	207
	%age	0.5%	1.9%	57.0%	40.6%	100.0%
Rel Comm	Count	2	12	115	43	172
	%age	1.2%	7.0%	66.9%	25.0%	100.0%
Tata Teleservices	Count	0	1	121	69	191
	%age	0.0%	0.5%	63.4%	36.1%	100.0%
MTNL	Count	0	26	67	27	120
	%age	0.0%	21.7%	55.8%	22.5%	100.0%
Total	Count	3	43	421	223	690
	%age	0.4%	6.2%	61.0%	32.3%	100.00%

In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	4	49	253	294	600
	%age	0.7%	8.2%	42.2%	49.0%	100.0%
Rel Comm	Count	14	26	124	262	426
	%age	3.3%	6.1%	29.1%	61.5%	100.0%
Tata Teleservices	Count	4	8	134	232	378
	%age	1.1%	2.1%	35.4%	61.4%	100.0%
MTNL	Count	49	69	169	338	625
	%age	7.8%	11.0%	27.0%	54.1%	100.0%
Total	Count	71	152	680	1126	2029
	%age	3.5%	7.5%	33.5%	55.5%	100.00%

BILLING POSTPAID

How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	19	468	400	890
	%age	0.3%	2.1%	52.6%	44.9%	100.0%
Rel Comm	Count	6	51	450	79	586
	%age	1.0%	8.7%	76.8%	13.5%	100.0%
Tata Teleservices	Count	1	56	394	209	660
	%age	0.2%	8.5%	59.7%	31.7%	100.0%
MTNL	Count	14	69	733	215	1031
	%age	1.4%	6.7%	71.1%	20.9%	100.0%
Total	Count	24	195	2045	903	3167
	%age	0.8%	6.2%	64.6%	28.5%	100.0%

How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	22	669	199	890
	%age	0.0%	2.5%	75.2%	22.4%	100.0%
Rel Comm	Count	2	50	451	83	586
	%age	0.3%	8.5%	77.0%	14.2%	100.0%
Tata Teleservices	Count	2	54	475	129	660
	%age	0.3%	8.2%	72.0%	19.5%	100.0%
MTNL	Count	2	41	823	165	1031
	%age	0.2%	4.0%	79.8%	16.0%	100.0%
Total	Count	6	167	2418	576	3167
	%age	0.2%	5.3%	76.3%	18.2%	100.0%

Please specify the reason(s) for your dissatisfaction.					
Service Provider		CHARGES NOT AS PER TARIFF PLAN SUBSCRIBED	TARIFF PLAN CHANGED WITHOUT INFORMATION	CHARGED FOR VALUE ADDED SERVICE NOT REQUESTED	Total
Bharti	Count	8	11	14	22
	Row %	36.4%	50.0%	63.6%	100.0%
Rel Comm	Count	17	24	33	52
	Row %	32.7%	46.2%	63.5%	100.0%
Tata Teleservices	Count	12	19	31	56
	Row %	21.4%	36.5%	59.6%	100.0%
MTNL	Count	4	13	28	43
	Row %	18.2%	59.1%	127.3%	100.0%
Total	Count	41	67	106	173
	Row %	23.7%	38.7%	61.3%	100.0%

Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	188	702	890
	%age	21.1%	78.9%	100.0%
Rel Comm	Count	166	420	586
	%age	28.3%	71.7%	100.0%
Tata Teleservices	Count	187	473	660
	%age	28.3%	71.7%	100.0%
MTNL	Count	381	650	1031
	%age	37.0%	63.0%	100.0%
Total	Count	922	2245	3167
	%age	29.1%	70.9%	100.0%

How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	17	159	12	188
	%age	0.0%	9.0%	84.6%	6.4%	100.0%
Rel Comm	Count	0	22	135	9	166
	%age	0.0%	13.3%	81.3%	5.4%	100.0%
Tata Teleservices	Count	2	52	119	14	187
	%age	1.1%	27.8%	63.6%	7.5%	100.0%
MTNL	Count	5	65	262	49	381
	%age	1.3%	17.1%	68.8%	12.9%	100.0%
Total	Count	7	156	675	84	922
	%age	0.8%	16.9%	73.2%	9.1%	100.0%

How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	34	632	223	890
	%age	0.1%	3.8%	71.0%	25.1%	100.0%
Rel Comm	Count	6	48	476	56	586
	%age	1.0%	8.2%	81.2%	9.6%	100.0%
Tata Teleservices	Count	0	61	486	113	660
	%age	0.0%	9.2%	73.6%	17.1%	100.0%
MTNL	Count	4	84	817	126	1031
	%age	0.4%	8.1%	79.2%	12.2%	100.0%
Total	Count	11	227	2411	518	3167
	%age	0.3%	7.2%	76.1%	16.4%	100.00%

Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		DIFFICULT TO READ THE BILL	DIFFICULT TO UNDERSTAND THE LANGUAGE	CALCULATIONS NOT CLEAR	ITEM WISE CHARGES LIKE TOTAL MINUTES OF USAGE OF LOCAL ,STD,	Total
Bharti	Count	5	11	3	26	35
	%age	14.3%	31.4%	8.6%	74.3%	100.0%
Rel Comm	Count	7	17	19	29	54
	%age	13.0%	31.5%	35.2%	53.7%	100.0%
Tata Teleservices	Count	8	14	19	31	61
	%age	13.1%	23.0%	31.1%	50.8%	100.0%
MTNL	Count	17	21	15	45	88
	%age	19.3%	23.9%	17.0%	51.1%	100.0%
Total	Count	37	63	56	131	238
	%age	15.5%	26.5%	23.5%	55.0%	

BILLING- PREPAID

How satisfied are you with the accuracy of charges i.e. amount deducted on every usage ?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	5	141	30	177
	%age	0.6%	2.8%	79.7%	16.9%	100.0%
Rel Comm	Count	3	36	370	65	474
	%age	0.6%	7.6%	78.1%	13.7%	100.0%
Tata Teleservices	Count	2	20	300	60	382
	%age	0.5%	5.2%	78.5%	15.7%	100.0%
MTNL	Count	2	4	28	2	36
	%age	5.6%	11.1%	77.8%	5.6%	100.0%
Total	Count	8	65	839	157	1069
	%age	0.7%	6.1%	78.5%	14.7%	100.0%

HELPLINE SERVICES

Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise				
Service Provider		Yes	No	Total
Bharti	Count	599	468	1067
	%age	56.1%	43.9%	100.0%
Rel Comm	Count	892	168	1060
	%age	84.2%	15.8%	100.0%
Tata Teleservices	Count	740	302	1042
	%age	71.0%	29.0%	100.0%
MTNL	Count	778	289	1067
	%age	72.9%	27.1%	100.0%
Total	Count	3009	1227	4236
	%age	71.0%	29.0%	100.0%

How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	32	445	120	599
	%age	0.3%	5.3%	74.3%	20.0%	100.0%
Rel Comm	Count	13	34	775	70	892
	%age	1.5%	3.8%	86.9%	7.8%	100.0%
Tata Teleservices	Count	6	55	560	119	740
	%age	0.8%	7.4%	75.7%	16.1%	100.0%
MTNL	Count	2	38	640	98	778
	%age	0.3%	4.9%	82.3%	12.6%	100.0%
Total	Count	23	159	2420	407	3009
	%age	0.8%	5.3%	80.4%	13.5%	100.00%

How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	342	252	599
	%age	0.0%	0.8%	57.1%	42.1%	100.0%
Rel Comm	Count	15	27	562	288	892
	%age	1.7%	3.0%	63.0%	32.3%	100.0%
Tata Teleservices	Count	2	41	442	255	740
	%age	0.3%	5.5%	59.7%	34.5%	100.0%
MTNL	Count	1	28	551	198	778
	%age	0.1%	3.6%	70.8%	25.4%	100.0%
Total	Count	18	101	1897	993	3009
	%age	0.6%	3.4%	63.0%	33.0%	100.00%

How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	19	240	338	599
	%age	0.3%	3.2%	40.1%	56.4%	100.0%
Rel Comm	Count	11	54	484	343	892
	%age	1.2%	6.1%	54.3%	38.5%	100.0%
Tata Teleservices	Count	8	126	320	286	740
	%age	1.1%	17.0%	43.2%	38.6%	100.0%
MTNL	Count	2	85	423	268	778
	%age	0.3%	10.9%	54.4%	34.4%	100.0%
Total	Count	23	284	1467	1235	3009
	%age	0.8%	9.4%	48.8%	41.0%	100.00%

How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	38	493	67	599
	%age	0.2%	6.3%	82.3%	11.2%	100.0%
Rel Comm	Count	12	39	757	84	892
	%age	1.3%	4.4%	84.9%	9.4%	100.0%
Tata Teleservices	Count	10	51	586	93	740
	%age	1.4%	6.9%	79.2%	12.6%	100.0%
MTNL	Count	1	45	596	136	778
	%age	0.1%	5.8%	76.6%	17.5%	100.0%
Total	Count	24	173	2432	380	3009
	%age	0.8%	5.7%	80.8%	12.6%	100.00%

NETWORK PERFORMANCE:

How satisfied are you with the availability of working telephone(dial tone) ?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	13	625	424	1067
	%age	0.5%	1.2%	58.6%	39.7%	100.0%
Rel Comm	Count	10	44	811	195	1060
	%age	0.9%	4.2%	76.5%	18.4%	100.0%
Tata Teleservices	Count	10	57	735	240	1042
	%age	1.0%	5.5%	70.5%	23.0%	100.0%
MTNL	Count	5	90	701	271	1067
	%age	0.5%	8.4%	65.7%	25.4%	100.0%
Total	Count	30	204	2872	1130	4236
	%age	0.7%	4.8%	67.8%	26.7%	100.0%

How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	22	456	585	1067
	%age	0.4%	2.1%	42.7%	54.8%	100.0%
Rel Comm	Count	13	71	583	393	1060
	%age	1.2%	6.7%	55.0%	37.1%	100.0%
Tata Teleservices	Count	3	110	541	388	1042
	%age	0.3%	10.6%	51.9%	37.2%	100.0%
MTNL	Count	3	115	541	408	1067
	%age	0.3%	10.8%	50.7%	38.2%	100.0%
Total	Count	23	318	2121	1774	4236
	%age	0.5%	7.5%	50.1%	41.9%	100.0%

How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	10	536	520	1067
	%age	0.1%	0.9%	50.2%	48.7%	100.0%
Rel Comm	Count	2	57	633	368	1060
	%age	0.2%	5.4%	59.7%	34.7%	100.0%
Tata Teleservices	Count	3	52	656	331	1042
	%age	0.3%	5.0%	63.0%	31.8%	100.0%
MTNL	Count	7	126	567	367	1067
	%age	0.7%	11.8%	53.1%	34.4%	100.0%
Total	Count	13	245	2392	1586	4236
	%age	0.3%	5.8%	56.5%	37.4%	100.0%

MAINTAINABILITY

Have you experienced fault in your telephone connection in the last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	286	781	1067
	%age	26.8%	73.2%	100.0%
Rel Comm	Count	322	738	1060
	%age	30.4%	69.6%	100.0%
Tata Teleservices	Count	276	766	1042
	%age	26.5%	73.5%	100.0%
MTNL	Count	365	702	1067
	%age	34.2%	65.8%	100.0%
Total	Count	1249	2987	4236
	%age	29.5%	70.5%	100.0%

How many time your telephone became faulty in the last one month?						
Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
Bharti	Count	11	38	229	8	286
	%age	3.8%	13.3%	80.1%	2.8%	100.0%
Rel Comm	Count	17	47	244	14	322
	%age	5.3%	14.6%	75.8%	4.3%	100.0%
Tata Teleservices	Count	12	56	188	20	276
	%age	4.3%	20.3%	68.1%	7.2%	100.0%
MTNL	Count	26	75	238	26	365
	%age	7.1%	20.5%	65.2%	7.1%	100.0%
Total	Count	66	216	899	68	1249
	%age	5.3%	17.3%	72.0%	5.4%	100.0%

How long did it take generally for repairing the fault after lodging complaint ?						
Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
Bharti	Count	7	7	73	199	286
	%age	2.4%	2.4%	25.5%	69.6%	100.0%
Rel Comm	Count	12	14	86	210	322
	%age	3.7%	4.3%	26.7%	65.2%	100.0%
Tata Teleservices	Count	6	18	95	157	276
	%age	2.2%	6.5%	34.4%	56.9%	100.0%
MTNL	Count	23	29	126	187	365
	%age	6.3%	7.9%	34.5%	51.2%	100.0%
Total	Count	48	68	380	753	1249
	%age	3.8%	5.4%	30.4%	60.3%	100.0%

How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	11	18	209	48	286
	%age	3.8%	6.3%	73.1%	16.8%	100.0%
Rel Comm	Count	11	25	262	24	322
	%age	3.4%	7.8%	81.4%	7.5%	100.0%
Tata Teleservices	Count	5	26	217	28	276
	%age	1.8%	9.4%	78.6%	10.1%	100.0%
MTNL	Count	8	40	276	41	365
	%age	2.2%	11.0%	75.6%	11.2%	100.0%
Total	Count	35	109	964	141	1249
	%age	2.8%	8.7%	77.2%	11.3%	100.0%

SUPPLEMENTARY SERVICES

Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
Bharti	Count	525	542	1067
	%age	49.2%	50.8%	100.0%
Rel Comm	Count	531	529	1060
	%age	50.1%	49.9%	100.0%
Tata Teleservices	Count	431	611	1042
	%age	41.4%	58.6%	100.0%
MTNL	Count	302	765	1067
	%age	28.3%	71.7%	100.0%
Total	Count	1789	2447	4236
	%age	42.2%	57.8%	100.0%

How satisfied are you with the quality of the supplementary services provided?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	17	389	118	525
	%age	0.2%	3.2%	74.1%	22.5%	100.0%
Rel Comm	Count	2	29	463	37	531
	%age	0.4%	5.5%	87.2%	7.0%	100.0%
Tata Teleservices	Count	1	39	346	45	431
	%age	0.2%	9.0%	80.3%	10.4%	100.0%
MTNL	Count	1	18	257	26	302
	%age	0.3%	6.0%	85.1%	8.6%	100.0%
Total	Count	5	103	1455	226	1789
	%age	0.3%	5.8%	81.3%	12.6%	100.0%

OVERALL SATISFACTION:

How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	35	642	388	1067
	%age	0.2%	3.3%	60.2%	36.4%	100.0%
Rel Comm	Count	6	59	842	153	1060
	%age	0.6%	5.6%	79.4%	14.4%	100.0%
Tata Teleservices	Count	3	65	810	164	1042
	%age	0.3%	6.2%	77.7%	15.7%	100.0%
MTNL	Count	14	46	810	197	1067
	%age	1.3%	4.3%	75.9%	18.5%	100.0%
Total	Count	25	205	3104	902	4236
	%age	0.6%	4.8%	73.3%	21.3%	100.0%

Please Specify the reasons.							
Service Provider		BILLING PROBLEM	MAINTAINABILITY	HELPLINE SERVICE/CUSTOMER CARE	NETWORK PERFORMANCE, RELIABILITY	SUPPLEMENTARY SERVICES	TOTAL
Bharti	Count	11	5	3	27	16	37
	%age	29.7%	13.5%	8.1%	73.0%	43.2%	100.0%
Rel Comm	Count	67	23	33	52	26	65
	%age	103.1%	35.4%	50.8%	80.0%	40.0%	100.0%
Tata Teleservices	Count	43	24	38	79	41	68
	%age	63.2%	35.3%	55.9%	116.2%	60.3%	100.0%
MTNL	Count	32	43	42	81	46	60
	%age	53.3%	71.7%	70.0%	135.0%	76.7%	100.0%
Total	Count	153	95	116	239	129	230
	%age	66.5%	41.3%	50.4%	103.9%	56.1%	100.0%

GENERAL INFORMATION

Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service Provider		Yes	No	Total
BHARTI	Count	90	117	207
	Row %	43.5%	56.5%	100.0%
RelCom	Count	98	74	172
	Row %	57.0%	43.0%	100.0%
Tata Teleservices	Count	99	92	191
	Row %	51.8%	48.2%	100.0%
MTNL	Count	41	79	120
	Row %	34.2%	65.8%	100.0%
Total	Count	328	362	690
	Row %	47.5%	52.5%	100.0%

Have you terminated your mobile phone connection in last 12 months?				
Service Provider		Yes	No	Total
BHARTI	Count	114	953	1067
	Row %	10.7%	89.3%	100.0%
RelCom	Count	129	931	1060
	Row %	12.2%	87.8%	100.0%
Tata Teleservices	Count	69	973	1042
	Row %	6.6%	93.4%	100.0%
MTNL	Count	150	917	1067
	Row %	14.1%	85.9%	100.0%
Total	Count	462	3774	4236
	Row %	10.9%	89.1%	100.0%

If yes, Please name your previous service provider?						
Service Provider		BHARTI	Rel Comm	Tata Teleservices	MTNL	Total
BHARTI	Count	0	46	34	34	114
	Row %	0.0%	40.4%	29.8%	29.8%	100.0%
Rel Comm	Count	67	0	28	24	129
	Row %	51.9%	0.0%	21.7%	18.6%	100.0%
Tata Teleservices	Count	37	0	11	21	69
	Row %	53.6%	0.0%	15.9%	30.4%	100.0%
MTNL	Count	88	39	23	0	150
	Row %	58.7%	26.0%	15.3%	0.0%	100.0%
Total	Count	192	85	96	79	462
	Row %	41.6%	18.4%	20.8%	17.1%	100.0%

How many days were taken by previous service provider for termination of your mobile phone connection?						
Service Provider		More than 7 days	4-7days	2-3 days	1 day	Total
BHARTI	Count	37	43	30	4	114
	Row %	32.5%	37.7%	26.3%	3.5%	100.0%
Rel Comm	Count	29	59	33	8	129
	Row %	22.5%	45.7%	25.6%	6.2%	100.0%
Tata Teleservices	Count	12	31	19	7	69
	Row %	17.4%	44.9%	27.5%	10.1%	100.0%
MTNL	Count	41	77	28	4	150
	Row %	27.3%	51.3%	18.7%	2.7%	100.0%
Total	Count	119	210	110	23	462
	Row %	25.8%	45.5%	23.8%	5.0%	100.0%

Did your service provider adjust your security deposit in the bill raised after you requested for termination?				
Service Provider		Yes	No	Total
BHARTI	Count	91	23	114
	Row %	79.8%	20.2%	100.0%
Rel Comm	Count	111	18	129
	Row %	86.0%	14.0%	100.0%
Tata Teleservices	Count	59	10	69
	Row %	85.5%	14.5%	100.0%
MTNL	Count	131	19	150
	Row %	87.3%	12.7%	100.0%
Total	Count	392	70	462
	Row %	84.8%	15.2%	100.0%

Have you registered your telephone number for do not call(DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?					
Service Provider		Do not mind receiving such calls/SMS	Yes	No	Total
BHARTI	Count	588	144	335	1067
	Row %	55.1%	13.5%	31.4%	100.0%
RelCom	Count	451	179	430	1060
	Row %	42.5%	16.9%	40.6%	100.0%
Tata Teleservices	Count	495	116	431	1042
	Row %	47.5%	11.1%	41.4%	100.0%
MTNL	Count	654	205	208	1067
	Row %	61.3%	19.2%	19.5%	100.0%
Total	Count	2187	644	1405	4236
	Row %	51.6%	15.2%	33.2%	100.0%

Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?						
Service Provider		Continued receiving	Slight Decrease	Considerable Decrease	Stop receiving	Total
BHARTI	Count	8	32	39	65	144
	Row %	5.6%	22.2%	27.1%	45.1%	100.0%
RelCom	Count	13	26	42	98	179
	Row %	7.3%	14.5%	23.4%	54.7%	100.0%
Tata Teleservices	Count	2	9	38	67	116
	Row %	1.7%	7.8%	32.9%	57.9%	100.0%
MTNL	Count	5	23	46	131	205
	Row %	2.4%	11.2%	22.5%	63.9%	100.0%
Total	Count	16	10	22	87	644
	Row %	2.5%	1.6%	3.4%	13.5%	100.0%

CELLULAR MOBILE

Service Provisioning

When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	129	55	883	1067
	%age	12.1%	5.2%	82.8%	100.0%
Vodafone	Count	140	25	902	1067
	%age	13.1%	2.3%	84.5%	100.0%
Idea Cellular	Count	193	79	795	1067
	%age	18.1%	7.4%	74.5%	100.0%
Rel Comm	Count	241	13	813	1067
	%age	22.6%	1.2%	76.2%	100.0%
Aircel	Count	655	74	333	1062
	%age	61.7%	7.0%	31.4%	100.0%
Tata Teleservices	Count	168	43	856	1067
	%age	15.7%	4.0%	80.2%	100.0%
MTNL	Count	105	31	931	1067
	%age	9.8%	2.9%	87.3%	100.0%
Total	Count	1631	320	5513	7464
	%age	21.9%	4.3%	73.9%	100.0%

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

Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	1	1	71	111	184
	%age	0.5%	0.5%	38.6%	60.3%	100.0%
Vodafone	Count	0	2	31	132	165
	%age	0.0%	1.2%	18.8%	80.0%	100.0%
Idea Cellular	Count	2	1	77	192	272
	%age	0.7%	0.4%	28.3%	70.6%	100.0%
Rel Comm	Count	0	8	106	140	254
	%age	0.0%	3.1%	41.7%	55.1%	100.0%
Aircel	Count	9	102	300	318	729
	%age	1.2%	14.0%	41.2%	43.6%	100.0%
Tata Teleservices	Count	0	1	118	92	211
	%age	0.0%	0.5%	55.9%	43.6%	100.0%
MTNL	Count	0	2	55	79	136
	%age	0.0%	1.5%	40.4%	58.1%	100.0%
Total	Count	12	117	758	1064	1951
	%age	0.6%	6.0%	38.9%	54.5%	100.0%

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

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	3	142	39	184
	%age	0.0%	1.6%	77.2%	21.2%	100.0%
Vodafone	Count	0	1	121	43	165
	%age	0.0%	0.6%	73.3%	26.1%	100.0%
Idea Cellular	Count	0	22	166	84	272
	%age	0.0%	8.1%	61.0%	30.9%	100.0%
Rel Comm	Count	0	8	192	54	254
	%age	0.0%	3.1%	75.6%	21.3%	100.0%
Aircel	Count	6	72	567	84	729
	%age	0.8%	9.9%	77.8%	11.5%	100.0%
Tata Teleservices	Count	3	4	179	25	211
	%age	1.4%	1.9%	84.8%	11.8%	100.0%
MTNL	Count	0	4	113	19	136
	%age	0.0%	2.9%	83.1%	14.0%	100.0%
Total	Count	9	114	1480	348	1951
	%age	0.5%	5.8%	75.9%	17.8%	100.0%

4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment; Service Provider Wise

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	5	150	170	326
	%age	0.3%	1.5%	46.0%	52.1%	100.0%
Vodafone	Count	0	7	82	84	173
	%age	0.0%	4.0%	47.4%	48.6%	100.0%
Idea Cellular	Count	1	5	37	68	111
	%age	0.9%	4.5%	33.3%	61.3%	100.0%
Rel Comm	Count	0	3	118	126	247
	%age	0.0%	1.2%	47.8%	51.0%	100.0%
Aircel	Count	6	34	122	24	186
	%age	3.2%	18.3%	65.6%	12.9%	100.0%
Tata Teleservices	Count	0	8	93	115	216
	%age	0.0%	3.7%	43.1%	53.2%	100.0%
MTNL	Count	0	16	37	80	133
	%age	0.0%	12.0%	27.8%	60.2%	100.0%
Total	Count	8	78	639	667	1392
	%age	0.6%	5.6%	45.9%	47.9%	100.0%

BILLING-PREPAID

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	32	731	112	875
	%age	0.0%	3.7%	83.5%	12.8%	100.00%
Vodafone	Count	1	35	592	151	779
	%age	0.1%	4.5%	76.0%	19.4%	100.00%
Idea Cellular	Count	2	98	650	101	851
	%age	0.2%	11.5%	76.4%	11.9%	100.00%
Rel Comm	Count	11	60	552	75	698
	%age	1.6%	8.6%	79.1%	10.7%	100.00%
Aircel	Count	15	41	708	61	825
	%age	1.8%	5.0%	85.8%	7.4%	100.00%
Tata Teleservices	Count	16	84	823	69	992
	%age	1.6%	8.5%	83.0%	7.0%	100.00%
MTNL	Count	7	14	647	83	751
	%age	0.9%	1.9%	86.2%	11.1%	100.00%
Total	Count	52	364	4703	652	5771
	%age	0.9%	6.3%	81.5%	11.3%	100.00%

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

Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	8	11	7	9	32
	%age	25.0%	34.4%	21.9%	28.1%	100.0%
Vodafone	Count	8	6	15	13	36
	%age	22.2%	16.7%	41.7%	36.1%	100.0%
Idea Cellular	Count	15	19	51	33	100
	%age	15.0%	19.0%	51.0%	33.0%	100.0%
Rel Comm	Count	5	12	49	9	71
	%age	7.0%	16.9%	69.0%	12.7%	100.0%
Aircel	Count	9	10	33	11	56
	%age	16.1%	17.9%	58.9%	19.6%	100.0%
Tata Teleservices	Count	19	21	57	14	100
	%age	19.0%	21.0%	57.0%	14.0%	100.0%
MTNL	Count	2	4	12	7	21
	%age	9.5%	19.0%	57.1%	33.3%	100.0%
Total	Count	66	83	224	96	416
	%age	15.9%	20.0%	53.8%	23.1%	100.0%

Q.5(c) Have you made any complaint related to charging / credit/waiver/validity/adjustment an last 12 months.				
Service provider		Yes	No	Total
Bharti	Count	140	735	875
	%age	16.0%	84.0%	100.00%
Vodafone	Count	212	567	779
	%age	27.2%	72.8%	100.00%
Idea Cellular	Count	286	565	851
	%age	33.6%	66.4%	100.00%
Rel Comm	Count	243	455	698
	%age	34.8%	65.2%	100.00%
Aircel	Count	96	729	825
	%age	11.6%	88.4%	100.00%
Tata Teleservices	Count	289	703	992
	%age	29.1%	70.9%	100.00%
MTNL	Count	168	583	751
	%age	22.4%	77.6%	100.00%
Total	Count	1434	4337	5771
	%age	24.8%	75.2%	100.00%

Q.5(d) How satisfied are you with the process of resolution of complaints relating to charging?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	19	91	29	140
	%age	0.7%	13.6%	65.0%	20.7%	100.00%
Vodafone	Count	0	17	154	41	212
	%age	0.0%	8.0%	72.6%	19.3%	100.00%
Idea Cellular	Count	3	58	183	42	286
	%age	1.0%	20.3%	64.0%	14.7%	100.00%
Rel Comm	Count	3	42	175	23	243
	%age	1.2%	17.3%	72.0%	9.5%	100.00%
Aircel	Count	2	17	65	12	96
	%age	2.1%	17.7%	67.7%	12.5%	100.00%
Tata Teleservices	Count	8	60	210	11	289
	%age	2.8%	20.8%	72.7%	3.8%	100.00%
MTNL	Count	0	23	129	16	168
	%age	0.0%	13.7%	76.8%	9.5%	100.00%
Total	Count	17	236	1007	174	1434
	%age	1.2%	16.5%	70.2%	12.1%	100.00%

BILLING POSTPAID

6. How satisfied are you with the timely delivery of bills; Service Provider Wise						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	2	141	48	192
	%age	0.5%	1.0%	73.4%	25.0%	100.0%
Vodafone	Count	2	12	243	31	288
	%age	0.7%	4.2%	84.4%	10.8%	100.0%
Idea Cellular	Count	2	5	175	34	216
	%age	0.9%	2.3%	81.0%	15.7%	100.0%
Rel Comm	Count	5	12	280	72	369
	%age	1.4%	3.3%	75.9%	19.5%	100.0%
Aircel	Count	0	3	181	53	237
	%age	0.0%	1.3%	76.4%	22.4%	100.0%
Tata Teleservices	Count	0	16	59	0	75
	%age	0.0%	21.3%	78.7%	0.0%	100.0%
MTNL	Count	0	9	285	22	316
	%age	0.0%	2.8%	90.2%	7.0%	100.0%
Total	Count	10	59	1364	260	1693
	%age	0.6%	3.5%	80.6%	15.4%	100.0%

7 (a) How satisfied are you with the accuracy of the bills; Service Provider Wise						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	27	129	36	192
	%age	0.0%	14.1%	67.2%	18.8%	100.0%
Vodafone	Count	0	23	237	28	288
	%age	0.0%	8.0%	82.3%	9.7%	100.0%
Idea Cellular	Count	1	31	140	44	216
	%age	0.5%	14.4%	64.8%	20.4%	100.0%
Rel Comm	Count	3	39	276	51	369
	%age	0.8%	10.6%	74.8%	13.8%	100.0%
Aircel	Count	0	29	181	27	237
	%age	0.0%	12.2%	76.4%	11.4%	100.0%
Tata Teleservices	Count	0	5	53	17	75
	%age	0.0%	6.7%	70.7%	22.7%	100.0%
MTNL	Count	1	40	220	55	316
	%age	0.3%	12.7%	69.6%	17.4%	100.0%
Total	Count	5	194	1236	258	1693
	%age	0.3%	11.5%	73.0%	15.2%	100.0%

7 (b) Please specify the reason(s)						
Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	2	5	13	11	27
	%age	7.4%	18.5%	48.1%	40.7%	100.0%
Vodafone	Count	6	6	10	7	23
	%age	26.1%	26.1%	43.5%	30.4%	100.0%
Idea Cellular	Count	1	14	14	7	32
	%age	3.1%	43.8%	43.8%	21.9%	100.0%
Rel Comm	Count	3	12	17	17	42
	%age	7.1%	28.6%	40.5%	40.5%	100.0%
Aircel	Count	2	14	7	10	29
	%age	6.9%	48.3%	24.1%	34.5%	100.0%
Tata Teleservices	Count	1	3	3	1	5
	%age	20.0%	60.0%	60.0%	20.0%	100.0%
MTNL	Count	1	16	19	12	41
	%age	2.4%	39.0%	46.3%	29.3%	100.0%
Total	Count	16	70	83	65	199
	%age	8.0%	35.2%	41.7%	32.7%	100.0%

8. Have you made any billing related complaints in last 12 months; Service Provider Wise				
Service provider		Yes	No	Total
Bharti	Count	68	124	192
	%age	35.4%	64.6%	100.0%
Vodafone	Count	71	217	288
	%age	24.7%	75.3%	100.0%
Idea Cellular	Count	72	144	216
	%age	33.3%	66.7%	100.0%
Rel Comm	Count	94	275	369
	%age	25.5%	74.5%	100.0%
Aircel	Count	52	185	237
	%age	21.9%	78.1%	100.0%
Tata Teleservices	Count	22	53	75
	%age	29.3%	70.7%	100.0%
MTNL	Count	104	212	316
	%age	32.9%	67.1%	100.0%
Total	Count	483	1210	1693
	%age	28.5%	71.5%	100.0%

9. How satisfied are you with the process of resolution of billing complaints; Service Provider Wise						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	15	41	12	68
	%age	0.0%	22.1%	60.3%	17.6%	100.0%
Vodafone	Count	1	21	28	21	71
	%age	1.4%	29.6%	39.4%	29.6%	100.0%
Idea Cellular	Count	1	16	47	8	72
	%age	1.4%	22.2%	65.3%	11.1%	100.0%
Rel Comm	Count	1	16	68	9	94
	%age	1.1%	17.0%	72.3%	9.6%	100.0%
Aircel	Count	0	12	29	11	52
	%age	0.0%	23.1%	55.8%	21.2%	100.0%
Tata Teleservices	Count	0	2	15	5	22
	%age	0.0%	9.1%	68.2%	22.7%	100.0%
MTNL	Count	2	25	51	26	104
	%age	1.9%	24.0%	49.0%	25.0%	100.0%
Total	Count	5	107	279	92	483
	%age	1.0%	22.2%	57.8%	19.0%	100.0%

10 (a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability; Service Provider Wise						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	13	170	9	192
	%age	0.0%	6.8%	88.5%	4.7%	100.0%
Vodafone	Count	0	18	246	24	288
	%age	0.0%	6.3%	85.4%	8.3%	100.0%
Idea Cellular	Count	2	20	183	11	216
	%age	0.9%	9.3%	84.7%	5.1%	100.0%
Rel Comm	Count	0	32	305	32	369
	%age	0.0%	8.7%	82.7%	8.7%	100.0%
Aircel	Count	0	32	176	29	237
	%age	0.0%	13.5%	74.3%	12.2%	100.0%
Tata Teleservices	Count	0	5	68	2	75
	%age	0.0%	6.7%	90.7%	2.7%	100.0%
MTNL	Count	0	11	295	10	316
	%age	0.0%	3.5%	93.4%	3.2%	100.0%
Total	Count	2	131	1443	117	1693
	%age	0.1%	7.7%	85.2%	6.9%	100.0%

10 (b) Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Total
Bharti	Count	1	2	4	11	13
	%age	7.7%	15.4%	30.8%	84.6%	100.0%
Vodafone	Count	0	1	2	16	18
	%age	0.0%	5.6%	11.1%	88.9%	100.0%
Idea Cellular	Count	0	4	7	15	22
	%age	0.0%	18.2%	31.8%	68.2%	100.0%
Rel Comm	Count	0	6	11	17	32
	%age	0.0%	18.8%	34.4%	53.1%	100.0%
Aircel	Count	1	7	10	18	32
	%age	7.7%	21.9%	31.3%	56.3%	100.0%
Tata Teleservices	Count	0	1	2	4	5
	%age	0.0%	20.0%	40.0%	80.0%	100.0%
MTNL	Count	0	1	5	9	11
	%age	0.0%	20.0%	100.0%	180.0%	100.0%
Total	Count	2	22	41	90	133
	%age	1.5%	16.5%	30.8%	67.7%	100.0%

HELPLINE SERVICES

Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise				
Service provider		YES	NO	Total
Bharti	Count	761	306	1067
	%age	71.3%	28.7%	100.0%
Vodafone	Count	806	261	1067
	%age	75.5%	24.5%	100.0%
Idea Cellular	Count	863	204	1067
	%age	80.9%	19.1%	100.0%
Rel Comm	Count	716	351	1067
	%age	67.1%	32.9%	100.0%
Aircel	Count	658	404	1062
	%age	62.0%	38.0%	100.0%
Tata Teleservices	Count	801	266	1067
	%age	75.1%	24.9%	100.0%
MTNL	Count	770	297	1067
	%age	72.2%	27.8%	100.0%
Total	Count	5375	2089	7464
	%age	72.0%	28.0%	100.0%

How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	2	28	613	118	761
	%age	0.3%	3.7%	80.6%	15.5%	100.0%
Vodafone	Count	2	64	632	108	806
	%age	0.2%	7.9%	78.4%	13.4%	100.0%
Idea Cellular	Count	20	69	705	69	863
	%age	2.3%	8.0%	81.7%	8.0%	100.0%
Rel Comm	Count	16	47	595	58	716
	%age	2.2%	6.6%	83.1%	8.1%	100.0%
Aircel	Count	8	70	495	85	658
	%age	1.2%	10.6%	75.2%	12.9%	100.0%
Tata Teleservices	Count	11	62	649	79	801
	%age	1.4%	7.7%	81.0%	9.9%	100.0%
MTNL	Count	7	71	663	29	770
	%age	0.9%	9.2%	86.1%	3.8%	100.0%
Total	Count	66	411	4352	546	5375
	%age	1.2%	7.6%	81.0%	10.2%	100.0%

How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	5	27	474	255	761
	%age	0.7%	3.5%	62.3%	33.5%	100.0%
Vodafone	Count	9	52	507	238	806
	%age	1.1%	6.5%	62.9%	29.5%	100.0%
Idea Cellular	Count	13	96	570	184	863
	%age	1.5%	11.1%	66.0%	21.3%	100.0%
Rel Comm	Count	18	62	486	150	716
	%age	2.5%	8.7%	67.9%	20.9%	100.0%
Aircel	Count	10	65	336	247	658
	%age	1.5%	9.9%	51.1%	37.5%	100.0%
Tata Teleservices	Count	12	74	541	174	801
	%age	1.5%	9.2%	67.5%	21.7%	100.0%
MTNL	Count	5	61	480	224	770
	%age	0.6%	7.9%	62.3%	29.1%	100.0%
Total	Count	72	437	3394	1472	5375
	%age	1.3%	8.1%	63.1%	27.4%	100.0%

How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	3	50	383	325	761
	%age	0.4%	6.6%	50.3%	42.7%	100.0%
Vodafone	Count	2	87	481	236	806
	%age	0.2%	10.8%	59.7%	29.3%	100.0%
Idea Cellular	Count	12	144	514	193	863
	%age	1.4%	16.7%	59.6%	22.4%	100.0%
Rel Comm	Count	15	104	408	189	716
	%age	2.1%	14.5%	57.0%	26.4%	100.0%
Aircel	Count	10	84	394	170	658
	%age	1.5%	12.8%	59.9%	25.8%	100.0%
Tata Teleservices	Count	17	114	450	220	801
	%age	2.1%	14.2%	56.2%	27.5%	100.0%
MTNL	Count	6	120	424	220	770
	%age	0.8%	15.6%	55.1%	28.6%	100.0%
Total	Count	65	703	3054	1553	5375
	%age	1.2%	13.1%	56.8%	28.9%	100.0%

How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	3	60	591	107	761
	%age	0.4%	7.9%	77.7%	14.1%	100.0%
Vodafone	Count	3	92	626	85	806
	%age	0.4%	11.4%	77.7%	10.5%	100.0%
Idea Cellular	Count	15	112	664	72	863
	%age	1.7%	13.0%	76.9%	8.3%	100.0%
Rel Comm	Count	16	81	554	65	716
	%age	2.2%	11.3%	77.4%	9.1%	100.0%
Aircel	Count	12	85	507	54	658
	%age	1.8%	12.9%	77.1%	8.2%	100.0%
Tata Teleservices	Count	12	109	628	52	801
	%age	1.5%	13.6%	78.4%	6.5%	100.0%
MTNL	Count	6	112	620	32	770
	%age	0.8%	14.5%	80.5%	4.2%	100.0%
Total	Count	67	651	4190	467	5375
	%age	1.2%	12.1%	78.0%	8.7%	100.0%

NETWORK PERFORMANCE

How satisfied are you with the availability of signal of your service provider in your locality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	22	608	437	1067
	%age	0.0%	2.1%	57.0%	41.0%	100.0%
Vodafone	Count	2	33	714	318	1067
	%age	0.2%	3.1%	66.9%	29.8%	100.0%
Idea Cellular	Count	6	105	637	319	1067
	%age	0.6%	9.8%	59.7%	29.9%	100.0%
Rel Comm	Count	25	91	726	225	1067
	%age	2.3%	8.5%	68.0%	21.1%	100.0%
Aircel	Count	3	69	808	182	1062
	%age	0.3%	6.5%	76.1%	17.1%	100.0%
Tata Teleservices	Count	66	145	650	206	1067
	%age	6.2%	13.6%	60.9%	19.3%	100.0%
MTNL	Count	7	212	729	119	1067
	%age	0.7%	19.9%	68.3%	11.2%	100.0%
Total	Count	109	677	4872	1806	7464
	%age	1.5%	9.1%	65.3%	24.2%	100.0%

How satisfied are you with the ability to make or receive calls easily?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	6	20	486	555	1067
	%age	0.6%	1.9%	45.5%	52.0%	100.0%
Vodafone	Count	0	35	544	488	1067
	%age	0.0%	3.3%	51.0%	45.7%	100.0%
Idea Cellular	Count	2	79	649	337	1067
	%age	0.2%	7.4%	60.8%	31.6%	100.0%
Rel Comm	Count	15	81	691	280	1067
	%age	1.4%	7.6%	64.8%	26.2%	100.0%
Aircel	Count	2	70	652	338	1062
	%age	0.2%	6.6%	61.4%	31.8%	100.0%
Tata Teleservices	Count	60	115	657	235	1067
	%age	5.6%	10.8%	61.6%	22.0%	100.0%
MTNL	Count	14	119	642	292	1067
	%age	1.3%	11.2%	60.2%	27.4%	100.0%
Total	Count	99	519	4321	2525	7464
	%age	1.3%	7.0%	57.9%	33.8%	100.0%

How often does your call drops during conversation?						
Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	13	580	474	1067
	%age	0.0%	1.2%	54.4%	44.4%	100.0%
Vodafone	Count	2	13	533	519	1067
	%age	0.2%	1.2%	50.0%	48.6%	100.0%
Idea Cellular	Count	7	62	630	368	1067
	%age	0.7%	5.8%	59.0%	34.5%	100.0%
Rel Comm	Count	17	79	603	368	1067
	%age	1.6%	7.4%	56.5%	34.5%	100.0%
Aircel	Count	4	45	730	283	1062
	%age	0.4%	4.2%	68.7%	26.6%	100.0%
Tata Teleservices	Count	49	145	593	280	1067
	%age	4.6%	13.6%	55.6%	26.2%	100.0%
MTNL	Count	9	119	581	358	1067
	%age	0.8%	11.2%	54.5%	33.6%	100.0%
Total	Count	88	476	4250	2650	7464
	%age	1.2%	6.4%	56.9%	35.5%	100.0%

How satisfied are you with the voice quality?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	12	625	430	1067
	%age	0.0%	1.1%	58.6%	40.3%	100.0%
Vodafone	Count	1	13	668	385	1067
	%age	0.1%	1.2%	62.6%	36.1%	100.0%
Idea Cellular	Count	6	46	728	287	1067
	%age	0.6%	4.3%	68.2%	26.9%	100.0%
Rel Comm	Count	13	76	760	218	1067
	%age	1.2%	7.1%	71.2%	20.4%	100.0%
Aircel	Count	2	53	836	171	1062
	%age	0.2%	5.0%	78.7%	16.1%	100.0%
Tata Teleservices	Count	56	120	695	196	1067
	%age	5.2%	11.2%	65.1%	18.4%	100.0%
MTNL	Count	16	92	744	215	1067
	%age	1.5%	8.6%	69.7%	20.1%	100.0%
Total	Count	94	412	5056	1902	7464
	%age	1.3%	5.5%	67.7%	25.5%	100.0%

MAINTAINABILITY

How often your mobile handsets faces problem of signal?						
Service provider		Never	Occasionaly	Frequently	Very Frequently	Total
Bharti	Count	1	17	400	649	1067
	%age	0.1%	1.6%	37.5%	60.8%	100.0%
Vodafone	Count	1	12	486	568	1067
	%age	0.1%	1.1%	45.5%	53.2%	100.0%
Idea Cellular	Count	6	64	474	523	1067
	%age	0.6%	6.0%	44.4%	49.0%	100.0%
Rel Comm	Count	5	86	515	461	1067
	%age	0.5%	8.1%	48.3%	43.2%	100.0%
Aircel	Count	1	52	661	348	1062
	%age	0.1%	4.9%	62.2%	32.8%	100.0%
Tata Teleservices	Count	5	165	423	474	1067
	%age	0.5%	15.5%	39.6%	44.4%	100.0%
MTNL	Count	2	106	414	545	1067
	%age	0.2%	9.9%	38.8%	51.1%	100.0%
Total	Count	21	502	3373	3568	7464
	%age	0.3%	6.7%	45.2%	47.8%	100.0%

How satisfied are you with the availability of network signal?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	24	678	364	1067
	%age	0.1%	2.2%	63.5%	34.1%	100.0%
Vodafone	Count	0	32	685	350	1067
	%age	0.0%	3.0%	64.2%	32.8%	100.0%
Idea Cellular	Count	1	88	694	284	1067
	%age	0.1%	8.2%	65.0%	26.6%	100.0%
Rel Comm	Count	10	105	787	165	1067
	%age	0.9%	9.8%	73.8%	15.5%	100.0%
Aircel	Count	2	59	782	219	1062
	%age	0.2%	5.6%	73.6%	20.6%	100.0%
Tata Teleservices	Count	15	171	665	216	1067
	%age	1.4%	16.0%	62.3%	20.2%	100.0%
MTNL	Count	4	146	744	173	1067
	%age	0.4%	13.7%	69.7%	16.2%	100.0%
Total	Count	33	625	5035	1771	7464
	%age	0.4%	8.4%	67.5%	23.7%	100.0%

Are you satisfied with the restoration of network (signal) problems?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	6	47	813	201	1067
	%age	0.6%	4.4%	76.2%	18.8%	100.0%
Vodafone	Count	2	30	825	210	1067
	%age	0.2%	2.8%	77.3%	19.7%	100.0%
Idea Cellular	Count	5	89	820	153	1067
	%age	0.5%	8.3%	76.9%	14.3%	100.0%
Rel Comm	Count	16	100	820	131	1067
	%age	1.5%	9.4%	76.9%	12.3%	100.0%
Aircel	Count	41	74	804	143	1062
	%age	3.9%	7.0%	75.7%	13.5%	100.0%
Tata Teleservices	Count	22	165	810	70	1067
	%age	2.1%	15.5%	75.9%	6.6%	100.0%
MTNL	Count	11	134	788	134	1067
	%age	1.0%	12.6%	73.9%	12.6%	100.0%
Total	Count	103	639	5680	1042	7464
	%age	1.4%	8.6%	76.1%	14.0%	100.0%

Do you use value added services like roaming, ringtone,GPRS,e-mail,voice mail or any other such services?				
Service provider		Yes	No	Total
Bharti	Count	406	661	1067
	%age	38.1%	61.9%	100.0%
Vodafone	Count	457	610	1067
	%age	42.8%	57.2%	100.0%
Idea Cellular	Count	352	715	1067
	%age	33.0%	67.0%	100.0%
Rel Comm	Count	389	678	1067
	%age	36.5%	63.5%	100.0%
Aircel	Count	517	545	1062
	%age	48.7%	51.3%	100.0%
Tata Teleservices	Count	338	729	1067
	%age	31.7%	68.3%	100.0%
MTNL	Count	380	687	1067
	%age	35.6%	64.4%	100.0%
Total	Count	2839	4625	7464
	%age	38.0%	62.0%	100.0%

Did the service provider have your explicit consent before providing the chargable value added service such as ringtone, emails/ GPRS,voice mail etc.				
Service provider		Yes	No	Total
Bharti	Count	336	70	406
	%age	82.8%	17.2%	100.0%
Vodafone	Count	357	100	457
	%age	78.1%	21.9%	100.0%
Idea Cellular	Count	257	95	352
	%age	73.0%	27.0%	100.0%
Rel Comm	Count	305	84	389
	%age	78.4%	21.6%	100.0%
Aircel	Count	445	72	517
	%age	86.1%	13.9%	100.0%
Tata Teleservices	Count	268	70	338
	%age	79.3%	20.7%	100.0%
MTNL	Count	316	64	380
	%age	83.2%	16.8%	100.0%
Total	Count	2284	555	2839
	%age	80.5%	19.5%	100.0%

How satisfied are you with the quality of supplementary/ value added services provided?						
Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	4	34	326	42	406
	%age	1.0%	8.4%	80.3%	10.3%	100.0%
Vodafone	Count	6	32	330	89	457
	%age	1.3%	7.0%	72.2%	19.5%	100.0%
Idea Cellular	Count	2	44	273	33	352
	%age	0.6%	12.5%	77.6%	9.4%	100.0%
Rel Comm	Count	6	64	288	31	389
	%age	1.5%	16.5%	74.0%	8.0%	100.0%
Aircel	Count	21	51	383	62	517
	%age	4.1%	9.9%	74.1%	12.0%	100.0%
Tata Teleservices	Count	2	55	266	15	338
	%age	0.6%	16.3%	78.7%	4.4%	100.0%
MTNL	Count	3	47	306	24	380
	%age	0.8%	12.4%	80.5%	6.3%	100.0%
Total	Count	44	327	2172	296	2839
	%age	1.5%	11.5%	76.5%	10.4%	100.0%

Have you been informed the telephone numbers / toll free codes for unsubscribing the value added service(VAS), after activation of VAS or before renewal / recharging of VAS?				
Service provider		Yes	No	Total
Bharti	Count	352	54	406
	%age	86.7%	13.3%	100.0%
Vodafone	Count	386	71	457
	%age	84.5%	15.5%	100.0%
Idea Cellular	Count	256	96	352
	%age	72.7%	27.3%	100.0%
Rel Comm	Count	275	114	389
	%age	70.7%	29.3%	100.0%
Aircel	Count	329	188	517
	%age	63.6%	36.4%	100.0%
Tata Teleservices	Count	282	56	338
	%age	83.4%	16.6%	100.0%
MTNL	Count	284	96	380
	%age	74.7%	25.3%	100.0%
Total	Count	2164	675	2839
	%age	76.2%	23.8%	100.0%

Have you been informed of the charges of value added services before its activation and immediately after its activation?						
Service provider		Yes before and after activation	Yes only after activation	Yes only before activation	No in both Cases	Total
Bharti	Count	103	83	137	83	406
	%age	25.4%	20.4%	33.7%	20.4%	100.0%
Vodafone	Count	77	156	162	62	457
	%age	16.8%	34.1%	35.4%	13.6%	100.0%
Idea Cellular	Count	55	120	115	62	352
	%age	15.6%	34.1%	32.7%	17.6%	100.0%
Rel Comm	Count	51	154	148	36	389
	%age	13.1%	39.6%	38.0%	9.3%	100.0%
Aircel	Count	68	233	161	55	517
	%age	13.2%	45.1%	31.1%	10.6%	100.0%
Tata Teleservices	Count	50	149	103	36	338
	%age	14.8%	44.1%	30.5%	10.7%	100.0%
MTNL	Count	86	137	121	36	380
	%age	22.6%	36.1%	31.8%	9.5%	100.0%
Total	Count	490	1032	947	370	2839
	%age	17.3%	36.4%	33.4%	13.0%	100.0%

Have you been informed of the charges for value added service(VAS) in advance of its renewal/ recharging				
Service provider		Yes	No	Total
Bharti	Count	291	115	406
	%age	71.7%	28.3%	100.0%
Vodafone	Count	297	160	457
	%age	65.0%	35.0%	100.0%
Idea Cellular	Count	211	141	352
	%age	59.9%	40.1%	100.0%
Rel Comm	Count	280	109	389
	%age	72.0%	28.0%	100.0%
Aircel	Count	280	237	517
	%age	54.2%	45.8%	100.0%
Tata Teleservices	Count	256	82	338
	%age	75.7%	24.3%	100.0%
MTNL	Count	294	86	380
	%age	77.4%	22.6%	100.0%
Total	Count	1909	930	2839
	%age	67.2%	32.8%	100.0%

OVERALL SATISFACTION

How satisfied are you with the overall quality of your mobile service; Service provider wise						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	56	712	294	1067
	%age	0.5%	5.2%	66.7%	27.6%	100.0%
Vodafone	Count	1	49	766	251	1067
	%age	0.1%	4.6%	71.8%	23.5%	100.0%
Idea Cellular	Count	15	109	791	152	1067
	%age	1.4%	10.2%	74.1%	14.2%	100.0%
Rel Comm	Count	21	135	780	131	1067
	%age	2.0%	12.7%	73.1%	12.3%	100.0%
Aircel	Count	54	72	767	169	1062
	%age	5.1%	6.8%	72.2%	15.9%	100.0%
Tata Teleservices	Count	34	186	776	71	1067
	%age	3.2%	17.4%	72.7%	6.7%	100.0%
MTNL	Count	11	141	836	79	1067
	%age	1.0%	13.2%	78.4%	7.4%	100.0%
Total	Count	141	748	5428	1147	7464
	%age	1.9%	10.0%	72.7%	15.4%	100.0%

Please specify the reason(s) for your dissatisfaction.					
OPERATOR		BILLING PROBLEM	NETWORK PROBLEM.	PROBLEM WITH HELPLINE/CUSTOMER CARE	TOTAL
Bharti	Count	17	25	29	61
	%age	27.9%	41.0%	47.5%	
Vodafone	Count	16	16	21	50
	%age	32.0%	32.0%	42.0%	
Idea Cellular	Count	47	56	44	124
	%age	37.9%	45.2%	35.5%	
Rel Comm	Count	49	63	54	156
	%age	31.4%	40.4%	34.6%	
Aircel	Count	23	69	46	126
	%age	18.3%	54.8%	36.5%	
Tata Teleservices	Count	68	82	77	220
	%age	30.9%	37.3%	35.0%	
MTNL	Count	39	65	64	152
	%age	25.7%	42.8%	42.1%	
Total	Count	259	376	335	889
	%age	29.1%	42.3%	37.7%	

GENERAL INFORMATION

Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service provider		Yes	No	Total
Bharti	Count	101	83	184
	%age	54.9%	45.1%	100.0%
Vodafone	Count	101	64	165
	%age	61.2%	38.8%	100.0%
Idea Cellular	Count	115	157	272
	%age	42.3%	57.7%	100.0%
Rel Comm	Count	125	129	254
	%age	49.2%	50.8%	100.0%
Aircel	Count	346	383	729
	%age	47.5%	52.5%	100.0%
Tata Teleservices	Count	95	116	211
	%age	45.0%	55.0%	100.0%
MTNL	Count	58	78	136
	%age	42.6%	57.4%	100.0%
Total	Count	941	1010	1951
	%age	48.2%	51.8%	100.0%

How many days were taken by previous service provider for termination of your mobile phone connection?						
Previous service providers		More than 7 days	4-7 days	2-3 days	1 day	Total
Bharti	Count	1	23	144	215	383
	%age	0.3%	6.0%	37.6%	56.1%	100.0%
Vodafone	Count	7	29	127	64	227
	%age	3.1%	12.8%	55.9%	28.2%	100.0%
Idea Cellular	Count	3	61	45	64	173
	%age	1.7%	35.3%	26.0%	37.0%	100.0%
Rel Comm	Count	3	33	218	94	348
	%age	0.9%	9.5%	62.6%	27.0%	100.0%
Aircel	Count	3	78	14	30	125
	%age	2.4%	62.4%	11.2%	24.0%	100.0%
Tata Teleservices	Count	17	47	243	88	395
	%age	4.3%	11.9%	61.5%	22.3%	100.0%
MTNL	Count	11	25	35	113	184
	%age	6.0%	13.6%	19.0%	61.4%	100.0%
Total	Count	45	296	826	668	1835
	%age	2.5%	16.1%	45.0%	36.4%	100.0%

Are you aware that the processing fee applicable for exclusive talk time top-up shall not exceed Rs.2 per Top-up as per existing TRAI orders?				
Previous service providers		Yes	No	Total
Bharti	Count	691	376	1067
	%age	64.8%	35.2%	100.0%
Vodafone	Count	444	623	1067
	%age	41.6%	58.4%	100.0%
Idea Cellular	Count	477	590	1067
	%age	44.7%	55.3%	100.0%
Rel Comm	Count	451	616	1067
	%age	42.3%	57.7%	100.0%
Aircel	Count	606	456	1062
	%age	57.1%	42.9%	100.0%
Tata Teleservices	Count	442	625	1067
	%age	41.4%	58.6%	100.0%
MTNL	Count	626	441	1067
	%age	58.7%	41.3%	100.0%
Total	Count	3737	3727	7464
	%age	50.1%	49.9%	100.0%

Are you aware that in cellular mobile, the rental for National roaming service has been abolished by TRAI and not applicable currently?				
Service provider		Yes	No	Total
Bharti	Count	691	376	1067
	%age	64.8%	35.2%	100.0%
Vodafone	Count	481	586	1067
	%age	45.1%	54.9%	100.0%
Idea Cellular	Count	514	553	1067
	%age	48.2%	51.8%	100.0%
BSNL	Count	479	588	1067
	%age	44.9%	55.1%	100.0%
Rel Comm	Count	616	446	1062
	%age	58.0%	42.0%	100.0%
Tata Teleservices	Count	442	625	1067
	%age	41.4%	58.6%	100.0%
Shyam Telelink	Count	626	441	1067
	%age	58.7%	41.3%	100.0%
Total	Count	3849	3615	7464
	%age	51.6%	48.4%	100.0%

Did your service provider adjust your security deposit in the bill raised after you requested for termination.				
Previous service providers		Yes	No	Total
Bharti	Count	372	11	383
	%age	97.1%	2.9%	100.0%
Vodafone	Count	215	12	227
	%age	94.7%	5.3%	100.0%
Idea Cellular	Count	171	2	173
	%age	98.8%	1.2%	100.0%
Rel Comm	Count	343	5	348
	%age	98.6%	1.4%	100.0%
Aircel	Count	124	1	125
	%age	99.2%	0.8%	100.0%
Tata Teleservices	Count	386	9	395
	%age	97.7%	2.3%	100.0%
MTNL	Count	184	0	184
	%age	100.0%	0.0%	100.0%
Total	Count	1795	40	1835
	%age	97.8%	2.2%	100.0%

Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.					
Previous service providers		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	240	70	757	1067
	%age	22.5%	6.6%	70.9%	100.0%
Vodafone	Count	374	52	641	1067
	%age	35.1%	4.9%	60.1%	100.0%
Idea Cellular	Count	230	66	771	1067
	%age	21.6%	6.2%	72.3%	100.0%
Rel Comm	Count	288	55	724	1067
	%age	27.0%	5.2%	67.9%	100.0%
Aircel	Count	272	62	728	1062
	%age	25.6%	5.8%	68.5%	100.0%
Tata Teleservices	Count	187	49	831	1067
	%age	17.5%	4.6%	77.9%	100.0%
MTNL	Count	159	47	861	1067
	%age	14.9%	4.4%	80.7%	100.0%
Total	Count	1750	401	5313	7464
	%age	23.4%	5.4%	71.2%	100.0%

36a. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?						
Service provider		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	3	2	2	63	70
	%age	4%	3%	3%	90%	100%
Vodafone	Count	13	15	2	22	52
	%age	25%	29%	4%	42%	100%
Idea Cellular	Count	0	19	2	45	66
	%age	0%	29%	3%	68%	100%
Rel Comm	Count	6	19	4	26	55
	%age	11%	35%	7%	47%	100%
Aircel	Count	3	19	2	38	62
	%age	5%	31%	3%	61%	100%
Tata Teleservices	Count	1	20	1	27	49
	%age	2%	41%	2%	55%	100%
MTNL	Count	0	23	2	22	47
	%age	0%	49%	4%	47%	100%
Total	Count	26	117	15	243	401
	%age	7%	29%	4%	61%	100%

Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for NDNC registry?				
Service provider		Yes	No	Total
Bharti	Count	1	6	7
	%age	14.3%	85.7%	100.0%
Vodafone	Count	1	29	30
	%age	3.3%	96.7%	100.0%
Idea Cellular	Count	1	20	21
	%age	4.8%	95.2%	100.0%
Rel Comm	Count	7	22	29
	%age	24.1%	75.9%	100.0%
Aircel	Count	1	23	24
	%age	4.2%	95.8%	100.0%
Tata Teleservices	Count	0	22	22
	%age	0.0%	100.0%	100.0%
MTNL	Count	1	24	25
	%age	4.0%	96.0%	100.0%
Total	Count	12	146	158
	%age	7.6%	92.4%	100.0%

If yes, please indicate the following.			
Operators		Yes, Complaint was registered by the service provider.	Total
Bharti	Count	1	1
	%age	100.0%	100.0%
Vodafone	Count	1	1
	%age	100.0%	100.0%
Idea Cellular	Count	1	1
	%age	100.0%	100.0%
Rel Comm	Count	7	7
	%age	100.0%	100.0%
Aircel	Count	1	1
	%age	100.0%	100.0%
Tata Teleservices	Count	0	0
	%age	100.0%	100.0%
MTNL	Count	1	1
	%age	4.0%	4.0%
Total	Count	12	12
	%age	100.0%	100.0%

BROADBAND

SERVICE PROVISIONING

When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	76	155	836	1067
	%age	7.1%	14.5%	78.4%	100.0%
Rel Comm	Count	49	151	760	960
	%age	5.1%	15.7%	79.2%	100.0%
MTNL	Count	47	86	934	1067
	%age	4.4%	8.1%	87.5%	100.0%
VSNL	Count	39	138	890	1067
	%age	3.7%	12.9%	83.4%	100.0%
Sify	Count	32	120	841	993
	%age	3.2%	12.1%	84.7%	100.0%
Total	Count	243	650	4261	5154
	%age	4.7%	12.6%	82.7%	100.0%

After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Provider		Less than 15 Days	More than 15days	Total
Bharti	Count	219	12	231
	%age	94.8%	5.2%	100.0%
Rel Comm	Count	198	2	200
	%age	99.0%	1.0%	100.0%
MTNL	Count	124	9	133
	%age	93.2%	6.8%	100.0%
VSNL	Count	174	3	177
	%age	98.3%	1.7%	100.0%
Sify	Count	151	1	152
	%age	99.3%	0.7%	100.0%
Total	Count	866	27	893
	%age	97.0%	3.0%	100.00%

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 provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	169	57	231
	%age	0.0%	2.2%	73.2%	24.7%	100.0%
Rel Comm	Count	4	14	156	26	200
	%age	2.0%	7.0%	78.0%	13.0%	100.0%
MTNL	Count	0	7	118	8	133
	%age	0.0%	5.3%	88.7%	6.0%	100.0%
VSNL	Count	0	8	162	7	177
	%age	0.0%	4.5%	91.5%	4.0%	100.0%
Sify	Count	0	12	136	4	152
	%age	0.0%	7.9%	89.5%	2.6%	100.0%
Total	Count	4	46	741	102	893
	%age	0.4%	5.2%	83.0%	11.4%	100.00%

In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?						
Service provider		More than 7 days	4-7 days	2-3 days	within 24 hrs	Total
Bharti	Count	5	48	228	315	596
	%age	0.8%	8.1%	38.3%	52.9%	100.0%
Rel Comm	Count	0	18	100	296	414
	%age	0.0%	4.3%	24.2%	71.5%	100.0%
MTNL	Count	3	42	132	483	660
	%age	0.5%	6.4%	20.0%	73.2%	100.0%
VSNL	Count	12	10	48	265	335
	%age	3.6%	3.0%	14.3%	79.1%	100.0%
Sify	Count	0	30	53	166	249
	%age	0.0%	12.0%	21.3%	66.7%	100.0%
Total	Count	20	148	561	1525	2254
	%age	0.9%	6.6%	24.9%	67.7%	100.00%

BILLING - POSTPAID

How satisfied are you with the timely delivery of bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	17	774	240	1033
	%age	0.2%	1.6%	74.9%	23.2%	100.0%
Rel Comm	Count	20	122	708	89	939
	%age	2.1%	13.0%	75.4%	9.5%	100.0%
MTNL	Count	2	81	895	83	1061
	%age	0.2%	7.6%	84.4%	7.8%	100.0%
VSNL	Count	3	124	738	161	1026
	%age	0.3%	12.1%	71.9%	15.7%	100.0%
Sify	Count	0	114	666	117	897
	%age	0.0%	12.7%	74.2%	13.0%	100.0%
Total	Count	27	458	3781	690	4956
	%age	0.5%	9.2%	76.3%	13.9%	100.0%

How satisfied are you with the accuracy of the bills?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	22	854	156	1033
	%age	0.1%	2.1%	82.7%	15.1%	100.0%
Rel Comm	Count	0	82	799	58	939
	%age	0.0%	8.7%	85.1%	6.2%	100.0%
MTNL	Count	2	38	943	78	1061
	%age	0.2%	3.6%	88.9%	7.4%	100.0%
VSNL	Count	0	66	853	107	1026
	%age	0.0%	6.4%	83.1%	10.4%	100.0%
Sify	Count	0	35	795	67	897
	%age	0.0%	3.9%	88.6%	7.5%	100.0%
Total	Count	3	243	4244	466	4956
	%age	0.1%	4.9%	85.6%	9.4%	100.00%

Please specify the reason(s) for your dissatisfaction.					
Service Provider		CHARGES NOT AS PER TARIFF PLAN SUBSCRIBED	TARIFF PLAN CHANGED WITHOUT INFORMATION	CHARGED FOR VALUE ADDED SERVICE NOT REQUESTED	Total
Bharti	Count	4	14	17	23
	Row %	17.4%	60.9%	73.9%	100.0%
Rel Comm	Count	22	25	49	82
	Row %	26.8%	30.5%	59.8%	100.0%
MTNL	Count	10	19	28	40
	Row %	25.0%	23.2%	34.1%	100.0%
VSNL	Count	11	24	37	66
	Row %	47.8%	104.3%	160.9%	100.0%
Sify	Count	9	12	29	35
	Row %	39.1%	52.2%	126.1%	100.0%
Total	Count	47	82	131	246
	Row %	19.1%	33.3%	53.3%	100.0%

Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
Bharti	Count	338	695	1033
	%age	32.7%	67.3%	100.0%
Rel Comm	Count	542	397	939
	%age	57.7%	42.3%	100.0%
MTNL	Count	498	563	1061
	%age	46.9%	53.1%	100.0%
VSNL	Count	722	304	1026
	%age	70.4%	29.6%	100.0%
Sify	Count	456	441	897
	%age	50.8%	49.2%	100.0%
Total	Count	2556	2400	4956
	%age	51.6%	48.4%	100.0%

How satisfied are you with the process of resolution of billing complaints?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	23	305	9	338
	%age	0.3%	6.8%	90.2%	2.7%	100.0%
Rel Comm	Count	0	48	494	0	542
	%age	0.0%	8.9%	91.1%	0.0%	100.0%
MTNL	Count	0	27	471	0	498
	%age	0.0%	5.4%	94.6%	0.0%	100.0%
VSNL	Count	0	26	653	43	722
	%age	0.0%	3.6%	90.4%	6.0%	100.0%
Sify	Count	0	32	410	14	456
	%age	0.0%	7.0%	89.9%	3.1%	100.0%
Total	Count	1	156	2333	66	2556
	%age	0.0%	6.1%	91.3%	2.6%	100.0%

How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	26	866	141	1033
	%age	0.0%	2.5%	83.8%	13.6%	100.0%
Rel Comm	Count	0	98	811	30	939
	%age	0.0%	10.4%	86.4%	3.2%	100.0%
MTNL	Count	2	42	991	26	1061
	%age	0.2%	4.0%	93.4%	2.5%	100.0%
VSNL	Count	0	48	892	86	1026
	%age	0.0%	4.7%	86.9%	8.4%	100.0%
Sify	Count	2	60	783	52	897
	%age	0.2%	6.7%	87.3%	5.8%	100.0%
Total	Count	4	274	4343	335	4956
	%age	0.1%	5.5%	87.6%	6.8%	100.00%

Please specify the reason(s) for your dissatisfaction; Service Provider Wise						
Service Provider		DIFFICULT TO READ THE BILL	DIFFICULT TO UNDERSTAND THE LANGUAGE	CALCULATIONS NOT CLEAR	ITEM WISE CHARGES LIKE TOTAL MINUTES OF USAGE OF LOCAL ,STD,	Total
Bharti	Count	2	11	1	18	26
	%age	7.7%	42.3%	3.8%	69.2%	100.0%
Rel Comm	Count	13	22	34	42	98
	%age	13.3%	22.4%	34.7%	42.9%	100.0%
MTNL	Count	11	16	19	27	44
	%age	25.0%	36.4%	43.2%	61.4%	100.0%
VSNL	Count	9	14	15	28	48
	%age	18.8%	29.2%	31.3%	58.3%	100.0%
Sify	Count	12	19	15	41	62
	%age	19.4%	30.6%	24.2%	66.1%	100.0%
Total	Count	35	63	69	115	278
	%age	12.6%	22.7%	24.8%	41.4%	

BILLING-PREPAID

How satisfied are you with the accuracy of charges i.e. amount deducted on every usage ?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	7	26	1	34
	%age	0.0%	20.6%	76.5%	2.9%	100.0%
Rel Comm	Count	0	2	17	2	21
	%age	0.0%	9.5%	81.0%	9.5%	100.0%
MTNL	Count	0	2	4	0	6
	%age	0.0%	33.3%	66.7%	0.0%	100.0%
VSNL	Count	0	9	32	0	41
	%age	0.0%	22.0%	78.0%	0.0%	100.0%
Sify	Count	0	4	79	13	96
	%age	0.0%	4.2%	82.3%	13.5%	100.0%
Total	Count	0	24	158	16	198
	%age	0.0%	12.1%	79.8%	8.1%	100.0%

Please specify the reason(s) for your dissatisfaction.					
Service Provider		CHARGES NOT AS PER TARIFF PLAN SUBSCRIBED	TARIFF PLAN CHANGED WITHOUT INFORMATION	CHARGED FOR VALUE ADDED SERVICE NOT REQUESTED	Total
Bharti	Count	1	3	6	7
	%age	4.3%	13.0%	26.1%	100.0%
Rel Comm	Count	0	2	2	2
	%age	0.0%	2.4%	2.4%	100.0%
MTNL	Count	1	1	2	2
	%age	2.5%	1.2%	2.4%	100.0%
VSNL	Count	2	3	8	9
	%age	8.7%	13.0%	34.8%	100.0%
Sify	Count	1	2	3	4
	%age	4.3%	8.7%	13.0%	100.0%
Total	Count	4	9	18	24
	%age	1.6%	3.7%	7.3%	100.0%

HELPLINE SERVICES

How satisfied are you with the ease of access of call center/customer care or helpline?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	19	544	115	681
	%age	0.4%	2.8%	79.9%	16.9%	100.0%
Rel Comm	Count	6	126	596	31	759
	%age	0.8%	16.6%	78.5%	4.1%	100.0%
MTNL	Count	0	30	875	32	937
	%age	0.0%	3.2%	93.4%	3.4%	100.0%
VSNL	Count	0	46	702	55	803
	%age	0.0%	5.7%	87.4%	6.8%	100.0%
Sify	Count	0	37	458	27	522
	%age	0.0%	7.1%	87.7%	5.2%	100.0%
Total	Count	9	258	3175	260	3702
	%age	0.2%	7.0%	85.8%	7.0%	100.00%

How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	18	438	221	681
	%age	0.6%	2.6%	64.3%	32.5%	100.0%
Rel Comm	Count	32	56	547	124	759
	%age	4.2%	7.4%	72.1%	16.3%	100.0%
MTNL	Count	5	39	676	217	937
	%age	0.5%	4.2%	72.1%	23.2%	100.0%
VSNL	Count	0	46	678	79	803
	%age	0.0%	5.7%	84.4%	9.8%	100.0%
Sify	Count	0	42	433	47	522
	%age	0.0%	8.0%	83.0%	9.0%	100.0%
Total	Count	41	201	2772	688	3702
	%age	1.1%	5.4%	74.9%	18.6%	100.00%

How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	7	22	477	175	681
	%age	1.0%	3.2%	70.0%	25.7%	100.0%
Rel Comm	Count	34	56	563	106	759
	%age	4.5%	7.4%	74.2%	14.0%	100.0%
MTNL	Count	11	60	638	228	937
	%age	1.2%	6.4%	68.1%	24.3%	100.0%
VSNL	Count	0	46	654	103	803
	%age	0.0%	5.7%	81.4%	12.8%	100.0%
Sify	Count	0	42	430	50	522
	%age	0.0%	8.0%	82.4%	9.6%	100.0%
Total	Count	52	226	2762	662	3702
	%age	1.4%	6.1%	74.6%	17.9%	100.00%

How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	17	580	79	681
	%age	0.7%	2.5%	85.2%	11.6%	100.0%
Rel Comm	Count	36	56	639	28	759
	%age	4.7%	7.4%	84.2%	3.7%	100.0%
MTNL	Count	4	34	860	39	937
	%age	0.4%	3.6%	91.8%	4.2%	100.0%
VSNL	Count	0	46	693	64	803
	%age	0.0%	5.7%	86.3%	8.0%	100.0%
Sify	Count	2	40	455	25	522
	%age	0.4%	7.7%	87.2%	4.8%	100.0%
Total	Count	47	193	3227	235	3702
	%age	1.3%	5.2%	87.2%	6.3%	100.00%

NETWORK PERFORMANCE

How satisfied are you with the availability of working telephone(dial tone) ?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	4	38	836	189	1067
	%age	0.4%	3.6%	78.4%	17.7%	100.0%
Rel Comm	Count	0	124	778	58	960
	%age	0.0%	12.9%	81.0%	6.0%	100.0%
MTNL	Count	9	76	909	73	1067
	%age	0.8%	7.1%	85.2%	6.8%	100.0%
VSNL	Count	0	72	888	107	1067
	%age	0.0%	6.7%	83.2%	10.0%	100.0%
Sify	Count	3	49	857	84	993
	%age	0.3%	4.9%	86.3%	8.5%	100.0%
Total	Count	16	359	4268	511	5154
	%age	0.3%	7.0%	82.8%	9.9%	100.0%

How satisfied are you with the amount of time for which service is up and working?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	39	773	255	1067
	%age	0.0%	3.7%	72.4%	23.9%	100.0%
Rel Comm	Count	2	126	738	94	960
	%age	0.2%	13.1%	76.9%	9.8%	100.0%
MTNL	Count	5	98	842	122	1067
	%age	0.5%	9.2%	78.9%	11.4%	100.0%
VSNL	Count	0	75	873	119	1067
	%age	0.0%	7.0%	81.8%	11.2%	100.0%
Sify	Count	3	55	843	92	993
	%age	0.3%	5.5%	84.9%	9.3%	100.0%
Total	Count	10	393	4069	682	5154
	%age	0.2%	7.6%	78.9%	13.2%	100.0%

MAINTAINABILITY

How Often do you face a problem with your Broadband connection?						
Service Provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	2	14	779	272	1067
	%age	0.2%	1.3%	73.0%	25.5%	100.0%
Rel Comm	Count	4	12	797	147	960
	%age	0.4%	1.3%	83.0%	15.3%	100.0%
MTNL	Count	4	56	918	89	1067
	%age	0.4%	5.2%	86.0%	8.3%	100.0%
VSNL	Count	0	33	717	317	1067
	%age	0.0%	3.1%	67.2%	29.7%	100.0%
Sify	Count	0	22	608	363	993
	%age	0.0%	2.2%	61.2%	36.6%	100.0%
Total	Count	10	137	3819	1188	5154
	%age	0.2%	2.7%	74.1%	23.1%	100.0%

What was the broadband connection problem faced by you in last 12 months related to?				
Service Provider		Problem was related to computer hardware/ software	Problem was related to the broadband connection and modem by the SP	Total
Bharti	Count	1	15	16
	%age	6.3%	93.8%	100.0%
Rel Comm	Count	2	14	16
	%age	12.5%	87.5%	100.0%
MTNL	Count	3	57	60
	%age	5.0%	95.0%	100.0%
VSNL	Count	2	31	33
	%age	6.1%	93.9%	100.0%
Sify	Count	2	20	22
	%age	9.1%	90.9%	100.0%
Total	Count	10	137	147
	%age	6.8%	93.2%	100.0%

How satisfied are you with the fault repair service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	15	0	16
	%age	0.0%	6.3%	93.8%	0.0%	100.0%
Rel Comm	Count	0	0	14	2	16
	%age	0.0%	0.0%	87.5%	12.5%	100.0%
MTNL	Count	0	2	58	0	60
	%age	0.0%	3.3%	96.7%	0.0%	100.0%
VSNL	Count	0	0	33	0	33
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Sify	Count	0	3	19	0	22
	%age	0.0%	13.6%	86.4%	0.0%	100.0%
Total	Count	0	6	139	2	147
	%age	0.0%	4.1%	94.6%	1.4%	100.0%

OVERALL SATISFACTION

How satisfied are you with the overall quality of your telephone service?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	49	738	275	1067
	%age	0.5%	4.6%	69.2%	25.8%	100.0%
Rel Comm	Count	0	78	792	90	960
	%age	0.0%	8.1%	82.5%	9.4%	100.0%
MTNL	Count	12	139	815	101	1067
	%age	1.1%	13.0%	76.4%	9.5%	100.0%
VSNL	Count	0	139	852	76	1067
	%age	0.0%	13.0%	79.9%	7.1%	100.0%
Sify	Count	5	52	845	91	993
	%age	0.5%	5.2%	85.1%	9.2%	100.0%
Total	Count	22	457	4042	633	5154
	%age	0.4%	8.9%	78.4%	12.3%	100.0%

Please Specify the reason(s)							
Service Provider		BILLING PROBLEM	MAINTAINABILITY	HELPLINE SERVICE/CUSTOMER CARE	NETWORK PERFORMANCE, RELIABILITY	SUPPLEMENTARY SERVICES	TOTAL
Bharti	Count	7	5	6	29	21	54
	%age	13.0%	9.3%	11.1%	53.7%	38.9%	100.0%
Rel Comm	Count	22	14	23	19	12	78
	%age	28.2%	17.9%	29.5%	24.4%	15.4%	100.0%
MTNL	Count	39	27	43	67	41	151
	%age	25.8%	17.9%	28.5%	44.4%	27.2%	100.0%
VSNL	Count	12	17	17	23	14	139
	%age	8.6%	12.2%	12.2%	16.5%	10.1%	100.0%
Sify	Count	10	19	22	26	11	57
	%age	17.5%	33.3%	38.6%	45.6%	19.3%	100.0%
Total	Count	80	63	89	138	88	479
	%age	16.7%	13.2%	18.6%	28.8%	18.4%	100.0%

GENERAL INFORMATION

Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Provider		Yes	No	Total
BHARTI	Count	214	853	1067
	%age	20.1%	79.9%	100.0%
BSNL	Count	88	872	960
	%age	9.2%	90.8%	100.0%
RelCom	Count	135	932	1067
	%age	12.7%	87.3%	100.0%
Tata Teleservices	Count	162	905	1067
	%age	15.2%	84.8%	100.0%
Tata Teleservices	Count	186	807	993
	%age	18.7%	81.3%	100.0%
Total	Count	785	4369	5154
	%age	15.2%	84.8%	100.0%

