

QUALITY OF SERVICE ASSESSMENT

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

for

Himachal Pradesh Service Area

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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Report Prepared for: TRAI

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1.1 PREFACE

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to 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 service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers 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**.

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 service providers 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 Service Provider 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.

¹ www.trai.gov.in



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 Service Provider 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. 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.

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 a round table consultation with all the successful bidders and three sets of questionnaires were finalized as per the parameters laid down in the tender documents.

The Basic service (Wireline) and Cellular mobile questionnaires (**see Annexure 1.1**) were based on 7 broad parameters and 33 questions related to consumer perception on quality of services and other 22 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. In the case of Broadband, questionnaire was based on 7 broad parameters and 22 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)

	Customer perception of service	Benchmark
(i)	% satisfied with provision of services	>95%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>95%
(v)	% satisfied with maintainability	>95%
(vi)	Overall customer satisfaction	>95%
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95%

1.2.2 Basic services (wireless) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	% satisfied with provision of services	>95%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>95%
(v)	% satisfied with maintainability	>95%
(vi)	Overall customer satisfaction	>95%
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95%

1.2.3 Broadband Service

	Customer perception of service	Benchmark
(i)	% satisfied with provision of services	>90%
(ii)	% satisfied with billing performance	>90%
(iii)	% satisfied with help services	>90%
(iv)	% satisfied with network performance, reliability and availability	>85%
(v)	% satisfied with maintainability	>85%
(vi)	% 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.

Customers' perception of satisfaction level was calculated using two types of measures.

1.3.1 Calculation of Consumer satisfaction level

1.3.2 Calculation of percentage of Consumers satisfied.

1.3.1 Methodology for calculation of consumer satisfaction level

To measure the satisfaction across various QoS parameters a four-point Likert scale of "Very Satisfied", "Satisfied", "Dissatisfied" and "Very Dissatisfied" was used. Weights are assigned to all the four responses with "Very Satisfied" being assigned 4 and "Very Dissatisfied" being assigned 1.

Weighting is done in order to adequately account for the satisfaction levels of various consumers. Weighting is done according to the standard market research practices followed across the world.

The overall satisfaction score is ascertained using the following formula(s):

$$\text{Mean Score} = A / N$$

Where:

$A = (\text{No. of subscribers who have given a rating of "very satisfied"} * 4 + \text{No. of subscribers who have given a rating of "satisfied"} * 3 + \text{No. of subscribers who have given a rating of "dissatisfied"} * 2 + \text{No. of subscribers who have given a rating of "very dissatisfied"} * 1)$

$N = \text{Total sample size achieved}$

Now, overall weighted satisfaction score is calculated using the formula:

$$\text{Overall weighted satisfaction score} = \{(\text{Mean Score} - 1) / 3\} * 100$$

This implies that if all the customers are "Very Satisfied", the operator can get a rating of 100%. On the other hand, if all the customers are "Very Dissatisfied", the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%.

1.3.2 Methodology for Calculation of percentage of Consumer satisfied.

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.

% of satisfied consumers is 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%.

1.3.3 Comparison with the Benchmarking.

As per the tender document TRAI has fixed the benchmarks on broad parameters for Basic Service (Winline), Basic (wireless) and Cellular Mobile and Broadband services. In the case of Basic Service (Wireline) and Basic (Wireless) & Cellular Mobile services, benchmark on all the broad parameter has been fixed relatively high at > 90%. Whereas, in the case of Broadband services, the benchmarks on three parameters – provision of services, billing performance and help services – has been fixed at >90%. In the case of other four parameters – network performance, maintainability, overall satisfaction and supplementary services – the benchmark has been set at >85%.

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of consumer satisfaction level as described in section 1.3.1. Therefore, no comparison with the benchmark will be done on the basis of % of consumer satisfied as described in the section 1.3.2.

2.1 INTRODUCTION

It was decided to complete the survey of four Service Areas of Rajasthan, UP (W) including Uttaranchal, Himachal Pardesh, and Jammu & Kashmir in the third quarter of 2008. Accordingly, the survey was carried out in Rajasthan, UP (W), Himachal Pardesh, and Jammu & Kashmir during the months of September – November 2008 for Basic Wireline, Cellular Mobile Telephone and Broadband services.

The present report, deals with Himachal Pradesh Service Area only.

2.2 SAMPLING METHODOLOGY

2.2.1 Basic Wireline

As per the tender document, survey agencies were supposed to cover a total sample of 929 subscribers, to be divided among the 3 Operators. This is shown in the table below.

Name of the Operators	Sample
BSNL (Bharat Sanchar Nigam Limited)	385
Rel Comm (Reliance Communication)	350
Tata Teleservices	194
Total	929

The above sample represents the total operator wise subscribers in Himachal Pradesh Service Area with 95% confidence level and 5% interval.

As per the tender document, survey agencies were supposed to cover a total sample 5% of exchanges of each BSO in the circle, covering a sample of 929 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

For the purpose selecting exchange areas to be covered, BSNL exchanges were considered as the base. In Himachal Pradesh Service Area there are 980 total BSNL exchanges and 33 SDCAs. Therefore altogether 49 exchanges (5% of total exchanges) to be spread among 4 SDCAs (10% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 26 selected SDCAs are as follows:

1.Shimla

2.Kullu

3.Hamirpur

4.Solan

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

Himachal Pradesh Service Area: Name of SDCAs and Exchanges covered		
SDCAs	Exchanges (49)	Selected Exchanges
Shimla	15	Chhota Shimla, Tutu, Nabha, CTO Shimla, Sajarli, Shoghi, Theog, Rohru, Rampur, Chopal, Tapri, Bhawanagar, Jakhri, Durgapur, Sarahan
Kullu	10	Kullu, Naggar, Manali, Kasol, Puid, Haripur, Udaipur, Gusani, Kais, Bhunter.
Hamirpur	11	Hamirpur, Barmana, Bangana, Bilaspur, Una, Amb, Nadaun, Daulatpur, Sujampur, Hatwar, Kuthera.
Solan	12	Solan, Chambaghat, Shanti, Nahan, Kasauli, Buddi, Manpura, Arki, Majra, Rajgarh, Dadahu, Sultanpur.

It should be noted here that selection of exchange areas was done on the basis of BSNL exchange structure. At the time of survey, the field team could not find the required number of subscribers of some of the private Operators, such as Tata Teleservices and Rel Comm. Therefore, some re-adjustment in the area selection was done in order to complete the required sample.

Sample distribution in to SDCAs

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

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

Himachal Pradesh Service Area: Basic (Wireline): Target Sample distribution in SDCAs/ districts					
District	Population in 2001*	Population %	BSNL	Rel Com	Tata Teleservices
Shimla	7,21,745	35.9%	140	125	70
Solan	4,99,380	24.8%	95	90	44
Hamirpur	4,12,009	20.5%	80	70	40
Kullu	3,79,865	18.9%	70	65	40
All Districts	20,12,999	100.0%	385	350	194

*Source: Census 2001

2.2.1.1 Mode of interview

- Two modes of interview were selected to cover the entire sample. More than 76% 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 (CATT). The sample breakup with the modes of interviews is shown below:

Himachal Pradesh Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
BSNL	Count	96	289	385
	%age	24.9%	75.1%	100.0%
Rel Comm	Count	86	264	350
	%age	24.6%	75.4%	100.0%
Tata Teleservices	Count	39	155	194
	%age	20.1%	79.9%	100.0%
Total	Count	221	708	929
	%age	23.8%	76.2%	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 provider. The following table shows the operator wise pre-paid and post-paid division of sample.

Himachal Pradesh Service Area: Operator wise and user type wise sample distribution				
Operators		Prepaid	Postpaid	Total
BSNL	Count	5	380	385
	%age	1.3%	98.7%	100.0%
Rel Comm	Count	4	346	350
	%age	1.1%	98.9%	100.0%
Tata Teleservices	Count	9	185	194
	%age	4.6%	95.4%	100.0%
Total	Count	18	911	929
	%age	1.9%	98.1%	100.0%

2.2.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 2660 subscribers, to be divided among the six service providers. The table below shows the target and achieved sample for HP service Area .

Service provider	Himachal Pradesh Service Area	
	Target sample	Achieved sample
Airtel (Bharti Airtel Limited)	384	384
IDEA (Idea Cellular)	370	370
BSNL (Bharat Sanchar Nigam Limited)	384	387
Rel Comm (Reliance Communication)	384	385
Dishnet (Aircel)	370	371
TATA (Tata Teleservices)	384	385
Rel Telecomm	384	384
Total	2660	2666

The above sample represents the total operator wise subscribers in Himachal Pradesh Service Area with 95% confidence level and 5% interval.

2.2.2.1 District wise sample distribution

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

In Himachal Pradesh there are altogether 12 districts. Therefore 2 districts – Kullu and Shimla were selected. Sample was distributed in these two districts on the basis of their proportionate population.

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

Himachal Pradesh Service Area: Cellular Mobile : Target sample distribution in to districts/area and service provider										
Districts	Population	Population %	Bharti	Idea Cellular	Rel Telecom	BSNL	Dishnet (Aircel)	Tata Teleservices	Rel Comm	Total
Kullu	379865	34.5%	132	128	132	134	128	133	133	920
Shimla	721745	65.5%	252	242	252	253	243	252	252	1746
All total	1101610	100.0%	384	370	384	387	371	385	385	2666

Note: Population Source: Census of India 2001

2.2.2.2 Area wise sample distribution

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

Himachal Pradesh Service Area: Cellular Mobile: Coverage Area	
District Headquarter	Areas Covered (Localities)
Kullu	Kullu, Naggar, Manali, Kasol, Puid, Haripur, Gusani, Kais, Bhunter, Raisen, Tapu.
Shimla	ISBT, Mall Road, Shimla Railway Station, Paras Das Garden, Fagu, Mativana, Naldehra, Jutog, Koti, Dhalli, Kasumpti.

2.2.2.3 Mode of interview

Two modes of interview were selected to cover the entire sample. Above 76% of operator sample was covered through in-depth interview with the consumers and rest sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATT). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Himachal Pradesh Service Area: Operator wise sample distribution with mode of interview				
		Telephonic (CATT)	In-Person	Total
Bharti	Count	89	295	384
	%age	23.2%	76.8%	100.0%
Idea Cellular	Count	92	278	370
	%age	24.9%	75.1%	100.0%
BSNL	Count	85	302	387
	%age	22.0%	78.0%	100.0%
Rel Comm	Count	95	290	385
	%age	24.7%	75.3%	100.0%
Aircel	Count	87	284	371
	%age	23.5%	76.5%	100.0%
Tata Teleservices	Count	96	289	385
	%age	24.9%	75.1%	100.0%
Rel Telecom	Count	93	291	384
	%age	24.2%	75.8%	100.0%
Total	Count	637	2029	2666
	%age	23.9%	76.1%	100.0%

2.2.2.4 Type wise sample distribution

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

Himachal Pradesh Service Area: Operator wise and user type wise sample distribution				
		Prepaid	Postpaid	Total
Bharti	Count	374	10	384
	%age	97.4%	2.6%	100.0%
Idea Cellular	Count	360	10	370
	%age	97.3%	2.7%	100.0%
BSNL	Count	368	19	387
	%age	95.1%	4.9%	100.0%
Rel Comm	Count	380	5	385
	%age	98.7%	1.3%	100.0%
Aircel	Count	366	5	371
	%age	98.7%	1.3%	100.0%
Tata Teleservices	Count	380	5	385
	%age	98.7%	1.3%	100.0%
Rel Telecom	Count	378	6	384
	%age	98.4%	1.6%	100.0%
Total	Count	2606	60	2666
	%age	97.7%	2.3%	100.0%

2.2.3 Broadband

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

VOICE contacted the broadband service providers to ascertain their number POPs (Point of Presence) in Himachal Pradesh. It was found that only one providers – BSNL had substantial numbers of consumers in Himachal Pradesh..

As per the tender document requirement, 10% of POPs of BSNL were selected to carry out the survey.

The following table shows the service provider wise sample covered in Himachal Pradesh Service area.

Operator	Total
BSNL	384

The operator wise sample achieved represents the total operator wise subscribers in the Himachal Pradesh with 95% confidence level and 5% confidence interval.

2.2.3.1 Area wise distribution:

Altogether four districts were selected for the broadband survey, where the providers had their PoPs. The following table shows the district wise sample for the BSNL which was covered during the survey.

Himachal Pradesh Service Area: Broadband: District wise and provider wise actual sample covered	
Districts	BSNL
Shimla	90
Kullu	155
Hamirpur	77
Solan	62
TOTAL	384

2.2.3.2 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 service provider and also the

VOICE internal data base so that consumers can log on and fill the questionnaire. However, the number of responses to the email sent was abysmally low.

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

Himachal Pradesh Service Area: Operator wise sample distribution with mode of interviews				
Service Provider		In-Person	Web/ Online	Total
BSNL	Count	345	39	384
	%age	89.8%	10.2%	100.0%

- The table above shows that out of the total sample of 384, only 39 (10.2%) responses could be collected through web based online mechanism.
- **The possible reason, for such a low responses could be that the data base of email addresses were either non functional or not valid.**
- Therefore, VOICE decided to meet the entire sample through In-person interview. Accordingly 89.8% of the total sample was covered using In-person interview techniques.

3.1 EXECUTIVE SUMMARY

3.1.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **HP Service Area** performance of operators, none of the operator is meeting the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.1.1: Overall Customer Satisfaction Level (Benchmark >95%)

The customer perception of overall satisfaction level is poor in UP (W) Service Area, which also includes Uttarakhand, as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 61.9% to 69.4%.
- The **highest overall satisfaction level** was found by the consumers of BSNL (69.4%).
- The **lowest overall satisfaction level** was attained by the consumers of Rel Comm (61.9%) followed by Tata Teleservices (63.2%).

3.1.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in HP Service Area as out of 3 operators none of them meet the benchmark of 95%.

- Customer satisfaction level with the network Performance attained by all the 3 operators ranged from 62.0% to 68.5%.
- The highest consumer satisfaction level on network performance was achieved by BSNL (68.5%).
- The lowest consumer satisfaction level on network performance was attained by Tata Teleservices (62.0%) followed by Rel Comm (62.5%).

3.1.1.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of pre-paid segment, none of the 3 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 3 operators meet 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 50.0% to 63.0%. Whereas in the case of post-paid, it ranged from 61.3% to 66.4%.
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Tata Teleservices (63.0%), followed by BSNL (60.0%). In the case of **post paid segment** the highest consumer satisfaction level was attained by BSNL (66.4%).

- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by Rel Comm (50.0%). In the case of **post-paid segment** the **lowest consumer satisfaction level** was attained by Tata Teleservices (61.3%), followed by Rel Comm (61.6%).

3.1.3.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in HP Service Area as out of 3 operators none of them meets the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 60.3% to 63.9%.
- The highest consumer satisfaction level on maintainability was achieved by Tata Teleservices (63.9%).
- The lowest consumer satisfaction level on maintainability was achieved by Rel Comm (60.3%), followed by BSNL (60.6%).

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

The customer perception of the parameter help service/ customer care is significantly poor in HP Service Area as out of 3 operators none of them meets the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 58.7% to 64.6%.
- The highest consumer satisfaction level on help service/ customer care was achieved by BSNL (64.6%).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Tata Teleservices (58.7%), followed by Rel Comm (59.5%).

3.1.1.6: Consumers Protection and Redressal of Grievances

- Awareness about all the three stages of grievance redressal mechanism set up by their service providers was found to be low as this was reported by only 9.4% of consumers surveyed. The higher percentages of aware subscribers were found in the case of BSNL (11.7%) followed by Rel Comm (8.6%) and lowest percentage of aware subscribers were found in the case of Tata Teleservices (6.2%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by (96.8%) of the consumers surveyed. However, awareness about the nodal officer and Appellate authority was reported by only 8.2% and 3.0% of consumers respectively.
- Higher number of complaints to the call centre, within last six months, was made by Tata Teleservices subscribers (42.3%) followed by BSNL (32.2%) and lowest percentage of aware subscribers were found in the case of Rel Comm (17.4%)
- Almost 133 (49.8%) out of 267 complainants confirmed that they received the docket number of most of their complaints. This was reported higher in the case of BSNL (62.1%), followed by Tata Teleservices (46.3%) and Rel Com (29.5%).
- Less than half (42.7%) of the complainants reported that they were satisfied (very satisfied and satisfied) with the resolution of complaints by call centre.

- Out of 76 respondents who were aware of nodal officers, only 14 of them knew (were aware) about the contact details of Nodal Officers.

3.1.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **HP Service Area** performance of operators, none of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.2.1: Overall Customer Satisfaction Level (Benchmark >95%)

The customer perception of overall satisfaction level is poor in HP Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 53.4% to 59.6%.
- The highest overall satisfaction level was achieved by BSNL (59.6%) followed by Tata Teleservices (56.9%), Aircel (56.3%) and Rel Telecomm (55.7%).
- The lowest overall satisfaction level was achieved by Bharti (53.4%) followed by Rel Comm (54.5%) and Idea Cellular (54.9%).

3.1.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in HP Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 65.3% to 69.6%.
- The highest consumer satisfaction level on network performance was achieved by BSNL (69.6%) followed by Bharti (68.0%), Tata Teleservices (66.6%), Idea Cellular (66.4%) and Aircel (66.1%).
- The lowest consumer satisfaction level on network performance was achieved by Rel Comm (65.3%) followed by Rel Telecomm (65.9%).

3.1.2.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers.

In the case of pre-paid segment, none of the 7 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 7 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case **pre-paid segment**, ranged from 60.8% to 67.7%. Whereas in the case of post-paid, it ranged from 52.3% to 66.7%.

- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Bharti (67.7%) followed by Rel Telecomm (66.0%), Rel Comm (64.2%) and Aircel (64.1%). In the case of **post paid segment** the highest consumer satisfaction level was attained by Aircel with 66.7% followed by BSNL (63.0%), Rel Comm (62.7%) and Rel Telecomm (60.6%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by BSNL with 60.8%, followed by Tata Teleservices (63.3%) and Idea Cellular (63.6%). In the case of **post-paid segment**. In the case of **post-paid segment** the **lowest consumer satisfaction level** was attained by Bharti with 52.3%, followed by Idea Cellular (57.7%), Tata Teleservices (56.7%).

3.1.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in HP Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 63.5% to 66.4%.
- The highest consumer satisfaction level on maintainability was achieved by Bharti with 66.4%, followed by Tata Teleservices (65.5%), Rel Comm (64.7%) and BSNL & Rel Telecomm (64.5%each).
- The lowest consumer satisfaction level on maintainability was achieved by Idea Cellular (63.5%) closely followed by Aircel (63.6%).

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

The customer perception of the parameter help service/ customer care is significantly poor in HP Service Area as out of 7 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 60.0% to 65.9%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Bharti Rel Comm with 65.9%, followed by Rel Telecomm (64.8%) and Bharti & Aircel (64.3%each).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Idea Cellular with 60.0%, followed by Tata Teleservices (61.5%) and BSNL (62.2%).

3.1.2.6: Consumers Protection and Redressal of Grievances

- In the case of cellular mobile service, **awareness about the three stages of grievance redressal mechanism** set up by their service providers was found be low as this was reported by only 11.9% of consumers surveyed. The highest percentage of aware subscribers were found in the case of Idea Cellular (16.8%) followed by Bharti (14.6%), BSNL (12.4%), Tata Teleservices (10.9%), Aircel (10.5%) and Rel

- Telecomm (10.4%). Whereas, it was found to be lowest percentage in the case of Rel Comm (8.1%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 87.7% of consumers surveyed. Awareness about the Nodal Officers and Appellate Authority was reported by only 9.1% and 0.8% of consumers respectively.
 - Relatively high numbers of complaints were made by the respondents surveyed. Altogether only 1944 (72.9%) reported that they had made complaints within last six months. This was reported mainly by Bharti subscribers (80.7%) followed by the subscribers of Tata Teleservices (79.7%), Rel Telecomm (77.3%), and Rel Comm (76.6%) and Aircel (76.5%). The lowest number of complaints to the call centre, within last six months were made by the subscribers of Idea Cellular (50.5%) followed by BSNL (68.2%).
 - Overall 67.1% confirmed that they received the docket number for most of their complaints. This was reported highest in the case of Rel Comm (75.9%), followed by Aircel (71.5%), Idea Cellular (71.1%), Rel Telecomm (70.0%), Tata Teleservices (68.4%), BSNL (60.2%) and Bharti (54.2%).
 - Maximum percentage of **satisfied consumers (very satisfied and satisfied)** were reported in the case of Bharti (84.2%), followed by Tata Teleservices (84.0%), Rel Comm (81.0%), Aircel (80.3%), Rel Telecomm (79.2%), BSNL (74.2%). Whereas the lowest were in the case of Idea Cellular (72.7%).
 - **Out of 242 respondents who were aware of Nodal Officers, only 19 (7.9%) respondents confirmed that they knew (were aware) about the contact details of nodal officers.**

3.1.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **HP Service Area** BSNL, the only operator, was found not to be meeting the prescribed parameter's benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.3.1: Overall Customer Satisfaction Level (Benchmark 85%)

The customer perception of overall satisfaction level, in the case of broadband, is poor in HP Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 63.8%.

3.1.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in HP Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level with the network performance**, the achievement level of BSNL was 66.1%.

3.1.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers.

In the case of pre-paid segment, BSNL was not able to meet the benchmark of 90%. Similar situation was found in post-paid segment where BSNL was not able to meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the BSNL, in the case of **pre-paid segment** was 65.2%. Whereas in the case of **post-paid**, it was 64.8%.

3.1.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in HP Service Area as BSNL was not able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 66.1%.

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

The customer perception of the parameter help service/ customer care is significantly poor in HP Service Area as BSNL was not able to meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of BSNL was 65.7%.

3.1.3.6: Consumers Protection and Redressal of Grievances

- **Awareness about all the three stages of grievance redressal mechanism** set up by their service providers was found to be low as this was reported by only 16.9% of BSNL consumers surveyed.
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 90.9% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by 4.9% and 2.3% of consumers respectively.
- Over 83% of BSNL customers had made complaints to the call centre, within last six months.
- Overall 76.5% of BSNL subscribers confirmed that they received the docket number of most of their complaints.
- Higher percentage of satisfied customers (Very satisfied and Satisfied) with the resolution of complaints by call centre was found in the case of BSNL (85.0%).

- 85% of BSNL complainants were satisfied (Very satisfied and satisfied) with the resolution of complaints by call centre/ customer care.
- **Out of 19 respondents who were aware of nodal officers, only 9 respondent confirmed that they knew (were aware) about the contact details of Nodal Officers.**

4 DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

As discussed in the Chapter 1 that the comparison with the benchmarking, set up by the TRAI for service provisions will be done on the basis of consumer satisfaction level as described in the methodology section 1.3.1. Accordingly the benchmarking on various service provisions of all the service providers was done, using the same criteria. This has been shown below separately for all the three services – Basic Wireline, Cellular mobile and Broadband.

However, the calculation of percentage of satisfied consumer on various service provisions as described in methodology section 1.3.2 was also carried out in order to understand the service providers wise total percentage of satisfied consumers on various service provisions. The analysis for all three services – Basic Wireline, Cellular Mobile and Broadband – has been shown separately. In this analysis, the outcome has not been compared with the benchmarking set up by the TRAI for various service provisions.

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline)

4.1.1.1 The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Basic Service (Wireline) : Service Area- Himachal Pradesh - Parameter Based Performance Compliance									
Operator	Sample Size	% Satisfaction With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary services	% Satisfaction with overall services
			Post paid	Pre paid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
SERVICE AREA – Himachal Pradesh									
Himachal Pradesh	929								
BSNL	385	66.1%	66.4%	60.0%	64.6%	68.5%	60.6%	59.4%	69.4%
Rel Comm	350	57.1%	61.6%	50.0%	59.5%	62.5%	60.3%	64.6%	61.9%
Tata Teleservices	194	50.9%	61.3%	63.0%	58.7%	62.0%	63.9%	56.5%	63.2%

- The table above shows that none of the five service providers were able to meet the benchmark set up by the TRAI on any of the parameter.
- However, performance of BSNL was found to be better than Rel Comm and Tata Teleservices, as it has achieved highest score on 4 out of 7 parameters, listed in the above table. On the other 3 parameters its scored the second highest.
- BSNL was followed by Rel Comm as it has also achieved highest score on 1 parameter and second highest score on other 4 parameters. However, its scores on the remaining other 2 parameters were lowest.
- Tata Teleservices achieved highest score on 2 parameters. However, it scored lowest on the remaining 5 parameters.
- Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of BSNL were found to be relatively better than the other service providers.

4.1.1.2 The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters.

Basic Service (Wireline) Service Area Himachal Pradesh - Parameter Based Performance Compliance									
Operator	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA – Himachal Pradesh									
Himachal Pradesh	929								
BSNL	385	88.3%	95.9%	80.0%	87.0%	94.1%	81.8%	78.3%	96.9%
Rel Comm	350	76.0%	86.5%	50.0%	78.8%	85.2%	83.9%	67.2%	86.0%
Tata Teleservices	194	64.8%	85.0%	77.8%	77.6%	85.9%	90.4%	73.9%	87.6%

- The analysis reveals that in terms of satisfied customers also, it was BSNL to achieve highest percentages of satisfied consumers on 6 of the 7 parameters. However on 1 of the parameters it scored the lowest.
- BSNL was followed by Tata Teleservices as it achieved highest score on 1 and second highest on other 3 parameters. However, on remaining 3 parameters it scored lowest percentages of satisfied consumers.
- Rel Com could not achieve highest percentages of satisfied consumers on any of the 7 parameter. It achieved second highest score on 4 parameters. On remaining 3 parameters it attained the lowest percentages.

The analysis reveals that in terms of percentage of satisfied consumers, BSNL performance was better than the other two providers. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of Customer satisfaction.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile

4.1.2.1 The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Cellular Mobile, Service Area - Himachal Pradesh - Parameter Based Performance Compliance									
Operator	Sample Size	% Satisfaction with Provision of service	% Satisfaction with Billing Performance		% Satisfaction with Help Service	% Satisfaction with Network Performance, Reliability and Availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary service	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
SERVICE AREA - HIMACHAL PRADESH									
Himachal Pradesh	2666								
Bharti	384	57.8%	52.3%	67.7%	64.3%	68.0%	66.4%	55.6%	53.4%
Idea Cellular	370	61.2%	57.7%	63.6%	60.0%	66.4%	65.5%	55.1%	54.9%
BSNL	387	62.9%	61.5%	60.8%	62.2%	69.6%	64.5%	56.8%	59.6%
Rel Comm	385	53.7%	62.7%	64.2%	65.9%	65.3%	64.7%	51.1%	54.5%
Aircel	371	51.3%	66.7%	64.1%	64.3%	66.1%	63.6%	55.6%	56.3%
Tata Teleservices	385	60.5%	56.7%	63.3%	61.5%	66.6%	63.5%	54.6%	56.9%
Rel Telecomm	384	52.1%	60.6%	66.0%	64.8%	65.9%	64.5%	53.3%	55.7%

- The table above shows that none of the 7 operators were able to meet the benchmark on any of the parameter, set up by the TRAI. In fact on few of the parameters the performance of most of the operators were found to be critical.
- However, performance of Bharti was found to be relatively better than others, as Bharti has achieved highest and second score on each of the 2 parameters. On the rest of the parameters its score was average and below average. It also attained lowest score on 1 of the parameter.
- BSNL's performance could be considered better than other 5 operators. Although it could achieve highest score on 3 parameters, however, on the 4 parameters it scored average and below average. It also attained lowest score on 1 of the parameter
- Idea cellular was also able to achieve highest and second highest score on each of the 1 of parameter. It scored third highest on other 2 parameters. On rest of the 3 parameters its score was below average. In fact on 2 of the parameter it scored the lowest.
- Idea cellular scored second highest on 2 parameters. On rest of the 5 parameters it scored average and below average. It scored lowest on help services.
- Aircel was able to achieve highest and third highest score on each of the 1 parameter. But on other 5 parameters its score was average and below average.
- Rel com achieved second highest on 2 of the parameters and on rest its score was average to below average. It also scored the lowest on network performance.
- The performance of Tata Teleservices on all the parameters was average to below average. It scored lowest on maintainability.
- **Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Bharti followed by BSNL were found to be relatively better than the other 5 service providers.**

- 4.1.2.2 The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters.

Cellular Mobile, Service Area – Himachal Pradesh - Parameter Based Performance Compliance									
Operator	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance, reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA –HIMACHAL PRADESH									
Himachal Pradesh	2666								
Bharti	384	65.7%	51.4%	89.6%	81.6%	91.8%	90.6%	64.5%	60.4%
Idea Cellular	370	81.3%	62.2%	89.7%	79.3%	92.4%	88.4%	60.6%	60.3%
BSNL	387	84.4%	73.4%	81.3%	79.0%	94.2%	88.4%	66.7%	70.0%
Rel Comm	385	61.1%	64.7%	91.8%	89.5%	92.8%	89.4%	54.7%	66.0%
Aircel	371	56.4%	77.8%	91.3%	88.7%	92.5%	86.0%	61.3%	66.6%
Tata Teleservices	385	77.2%	65.0%	89.5%	74.2%	92.6%	89.4%	59.0%	64.9%
Rel Telecomm	384	51.3%	63.6%	91.5%	89.4%	92.6%	89.1%	63.0%	61.5%

- The analysis reveals that in terms of satisfied customers, Rel Comm. and BSNL were equally placed. BSNL had the highest percentages of satisfied consumers on 3 parameters and Rel Comm had on 2 parameters. Further Rel Comm had second highest percentage on 2 parameters, whereas, BSNL had second highest on only 1 of the parameter. On rest of the parameters, both had average to below average percentages of satisfied consumers. They also attained lowest score on 1 parameter each.
- Aircel attained highest score on 1 of the parameter and third highest on other 2 parameters. On rest of the parameters it attained average to below average scores.
- Although Rel Telecomm was not able to achieve highest score on any of 7 parameters, it attained second and third highest on 2 parameters each. On rest of the 4 parameters it had average and below average scores. It also attained lowest scores on 2 parameters.
- Performance of Bharti and Tata Teleservices could be considered at par. Among them it was only Bharti who could attain highest and second highest scores on 1 parameters each. Whereas, Tata Teleservices could attain only up to third highest on 3 of the parameters. On rest of the parameters they attained average to below average percentages. But Bharti also attained lowest score on 2 parameters, whereas, Tata Teleservices attained lowest score on only 1 parameter.
- Idea Cellular could achieve second highest score on 1 parameter. On rest of the parameters, its score was average to below average.

The analysis reveals that in terms of percentage of satisfied consumers, the services of BSNL and Rel Comm could be considered better than other 5 providers. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of customer satisfaction.

4.1.3: PERFORMANCE COMPLIANCE CSS – Broadband,

4.1.3.1: The following table shows the performance compliance report as the consumer satisfaction level on various service parameters.

Broadband (SERVICE AREA –Himachal Pradesh- Parameter Based Performance Compliance)									
Operator	Sample Size	% Satisfaction With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
SERVICE AREA - HIMACHAL PRADESH									
Himachal Pradesh	384								
BSNL	384	66.2%	64.8%	65.2%	65.7%	66.1%	66.1%	65.0%	63.8%

The table above shows that BSNL was unable to meet the benchmark on any of the 7 parameters, excluding the satisfaction with overall services, set up by the TRAI. However, **maximum level of satisfaction** was found in the case of **provision of services** (66.2%) closely followed by maintainability and network reliability (66.1% each). Whereas, it was **lowest** in the case of **post paid billing services** (64.8%)

4.1.3.2: The following table shows the percentage of consumers satisfied on various service parameters. This has been calculated by taking in to account the total number of “Very satisfied” and “Satisfied” consumers out of the total sample on all the parameters

Broadband (SERVICE AREA – HP - Parameter Based Performance Compliance)									
Operator	Sample Size	% of Satisfied customers With Provision of service	% of satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA - HIMACHAL PRADESH									
Himachal Pradesh	384								
BSNL	384	92.0%	90.0%	86.4%	89.2%	90.9%	90.4%	89.7%	90.6%

The table above shows that out of the 7 parameters (excluding % satisfied with overall services), maximum percentages of BSNL satisfied consumers were found in the case of provision of services (92%), followed by network reliability(90.9%). Whereas, it was **lowest** in the case of **help services** (89.2%).

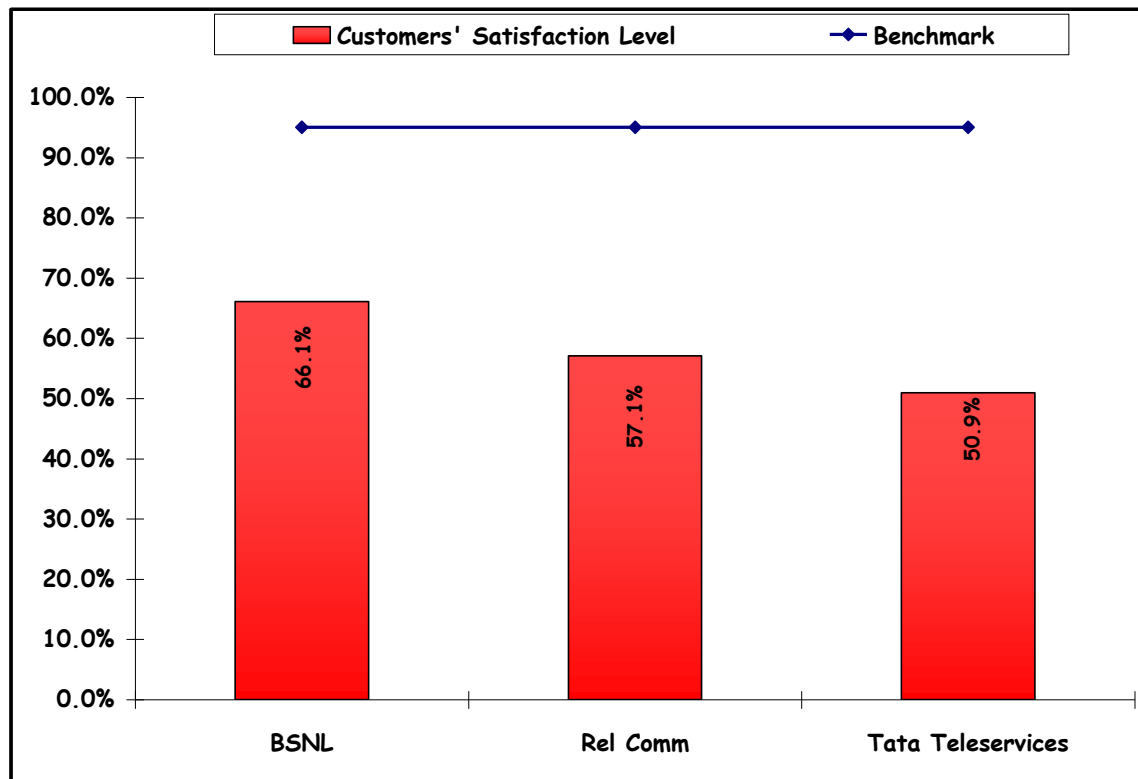
4.2 Graphical Presentation

4.2.1 BASIC SERVICES (WIRE LINE) – HP Service Area

4.2.1.1 SATISFIED WITH PROVISION OF SERVICES

Consumer satisfaction level

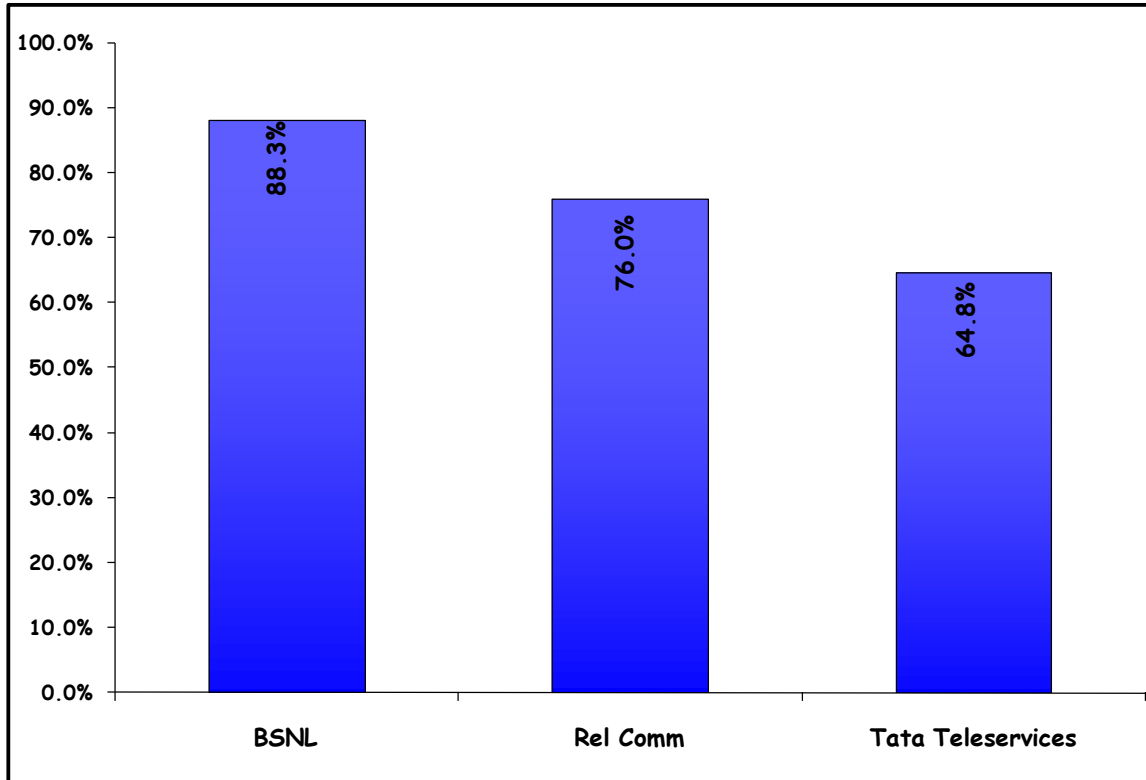
The following graph shows the consumer satisfaction level with the provision of service.



- Audit conducted for 3 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 3 operators ranged from 50.9% to 66.1%.
- Highest level of satisfaction was found by the consumers of BSNL (66.1%), followed by Rel Comm (57.1%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (50.9%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.

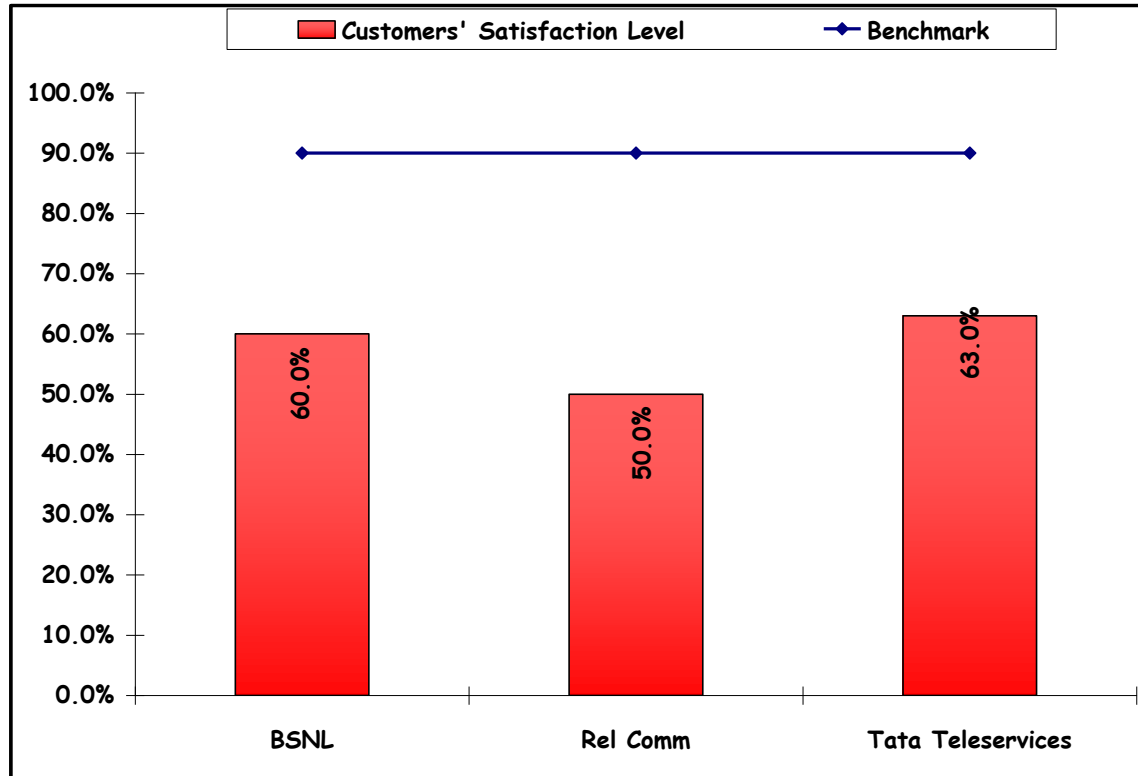


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case only 1 operator, more than 85% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of BSNL (88.3%) followed by Rel Comm (76.0%).
- Whereas the lowest percentages of satisfied customers were in the case of Tata Teleservices (64.8%).

4.2.1.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

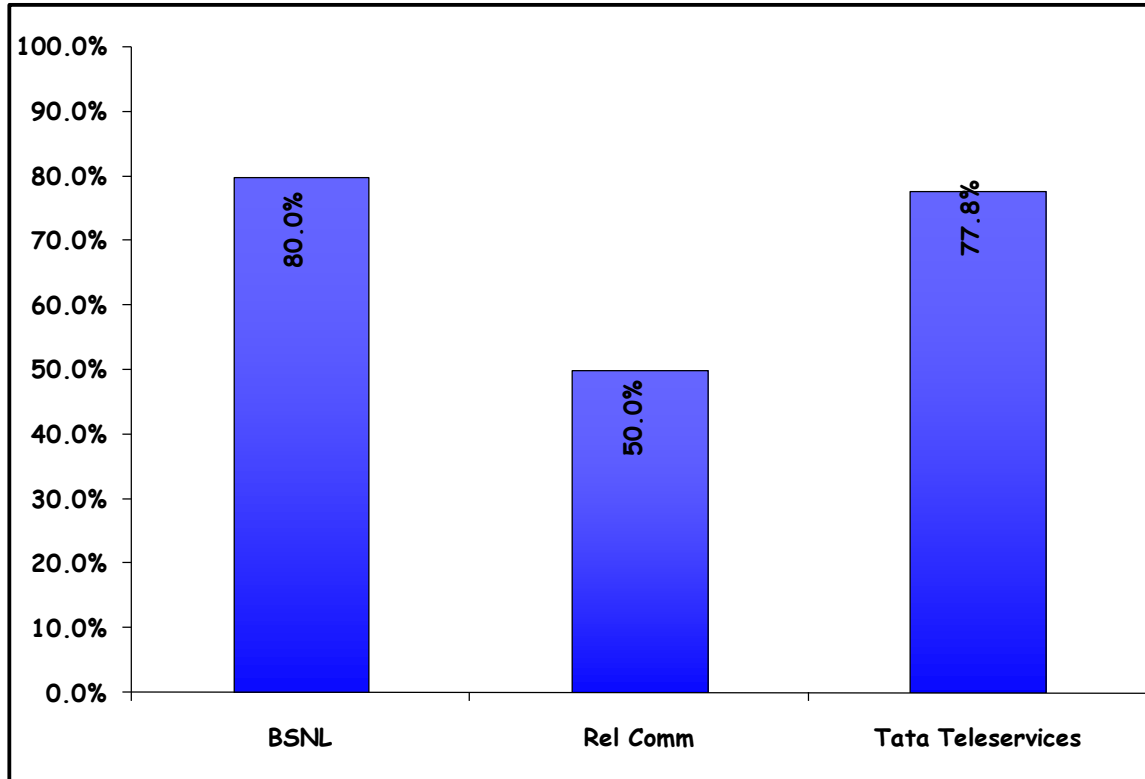
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 3 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the Prepaid Billing Services attained by all the 3 operators ranged from 50.0% to 63.0%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (63.0%), followed by BSNL (60.0%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (50.0%).

Percent of satisfied consumers

The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.

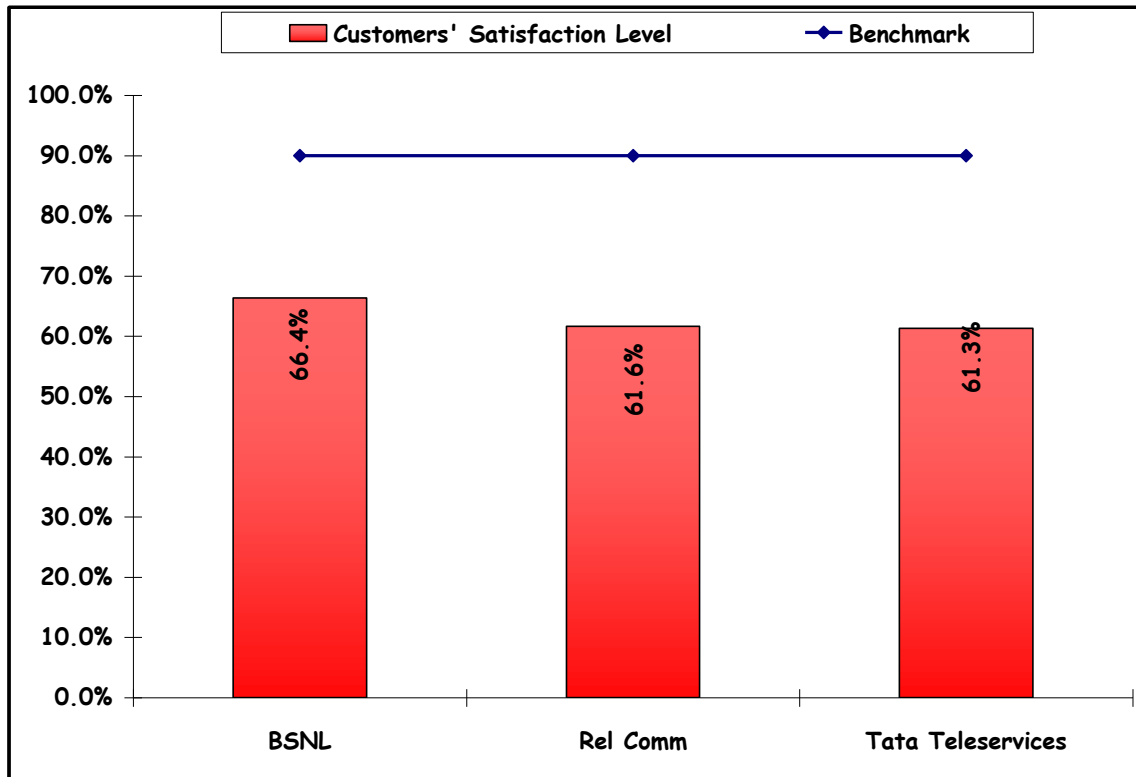


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of one operator, 80% of customers were satisfied with the services.
- Highest percentage of satisfied customers was found in the case of BSNL (80.0%) followed by Tata Teleservices (77.8%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Comm (50.0%).

4.2.1.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

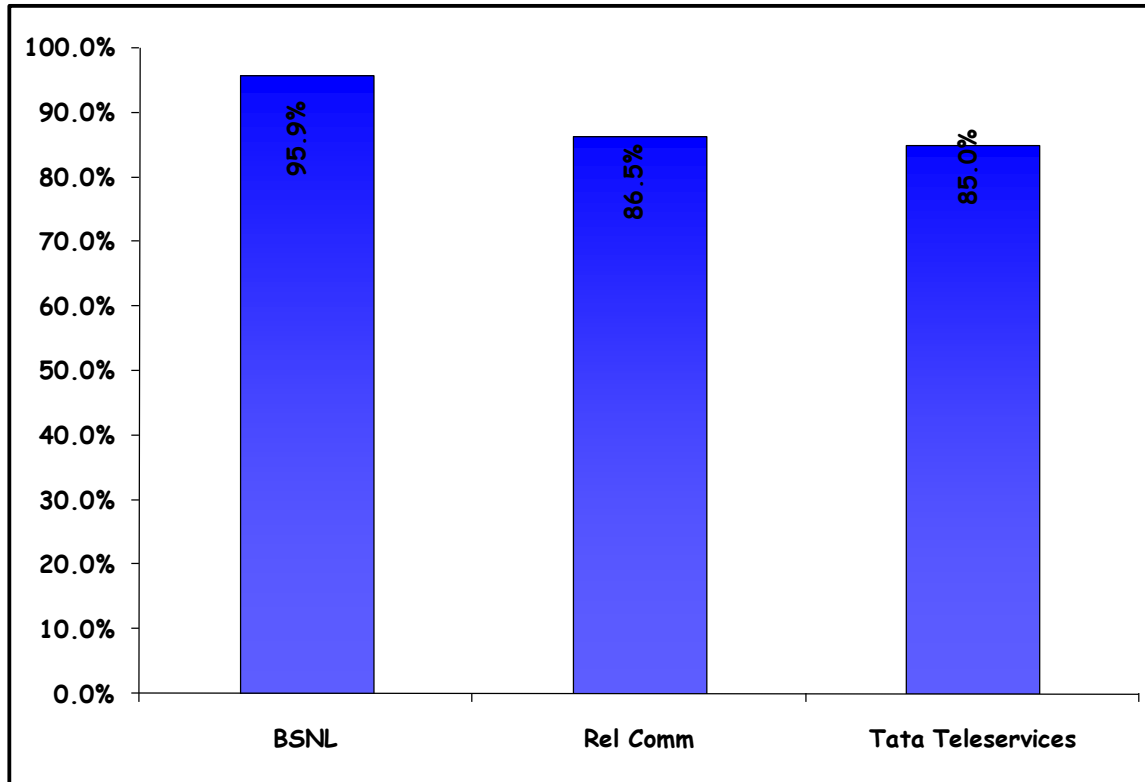
The following graph shows the consumer satisfaction level with the post-paid billing services.



- Audit conducted for 3 operators providing service in HP Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the Postpaid Billing Services attained by all the 3 operators ranged from 61.3% to 66.4%.
- Highest level of satisfaction was found by the consumers of BSNL (66.4%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (61.3%) closely followed by Rel Comm (61.6%).

Percent of satisfied consumers

The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

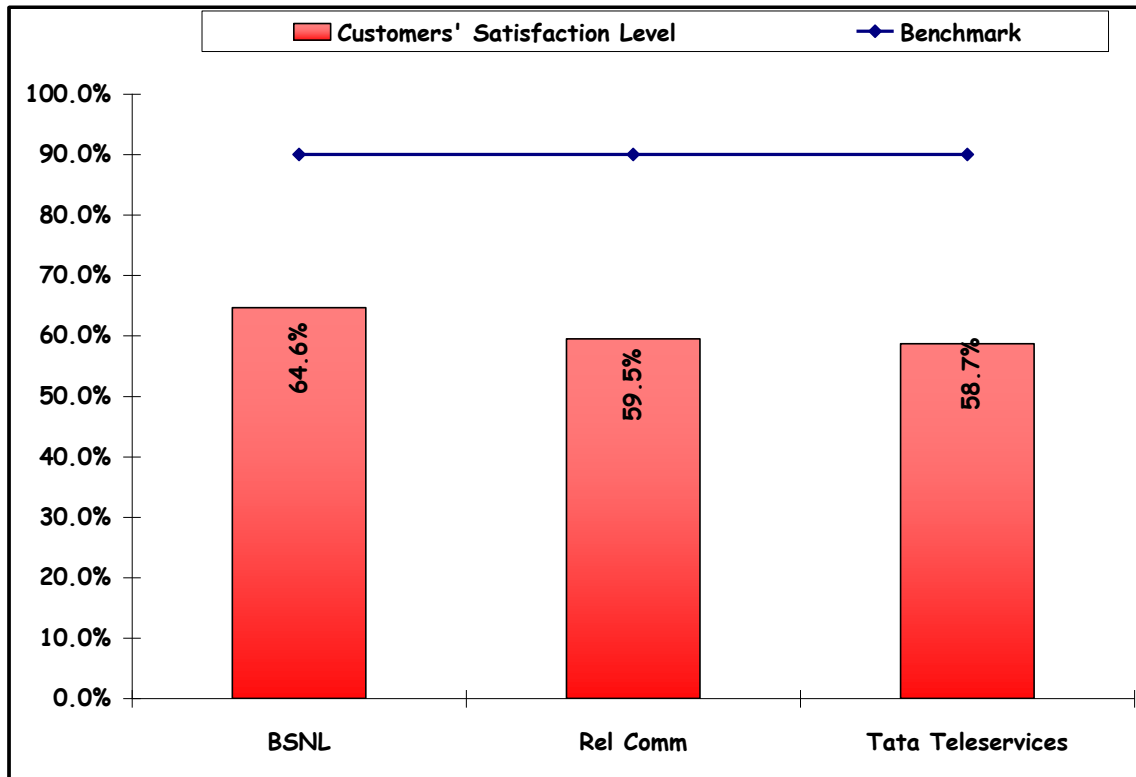


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of 1 operator, >90% of customers were satisfied with the billing service, in the post-paid segment.
- Highest percentage of satisfied customers was found in the case of BSNL (95.9%) followed by Rel Comm (86.5%).
- Whereas the lowest percentages of satisfied customers were in the case of Tata Teleservices (85.0%).

4.2.1.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

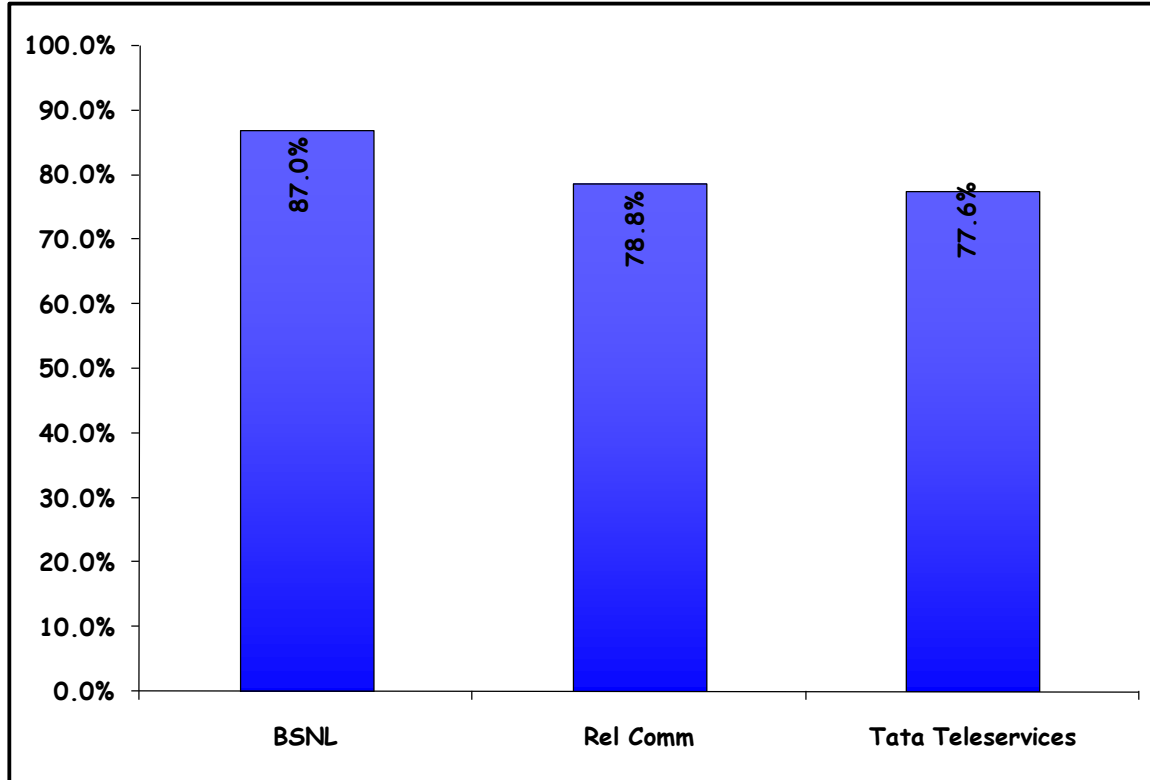
The following graph shows the consumer satisfaction level with the help service.



- Audit conducted for 3 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the Help Services attained by all the 3 operators ranged from 58.7% to 64.6%.
- Highest level of satisfaction was found by the consumers of BSNL (64.6%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (58.7%), followed by Rel Comm (59.5%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.

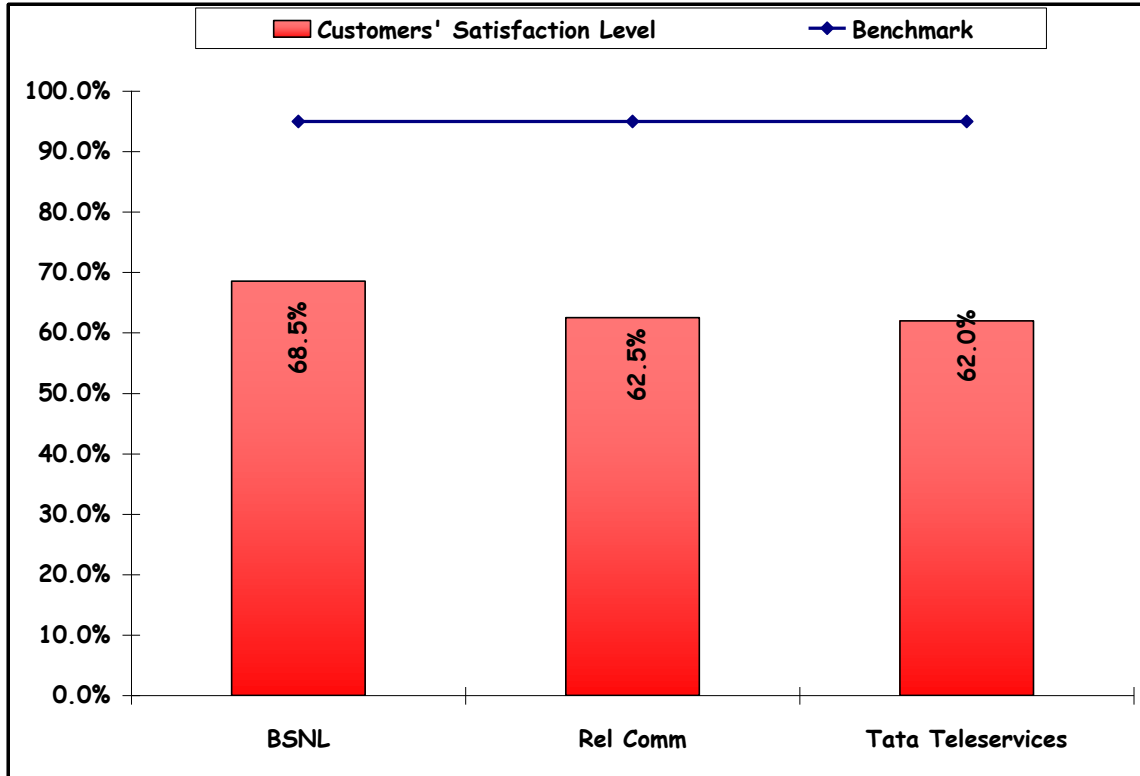


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of 1 operator, >85% of customers were satisfied with the help services.
- Highest percentage of satisfied customers was found in the case of BSNL (87.0%).
- Whereas the lowest percentages of satisfied customers were in the case of Tata Teleservices (77.6%), followed by Rel Comm (78.8%) .

4.2.1.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

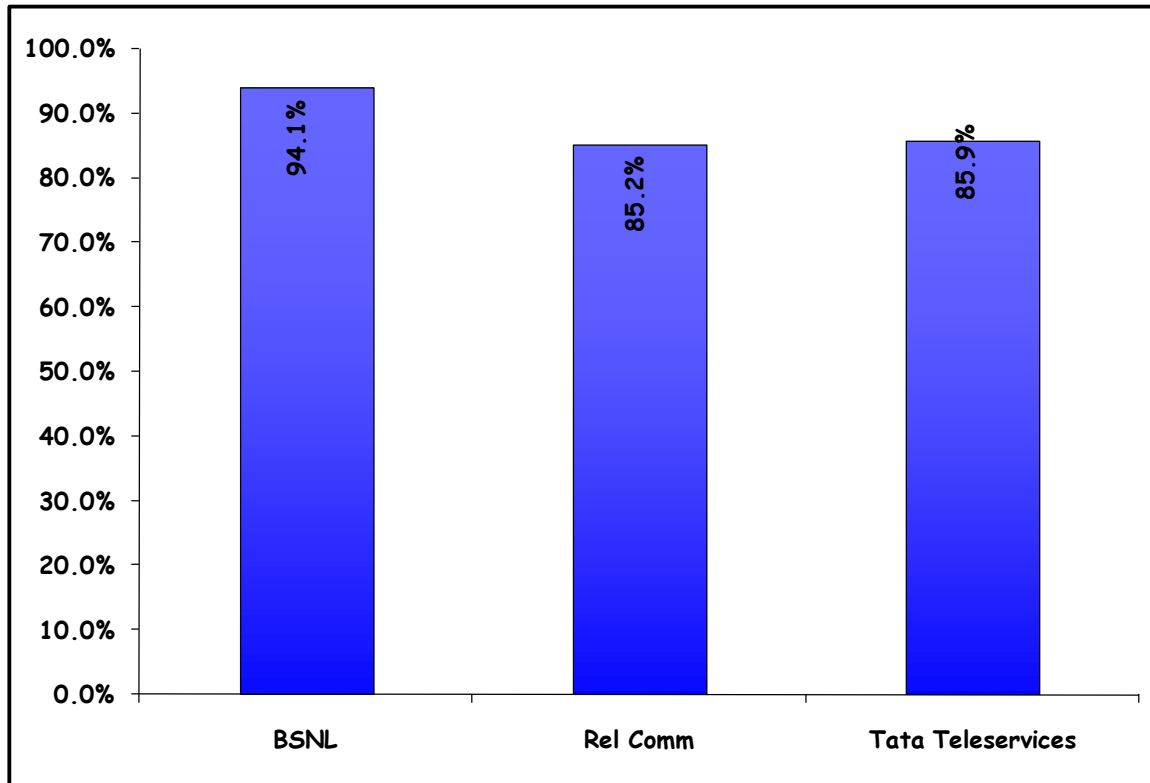
The following graph shows the consumer satisfaction level with network performance.



- Audit conducted for 3 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the network Performance attained by all the 3 operators ranged from 62.0% to 68.5%.
- Highest level of satisfaction was found by the consumers of BSNL (68.5%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (62.0%), followed by Rel Comm (62.5%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.

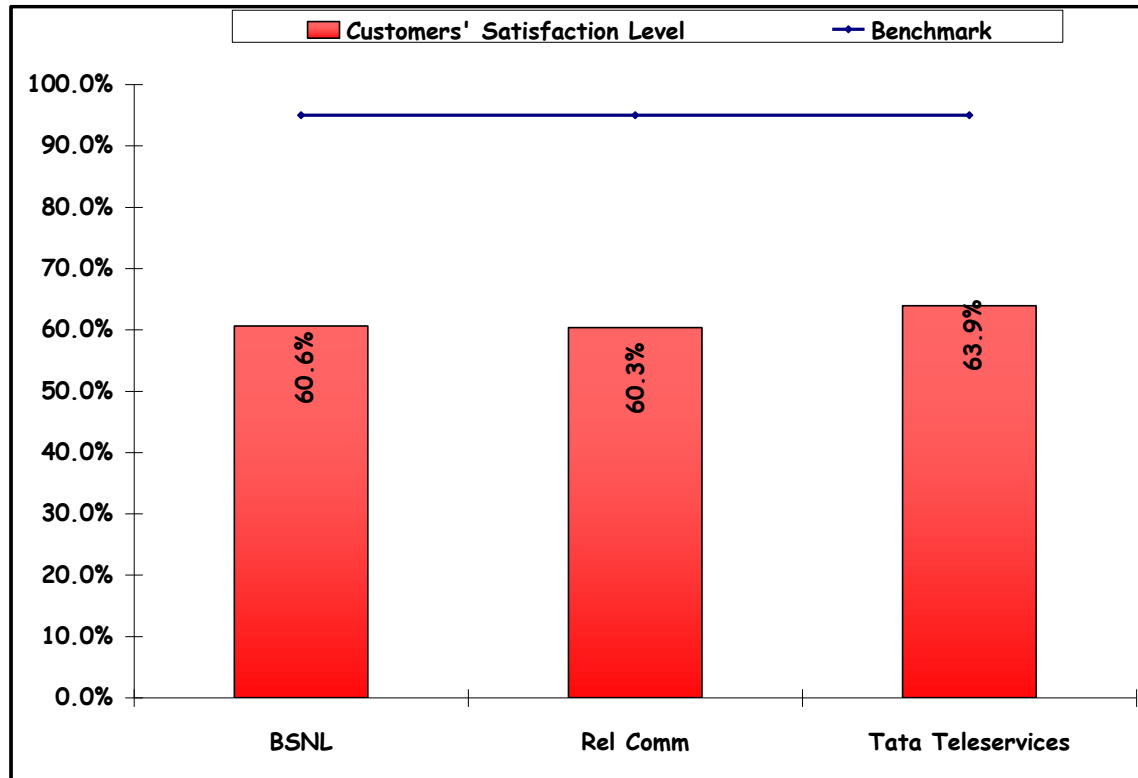


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of 1 operator, >90% of customers were satisfied with the network performance.
- Highest percentage of satisfied customers was found in the case of BSNL (94.1%) followed by Tata Teleservices (85.9%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Comm (85.2%).

4.2.1.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

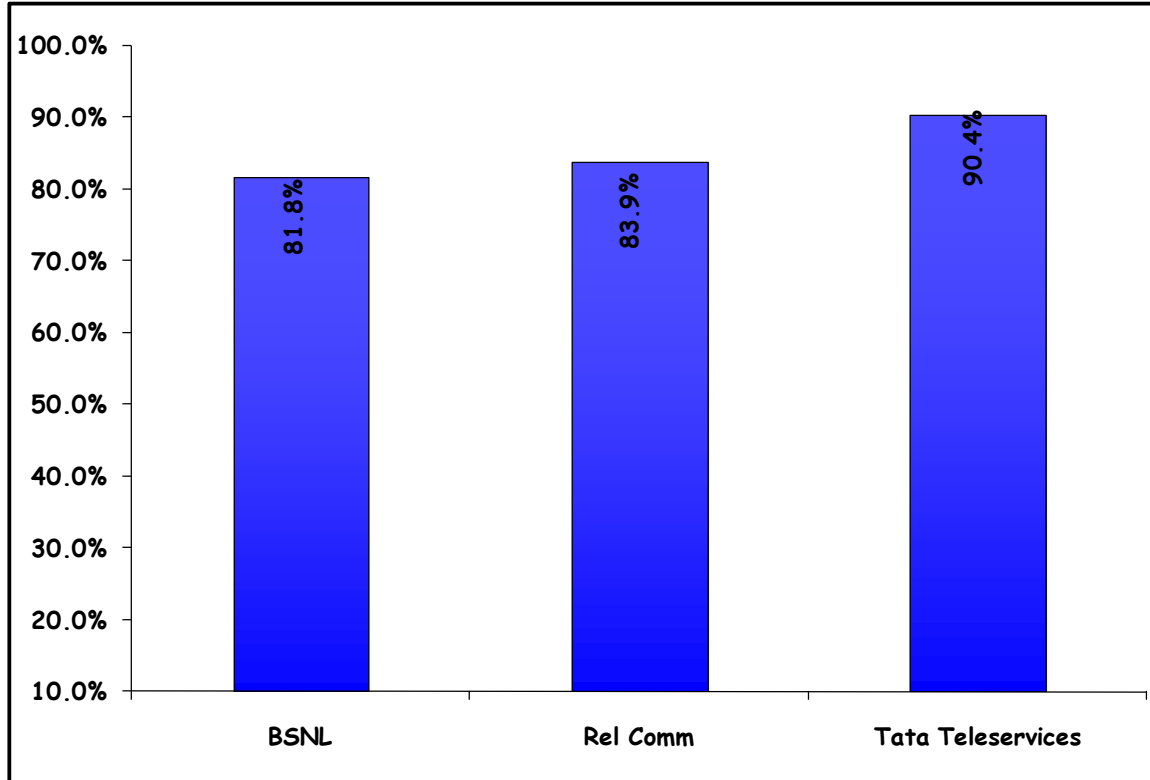
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 3 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the maintainability attained by all the 3 operators ranged from 60.3% to 63.9%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (63.9%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (60.3%), followed by BSNL (60.6%)..

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.

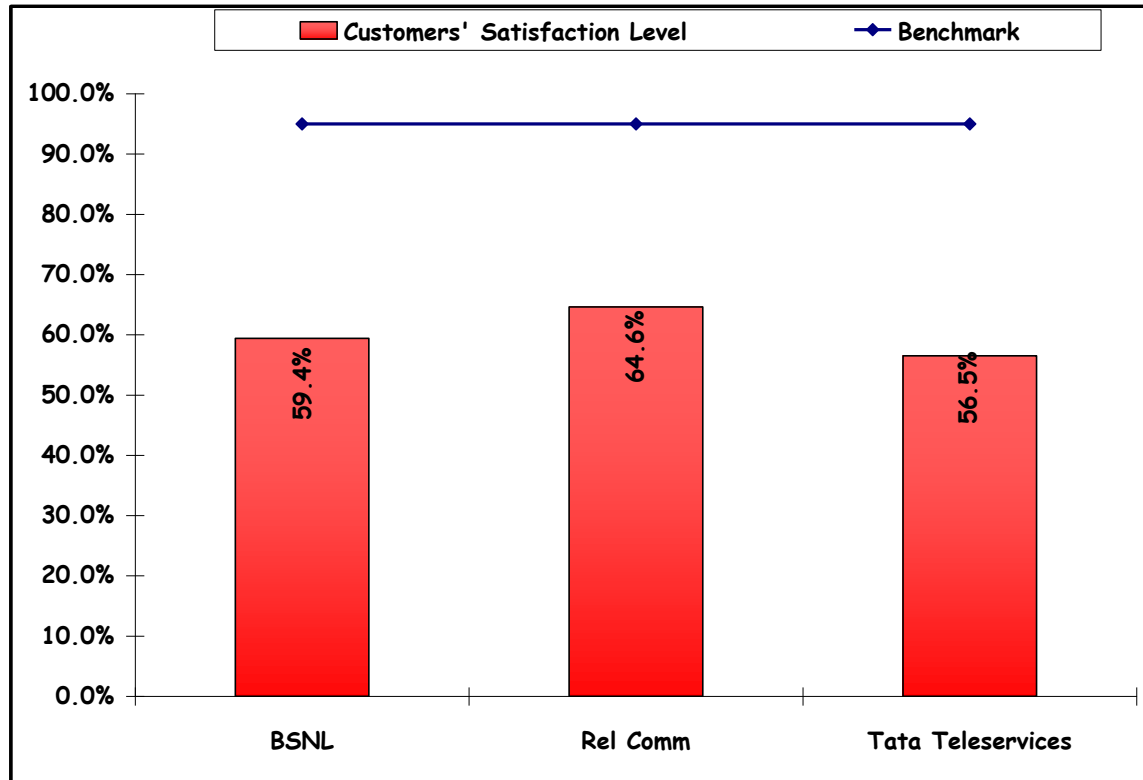


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of 1 operator, >90% of customers were satisfied with the maintainability.
- Highest percentage of satisfied customers was found in the case of Tata Teleservices (90.4%).
- Whereas the lowest percentages of satisfied customers were in the case of BSNL (81.8%), followed by Rel Comm (83.9%).

4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

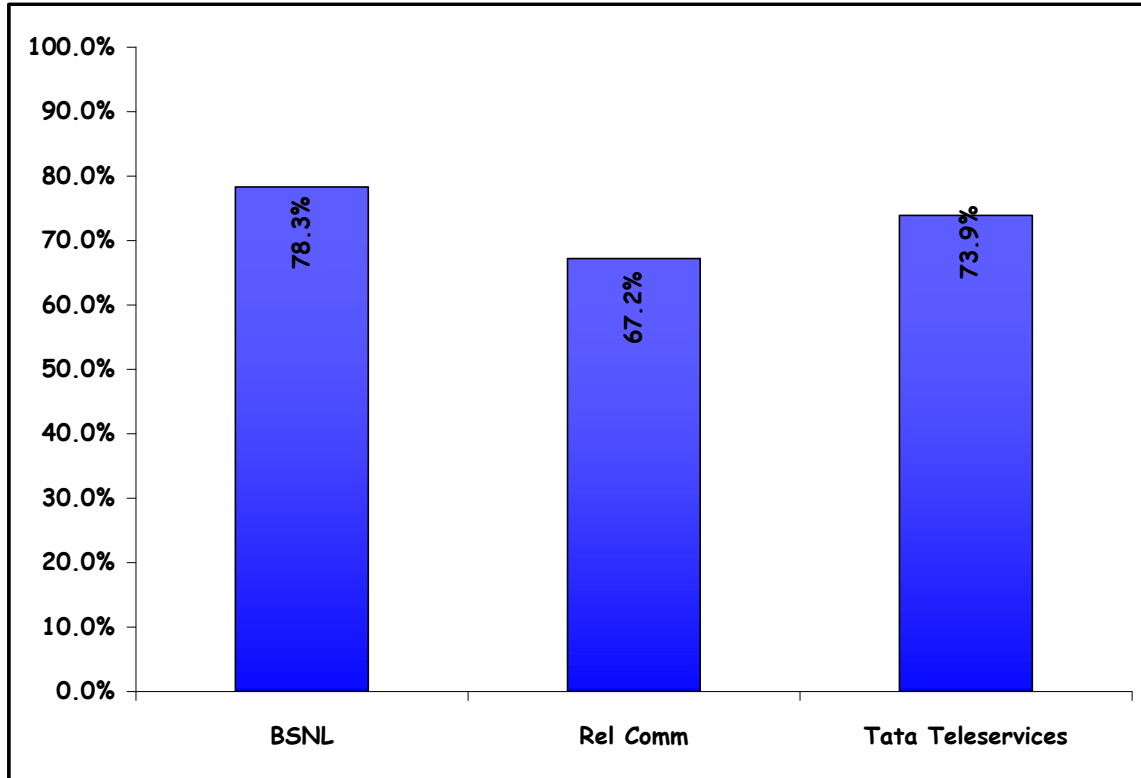
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 3 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the Supplementary attained by all the 3 operators ranged from 56.5% to 64.6%.
- Highest level of satisfaction was found by the consumers of Rel Comm (64.6%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (56.5%), followed by BSNL (59.4%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.

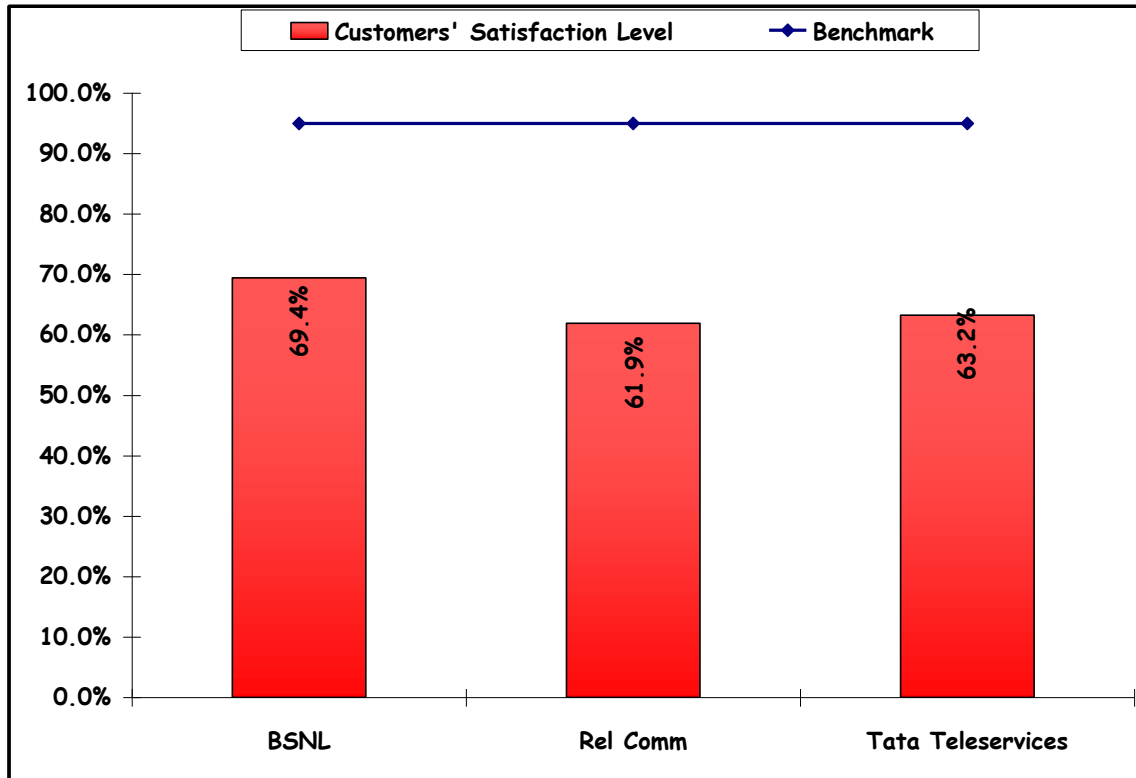


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of two operators, >70% of customers were satisfied with the Supplementary services.
- Highest percentage of satisfied customers was found in the case of BSNL (78.3%) followed by Tata Teleservices (73.9%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Comm (67.2%).

4.2.1.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

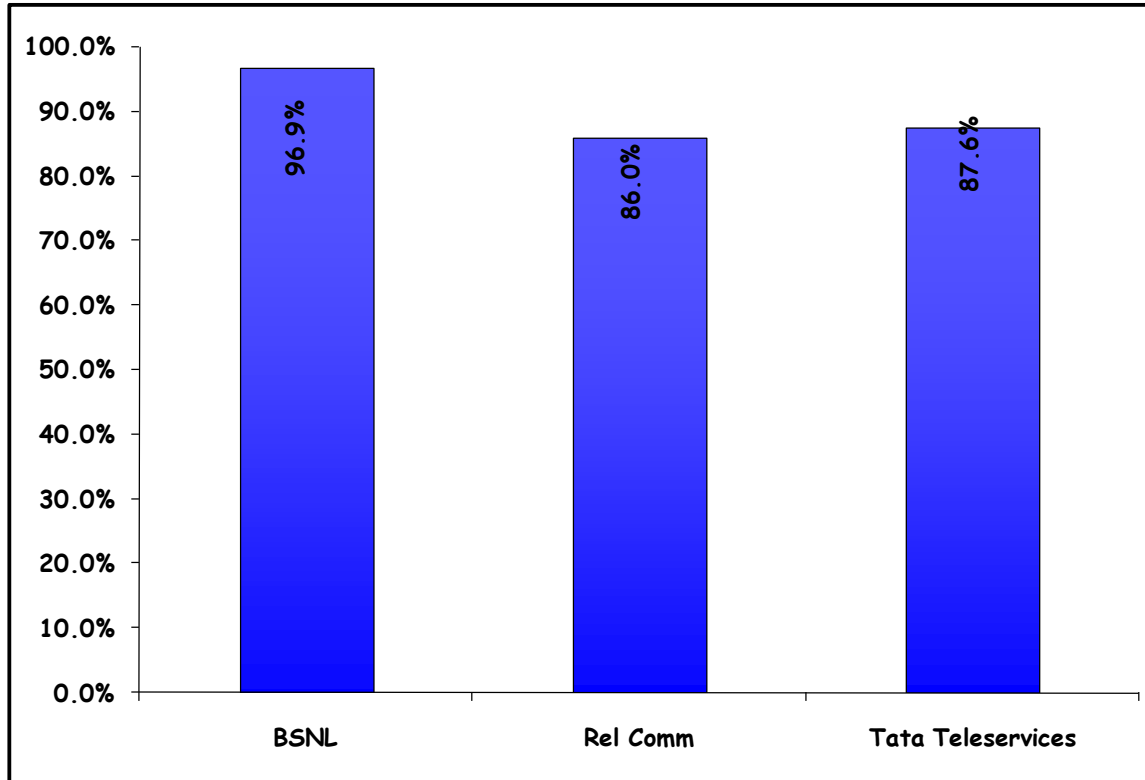
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 3 operators providing service in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the overall customer satisfaction attained by all the 3 operators ranged from 61.9% to 69.4%.
- Highest level of satisfaction was found by the consumers of BSNL (69.4%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (61.9%), followed by Tata Teleservices (63.2%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with overall services.

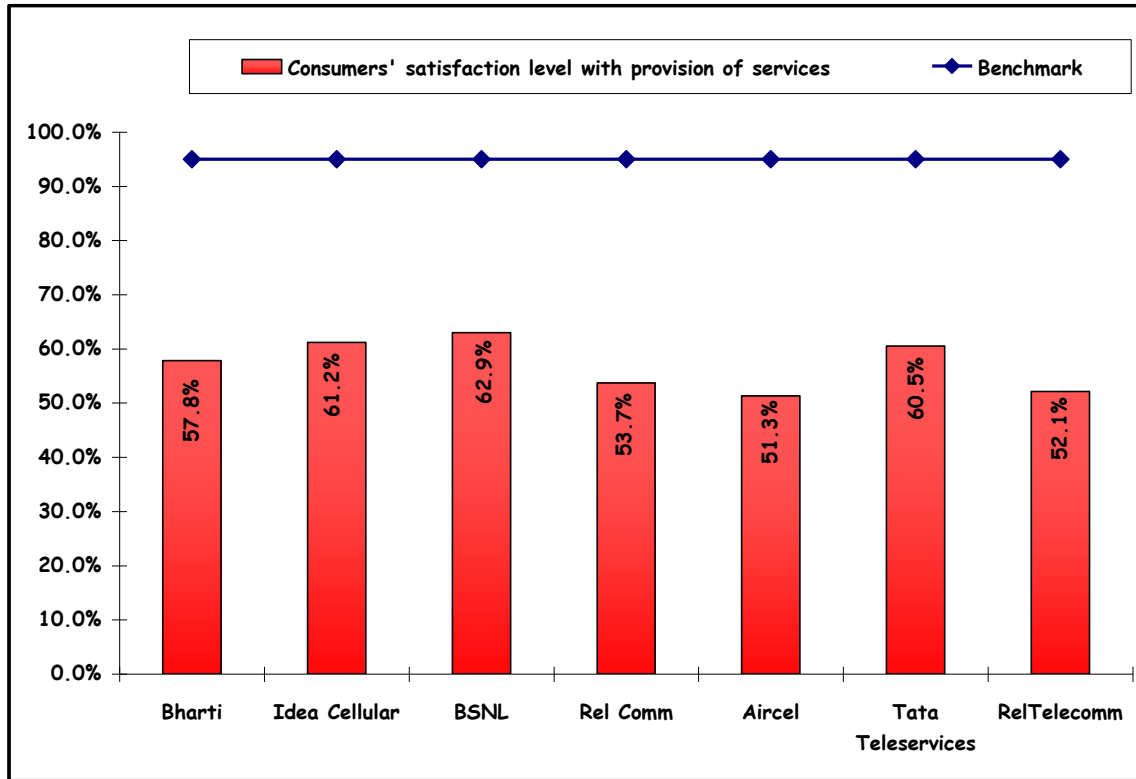


- Audit conducted for 3 operators providing services in HP Service Area.
- In the case of 1 operator, >95% of customers were satisfied with the overall services.
- Highest percentage of satisfied customers was found in the case of BSNL (96.9%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Comm (86.0%), followed by Tata Teleservices (87.6%).

4.2.2 CELLULAR SERVICES – HP SERVICE AREA

4.2.2.1 SATISFIED WITH PROVISION OF SERVICES

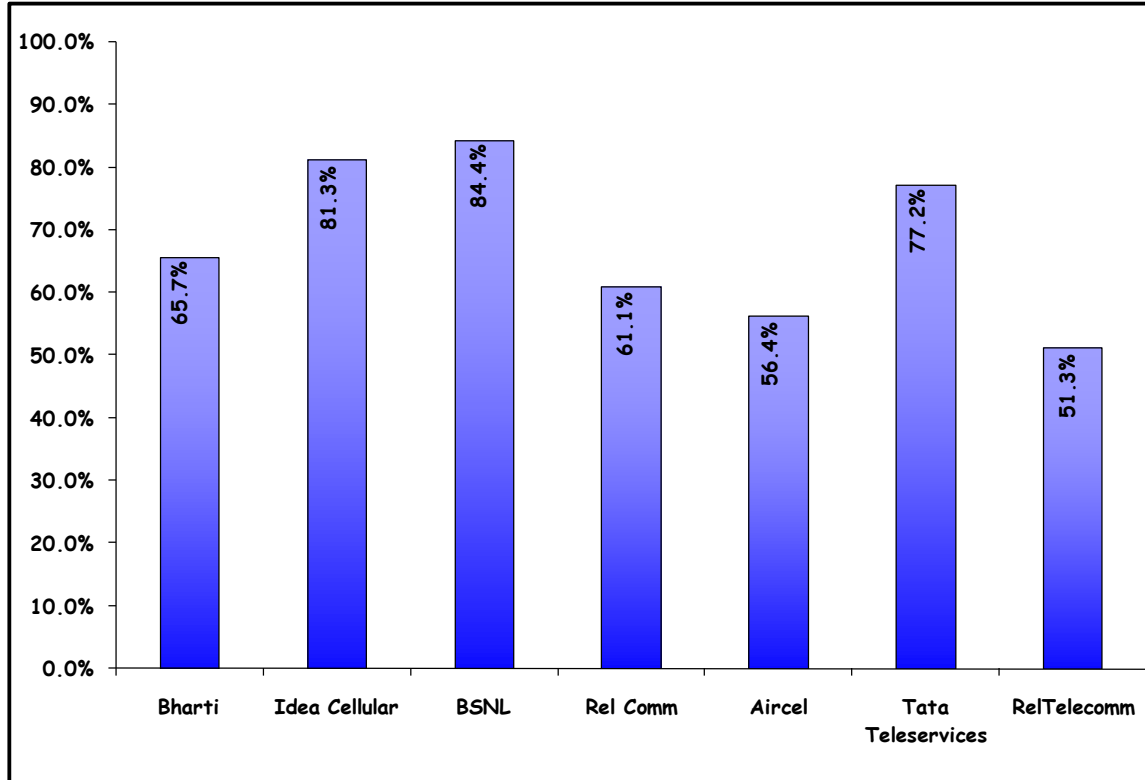
The following graph shows the consumers' satisfaction level with provision of services.



- Audit conducted for 7 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 7 operators ranged from 51.3% to 62.9%.
- Highest level of satisfaction was found by the consumers of BSNL (62.9%), followed by Idea Cellular (61.2%), Tata Teleservices (60.5%) and Bharti (57.8%).
- The lowest level of satisfaction was attained by the consumers of Aircel (51.3%) followed by Rel Telecomm (52.1%) and Rel Comm (53.7%).

Percent of Satisfied Customers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.

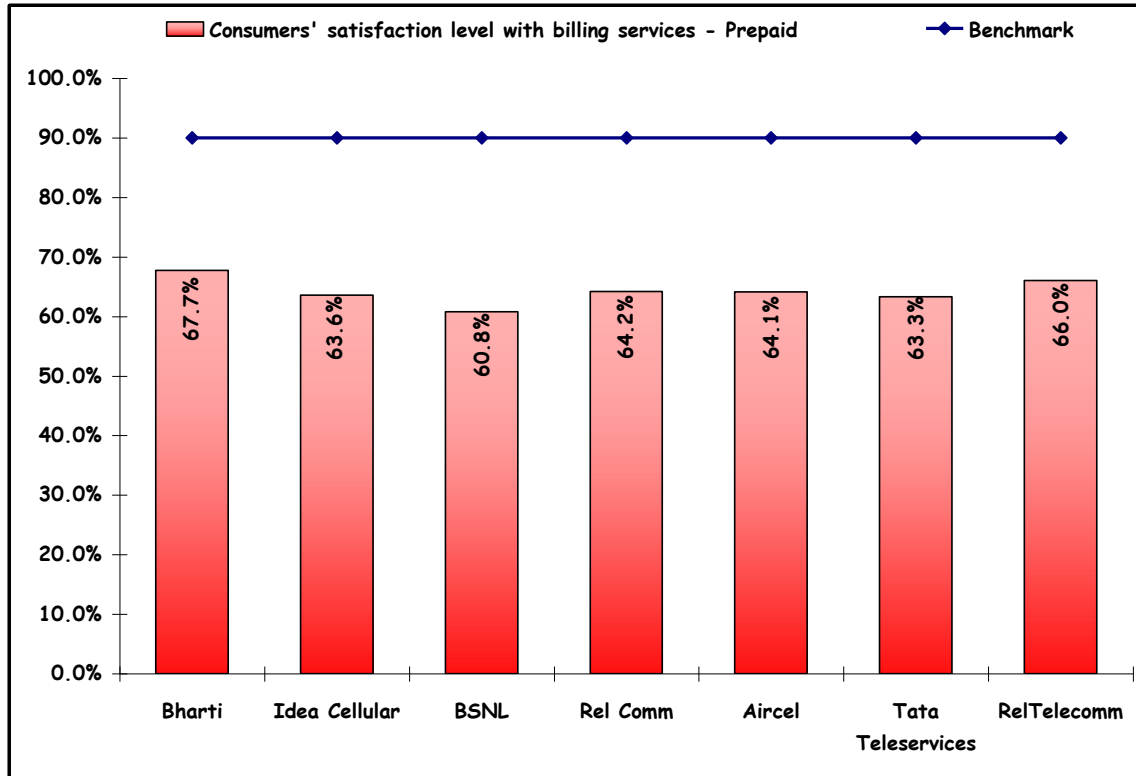


- Audit conducted for 7 operators providing services in HP Service Area.
- In the case of two operators, more than 80% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of BSNL (84.4%) followed by Idea Cellular (81.3%) and Tata Teleservices (77.2%).
- Whereas the lowest percentages of satisfied customers were in the case of Rel Telecomm (51.3%) followed by Aircel (56.4%) and Rel Comm (61.1%) and Bharti (65.7%).

4.2.2.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

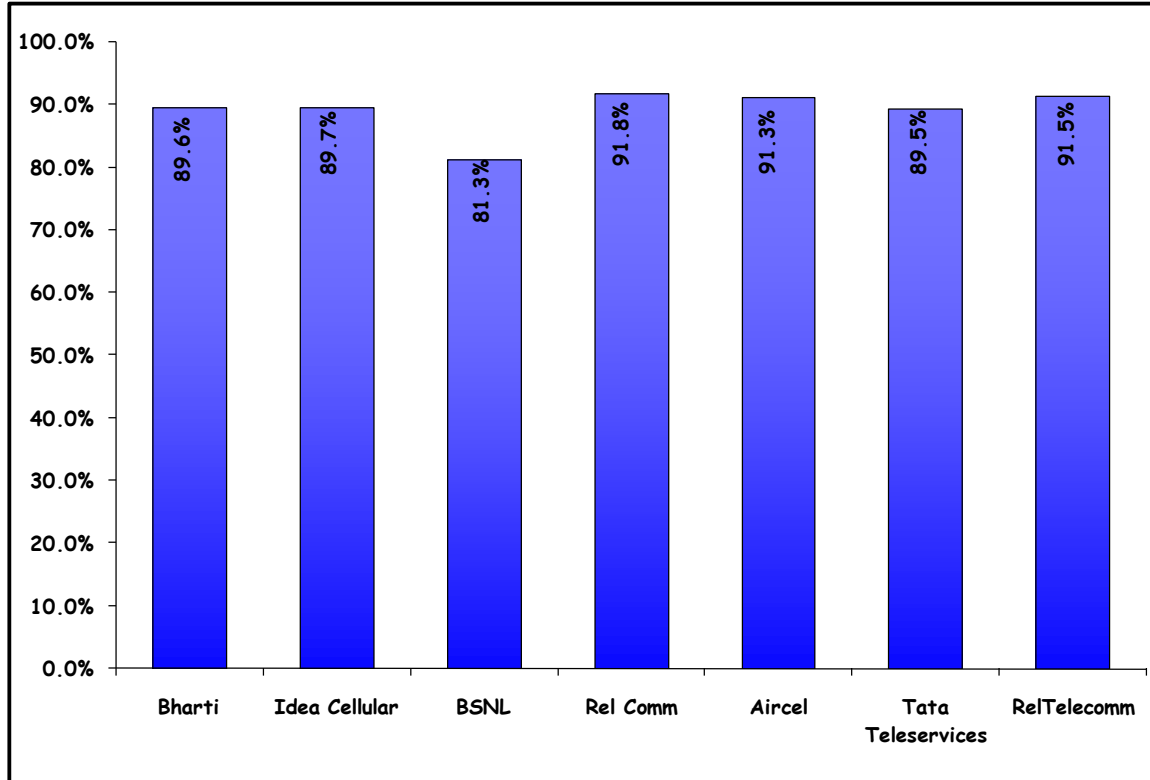
The following graph shows the prepaid consumers' satisfaction level with the prepaid billing services.



- Audit conducted for 7 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For Customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 7 operators ranged from 60.8% to 67.7%.
- Highest level of satisfaction was found by the consumers of Bharti (67.7%) followed by Rel Telecomm (66.0%), Rel Comm (64.2%) and Aircel (64.1%).
- The lowest level of satisfaction was attained by the consumers of BSNL (60.8%), followed by Tata Teleservices (63.3%) and Idea Cellular (63.6%).

Percent of satisfied consumers

The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.

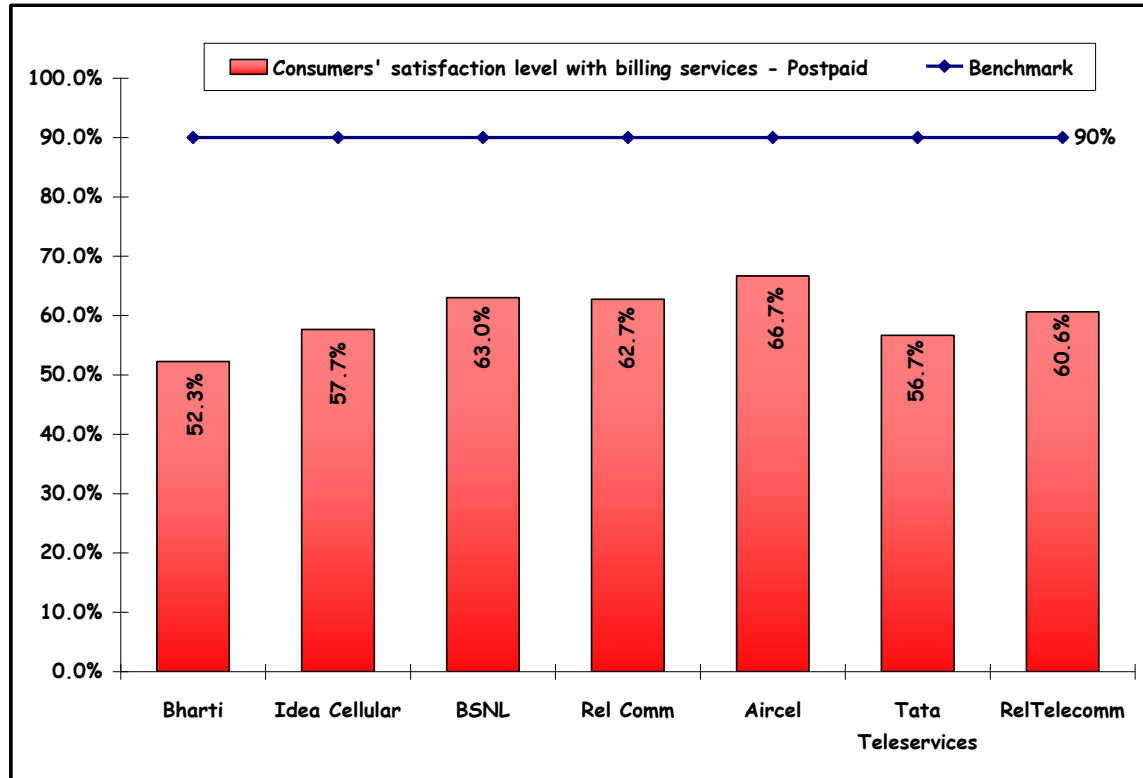


- Audit conducted for 7 operators providing services in HP Service Area.
- In the case of 3 operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Rel Comm (91.8%) followed by Rel Telecomm (91.5%) and Aircel (91.3%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (81.3%) followed by Tata Teleservices (89.5%) and Bharti (89.6%) and Idea Cellular (89.7%).

4.2.2.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

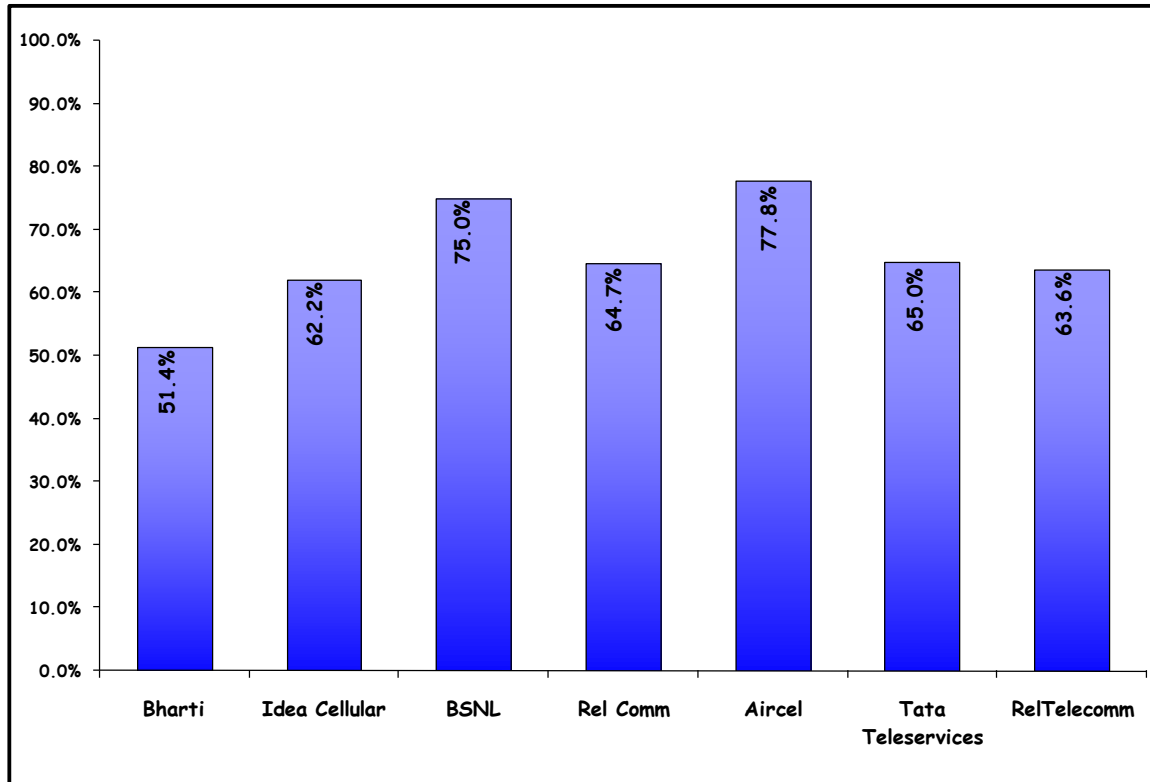
The following graph shows the postpaid consumers' satisfaction level with billing services.



- Audit conducted for 7 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 7 operators ranged from 52.3% to 66.7%.
- Highest level of satisfaction was found by the consumers of Aircel (66.7%) followed by BSNL (63.0%), Rel Comm (62.7%) and Rel Telecomm (60.6%).
- The lowest level of satisfaction was attained by the consumers of Bharti (52.3%), followed by Idea Cellular (57.7%), Tata Teleservices (56.7%).

Percent of satisfied consumers

The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.

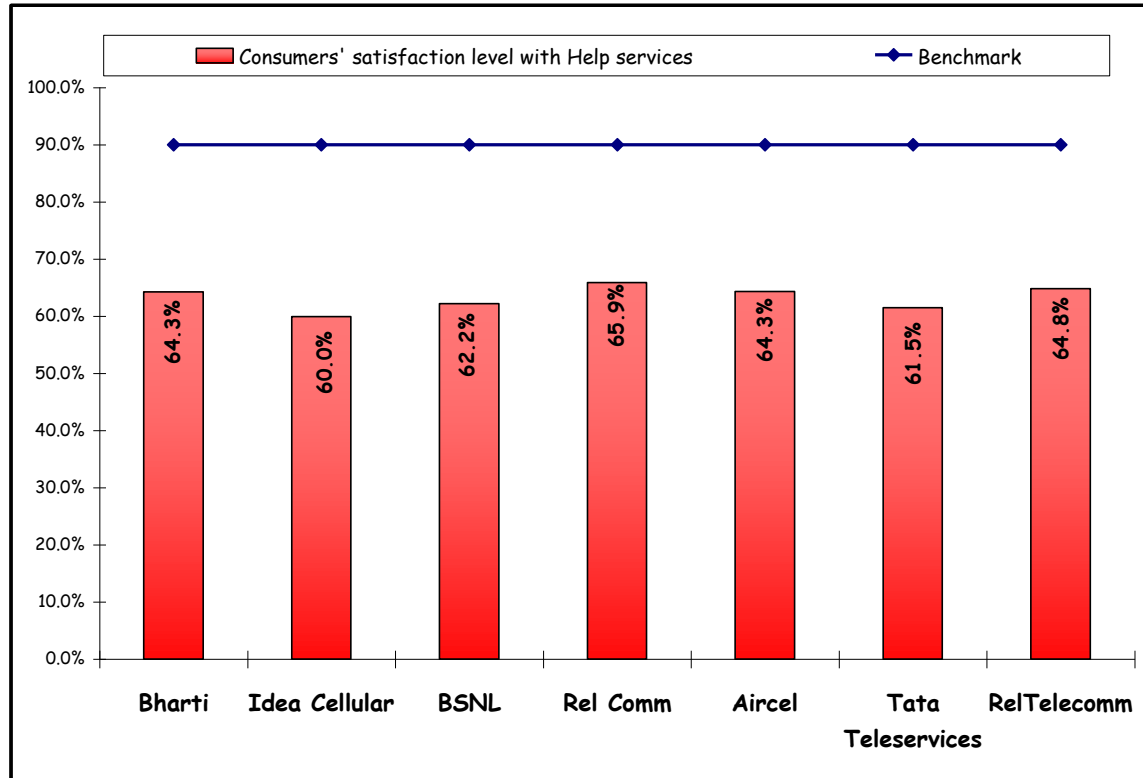


- Audit conducted for 7 operators providing service in HP Service Area.
- In the case of two operators >70% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Aircel (77.8%) followed by BSNL (75.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (51.4%), Idea Cellular (62.2%), Rel Telecomm (63.6%) Rel Comm (64.7%) and Tata Teleservices (65.0%).

4.2.2.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

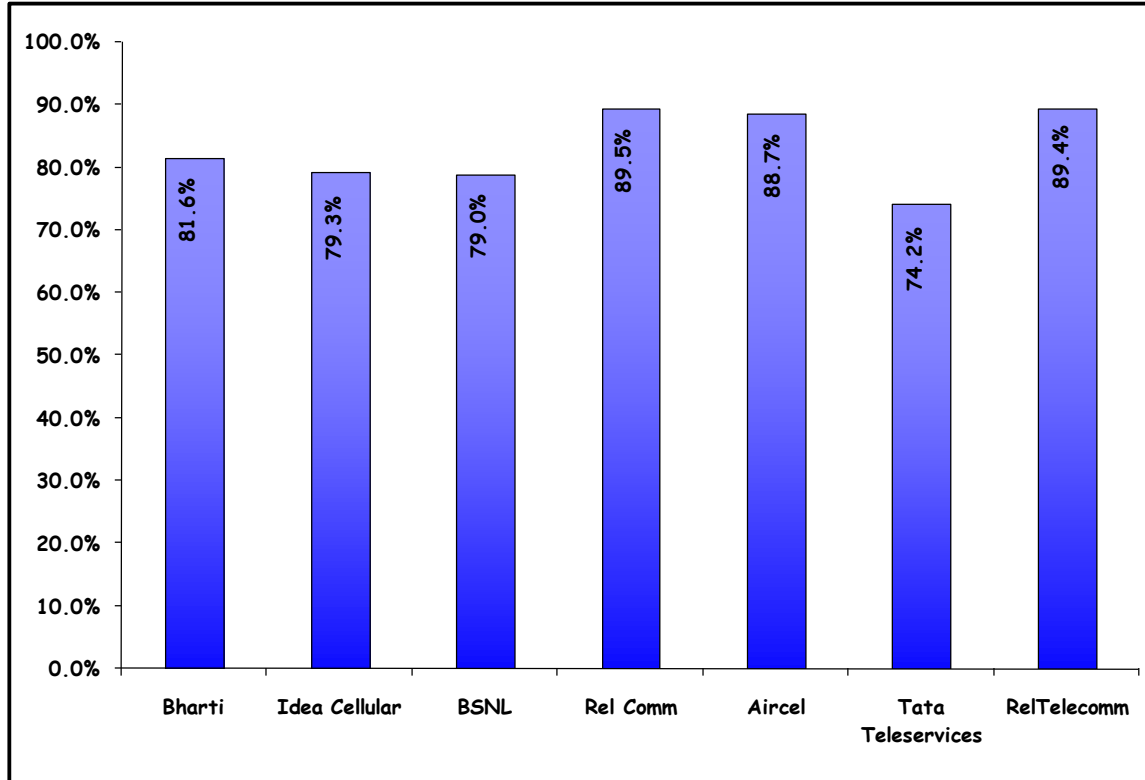
The following graph shows the consumers' satisfaction level with help services.



- Audit conducted for 7 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 7 operators ranged from 60.0% to 65.9%.
- Highest level of satisfaction was found by the consumers of Rel Comm (65.9%) followed by Rel Telecomm (64.8%) and Bharti and Aircel (64.3% each).
- The lowest level of satisfaction was shared by the consumers of Idea Cellular (60.0%), followed by Tata Teleservices (61.5%) and BSNL (62.2%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.

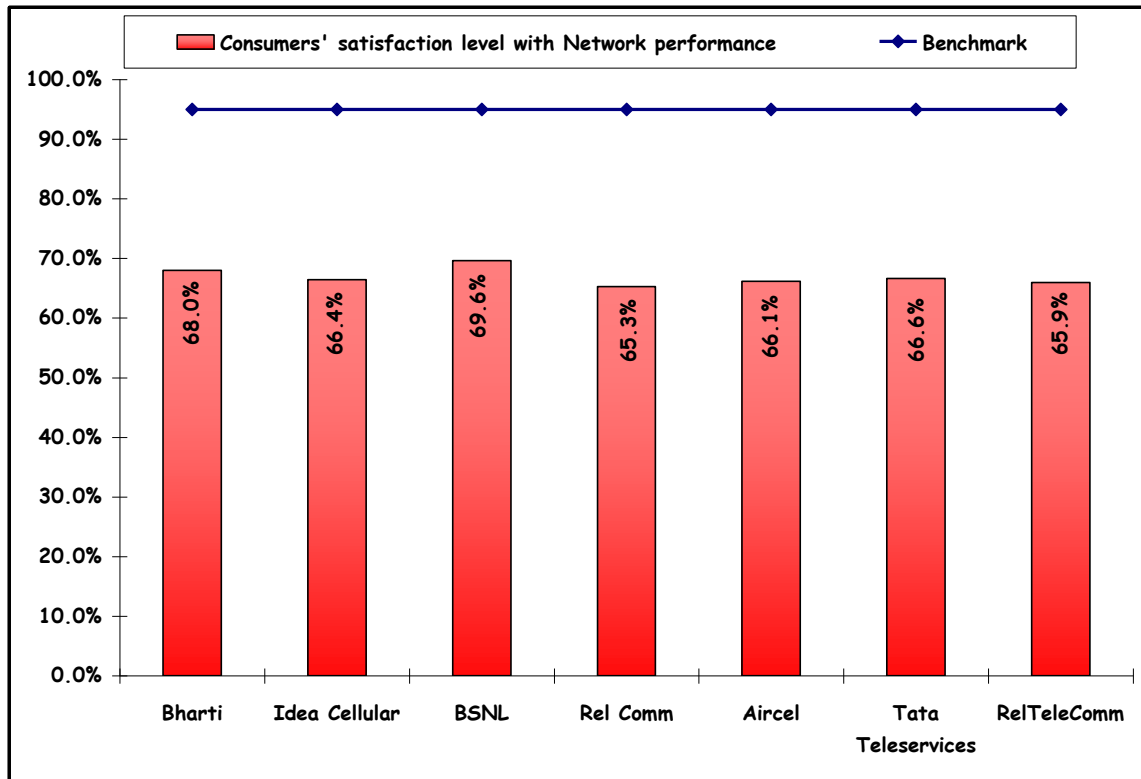


- Audit conducted for 7 operators providing services in HP Service Area.
- In the case of three operators, >85% of subscribers were satisfied with help services
- Highest percentage of satisfied customers were found in the case of Rel Comm (89.5%) closely followed by Rel Telecomm (89.4%), Aircel (88.7%) and Bharti (81.6%).
- Whereas, the lowest percentage of satisfied customers were in the case of Tata Teleservices (74.2%) followed by BSNL (79.0%) and Idea Cellular (79.3%).

4.2.2.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

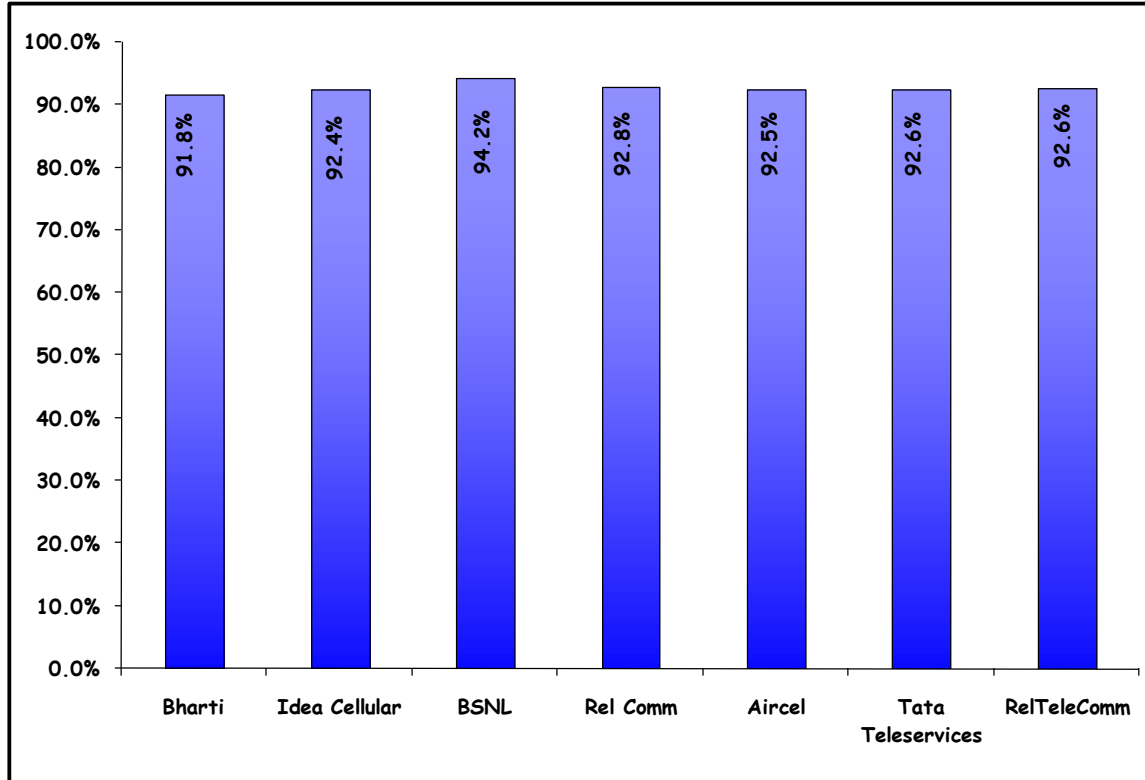
The following graph shows the consumers' satisfaction level with network performance.



- Audit conducted for 7 operators providing services in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 7 operators ranged from 65.3% to 69.6%.
- Highest level of satisfaction was attained by the consumers of BSNL (69.6%) followed by Bharti (68.0%), Tata Teleservices (66.6%), Idea Cellular (66.4%) and Aircel (66.1%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (65.3%) followed by Rel Telecomm (65.9%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.

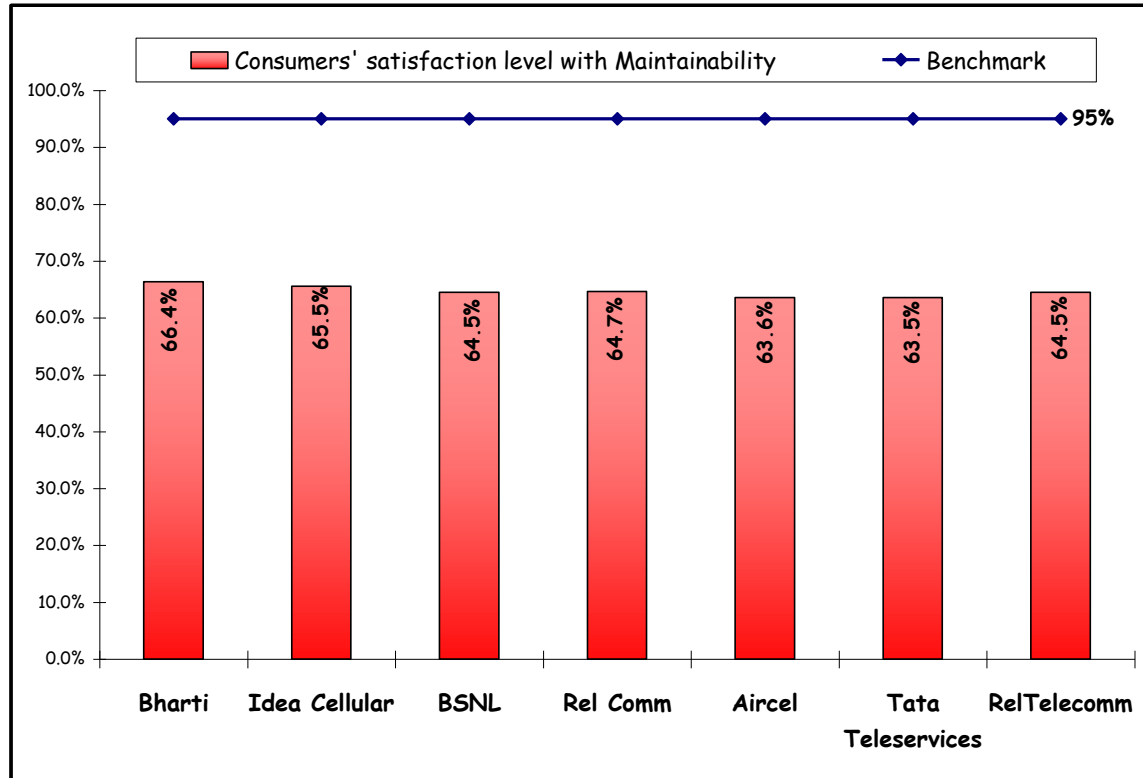


- Audit conducted for 7 operators providing service in HP Service Area.
- In the case of all the operators >90% of subscribers were satisfied with network performance.
- Highest percentage of satisfied customers were found in the case of BSNL (94.2%) followed by Rel Comm (92.8%), Tata Teleservices and Rel Telecomm (92.6%each), Aircel (92.5%) and Idea Cellular (92.4%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (91.8%).

4.2.2.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

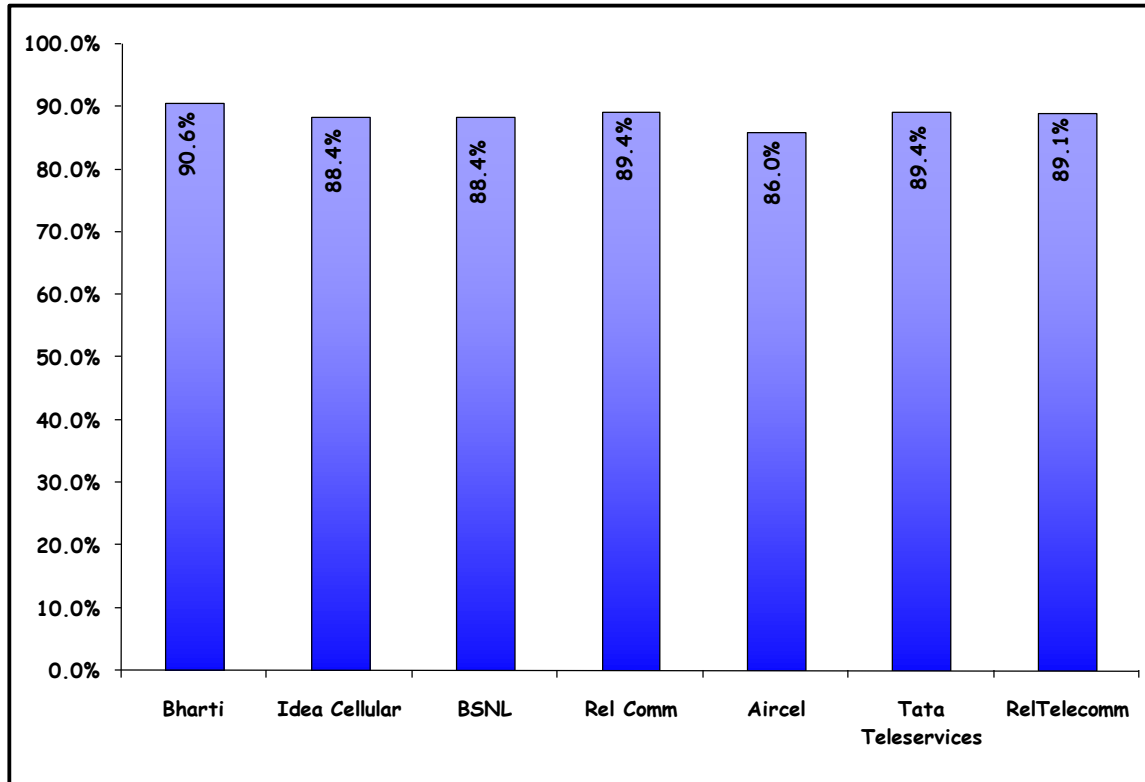
The following graph shows the consumers' satisfaction level with Maintainability.



- Audit conducted for 7 operators providing service in HP Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 7 operators ranged from 63.5% to 66.4%.
- Highest level of satisfaction was found by the consumers of Bharti (66.4%) followed by Idea Cellular (65.5%), Rel Comm (64.7%) and BSNL and Rel Telecomm (64.5% each).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (63.5%) closely followed by Aircel (63.6%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.

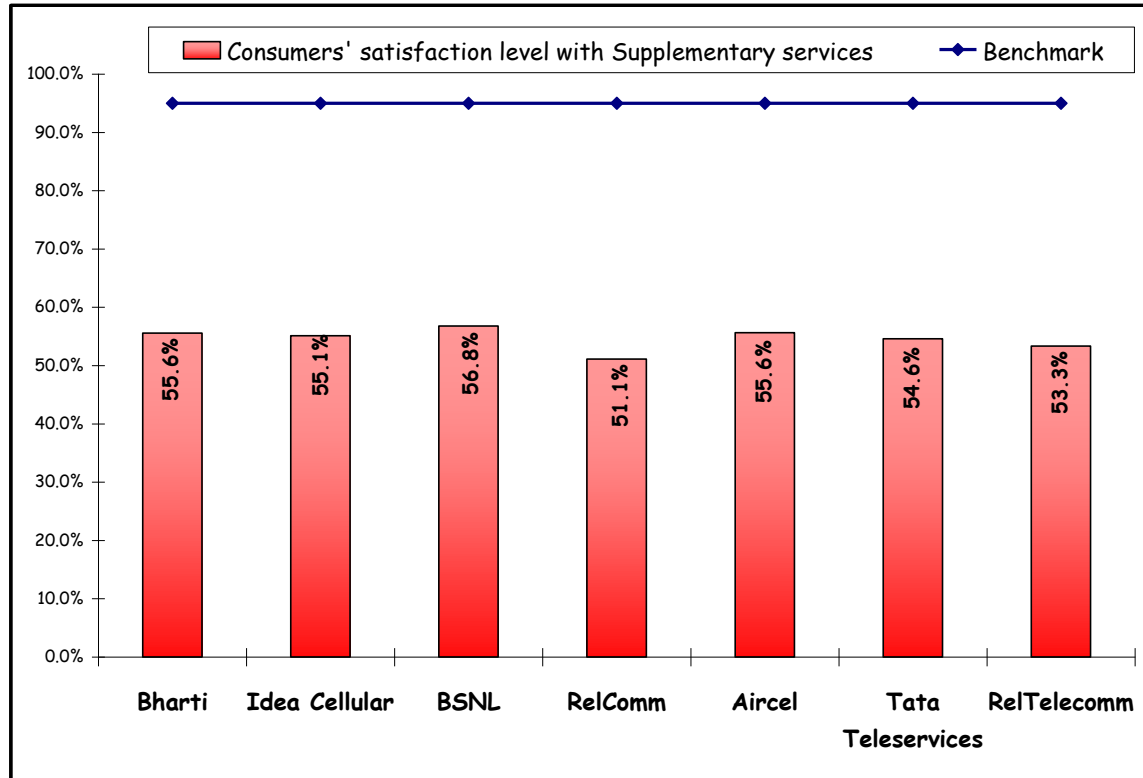


- Audit conducted for 7 operators providing service in HP Service Area.
- In the case of only one operator >90% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Bharti (90.6%) followed by Rel Comm and Tata Teleservices (89.4% each), Rel Telecomm (89.1%) and Idea Cellular and BSNL (88.4%each).
- Whereas, the lowest percentage of satisfied customers were found in the case of Aircel (86.0%).

4.2.2.7 SATISFIED WITH SUPPLEMENTARY SERVICES

Consumer satisfaction level

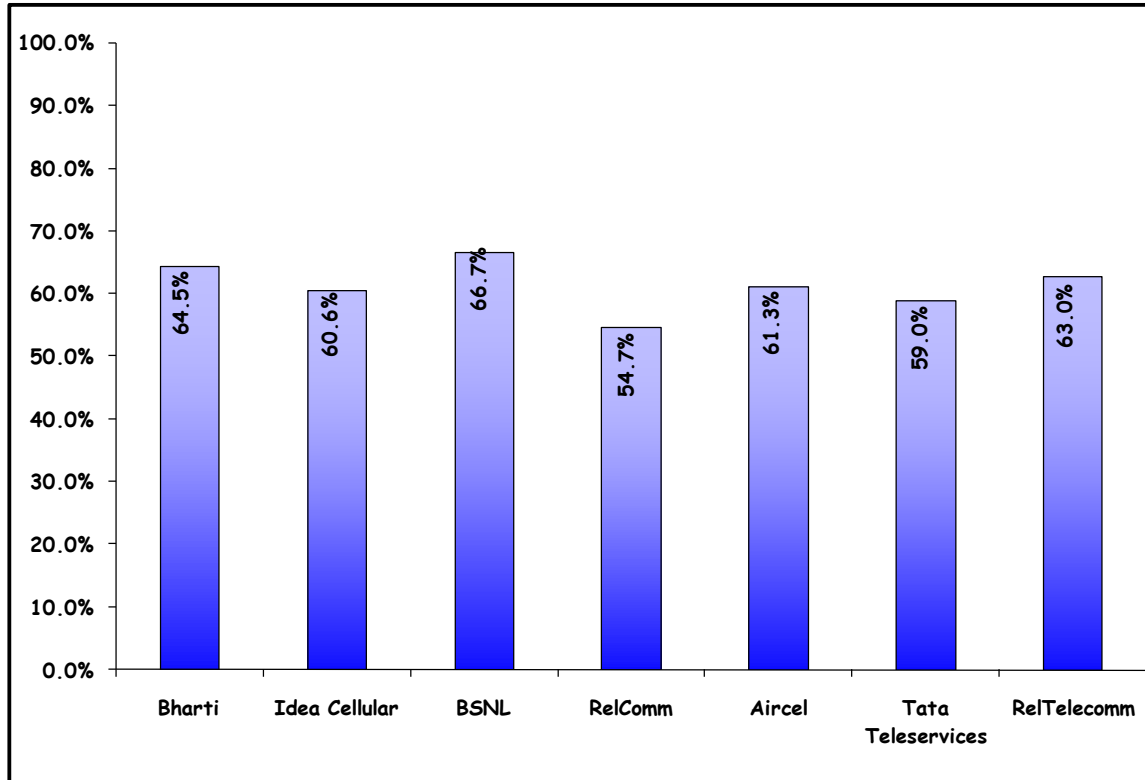
The following graph shows the consumers' satisfaction level with supplementary services.



- Audit conducted for 7 operators providing service in HP Service Area.
- None of the operators were found meeting the benchmark of >95%. In fact, the performance level of all the operators was <60%
- For customer satisfaction level with supplementary service, achievement level of all the 7 operators ranged from 51.1% to 56.8%.
- Highest level of satisfaction was found by the consumers of BSNL (56.8%) followed by Bharti and Aircel (55.6% each), Idea Cellular (55.1%) and Tata Teleservices (54.6%).
- The lowest level of satisfaction was attained by the consumers of Rel Comm (51.1%), followed by Rel Telecomm (53.3%).

Percent of satisfied consumers

The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.

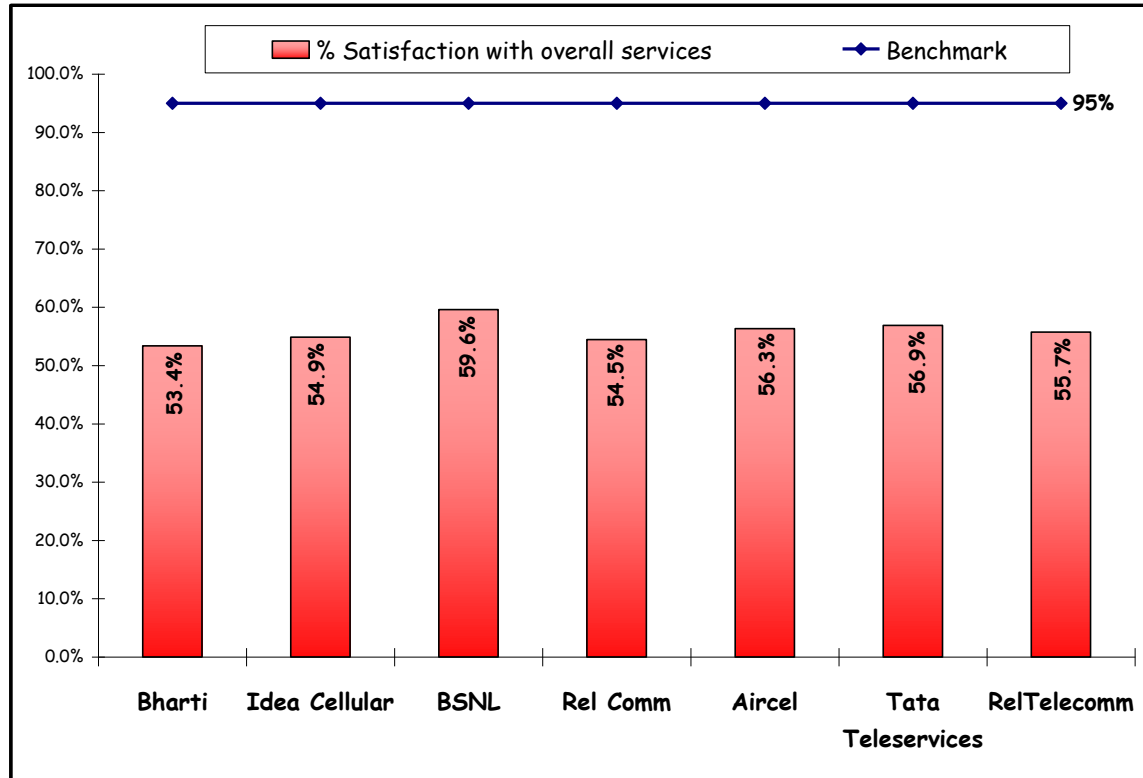


- Audit conducted for 7 operators providing service in HP Service Area.
- In the case of only one operator >65% of subscribers were satisfied with supplementary services. In the case of other 6 operators percentages ranged 54.7% to 64.5%.
- Highest percentage of satisfied customers were found in the case of BSNL (66.7%) followed by Bharti (64.5%), Rel Telecomm (63.0%), Aircel (61.3%) and Idea Cellular (60.6%).
- Whereas, the lowest percentages of satisfied customers were found in the case of Rel Comm (54.7%) followed by Tata Teleservices (59.0%).

4.2.2.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

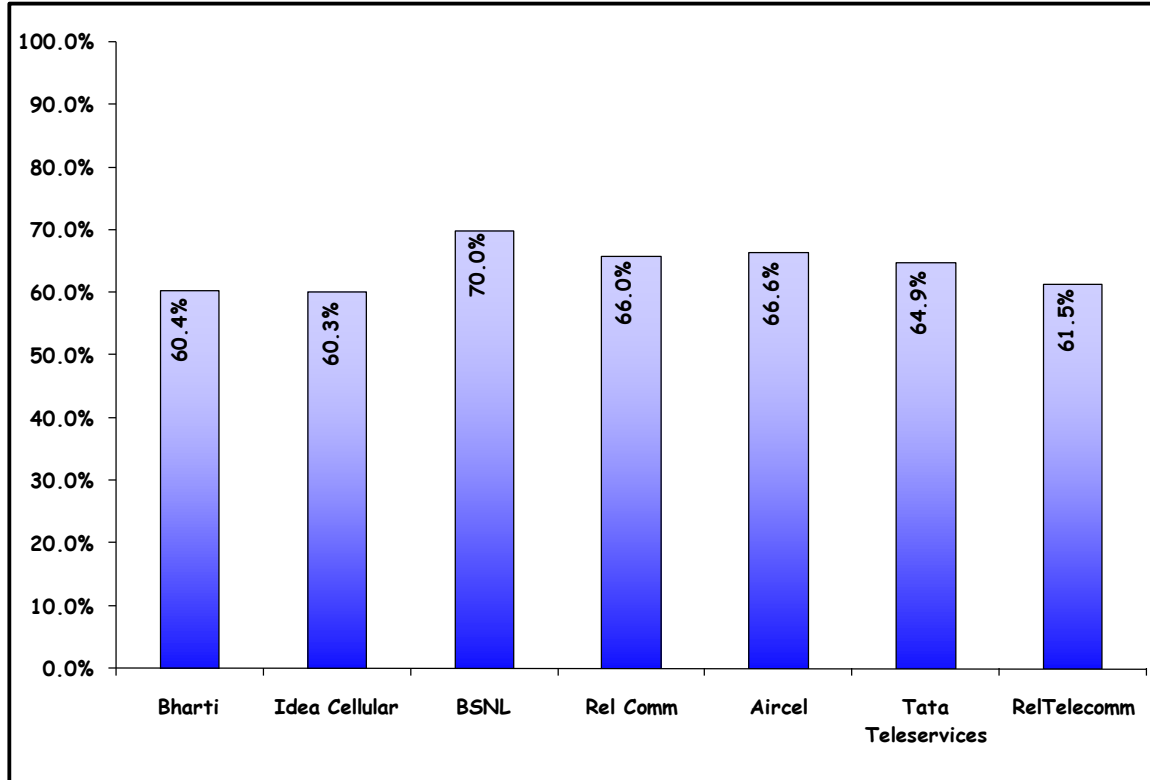
The following graph shows the consumers' overall satisfaction level.



- Audit conducted for 7 operators providing service in HP Service Area.
- None of the operators were found to be meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 7 operators ranged from 53.4% to 59.6%.
- Highest level of satisfaction was achieved by the consumers of BSNL (59.6%) followed by Tata Teleservices (56.9%), Aircel (56.3%) and Rel Telecomm (55.7%).
- The lowest level of satisfaction was attained by the consumers of Bharti (53.4%) followed by Rel Comm (54.5%) and Idea Cellular (54.9%).

Percent of satisfied consumers

The following graph shows the percentage of overall satisfied (highly satisfied and satisfied) consumers.



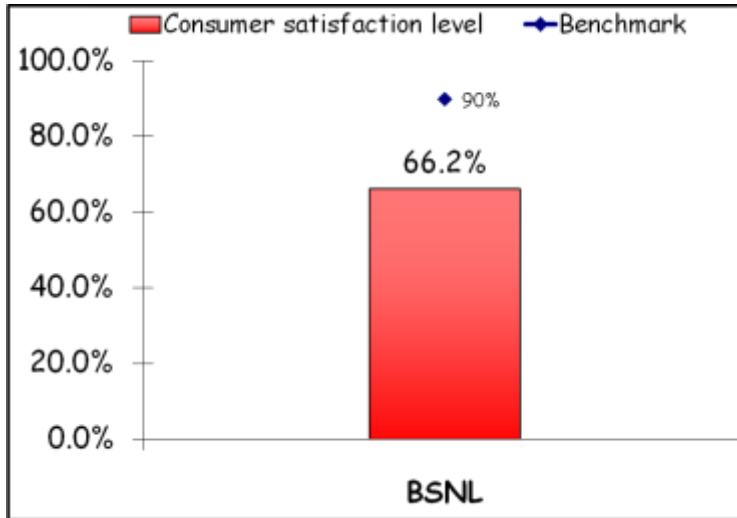
- Audit conducted for 7 operators providing service in HP Service Area.
- In the case of only 1 operator >70% of subscribers were overall satisfied with services.
- Highest percentage of satisfied customers were found in the case of BSNL (70.0%), followed by Aircel (66.6%), Rel Comm (66.0%) and Tata Teleservices (64.9%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Idea Cellular (60.3%) closely followed by Bharti (60.4%) and Rel Telecomm (61.5%).

4.2.3 Broadband services – HP SERVICE AREA

There was only one operator in the Broadband Service in Himachal Pradesh (HP) Service Area.

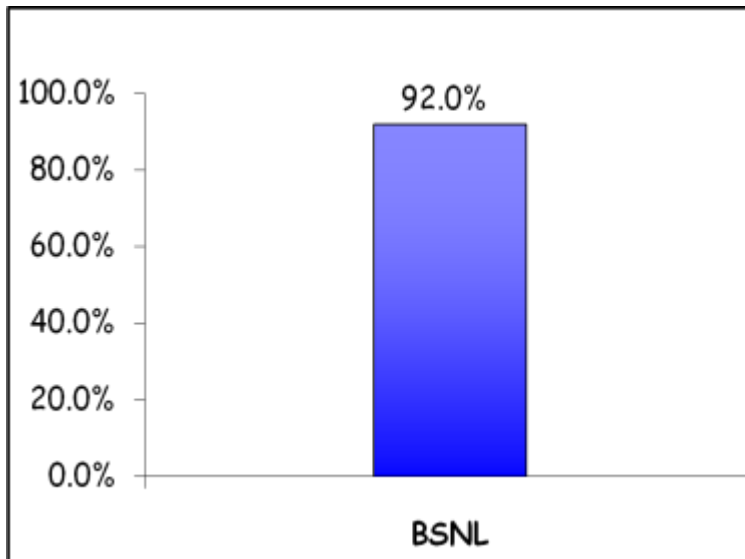
4.2.3.1 SATISFIED WITH PROVISION OF SERVICES

Consumer Satisfaction level: The following graph shows the consumer satisfaction level with the provision of services.



On the parameter of **provision of services**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >90%. It attained 66.2% against the benchmark of 90%.

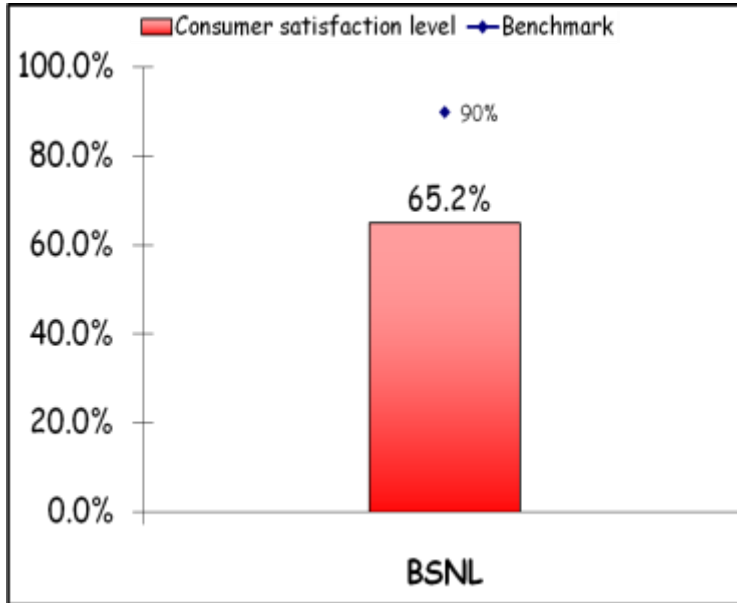
Percent of satisfied consumers: The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with provision of services.



In terms of **satisfied consumers**, 92% of BSNL, consumers were satisfied with **provision of services**.

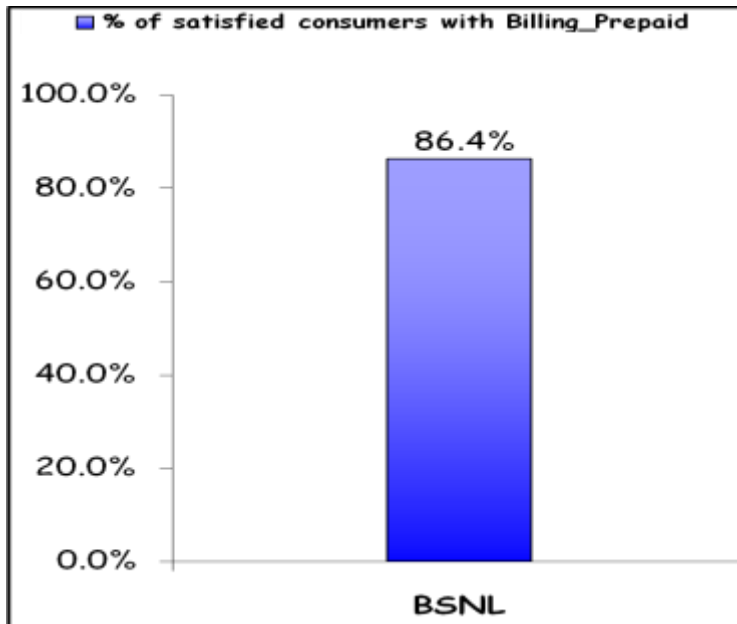
4.2.3.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer Satisfaction level: The following graph shows the consumer satisfaction level with the prepaid billing services.



On the parameter of **Prepaid Billing Services**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >90%. It attained 65.2% against the benchmark of 90%.

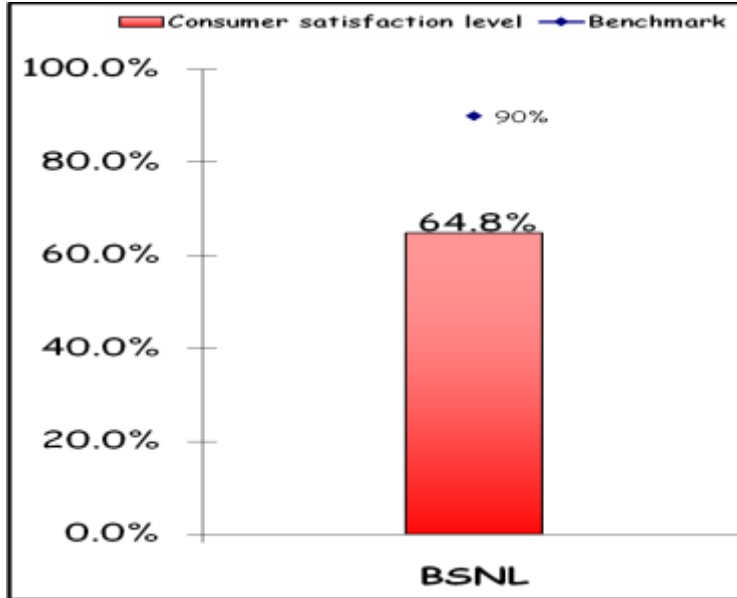
Percent of satisfied consumers: The following graph shows the percentage of prepaid consumers satisfied (highly satisfied and satisfied) with billing services.



In terms of **satisfied customers**, 86.4% of BSNL Prepaid consumers were satisfied with **billing services**.

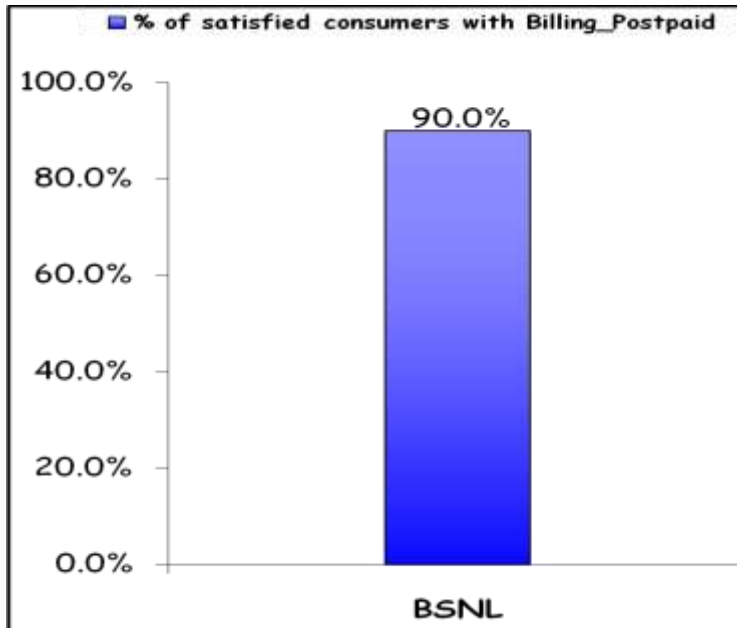
4.2.3.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer Satisfaction level: The following graph shows the consumer satisfaction level with the postpaid billing services.



On the parameter of **Postpaid Billing Services**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >90%. It attained 64.8% against the benchmark of 90%.

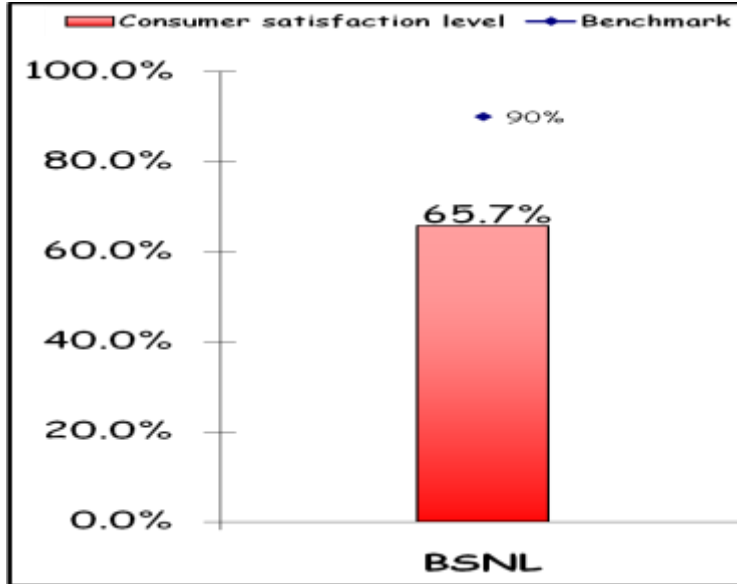
Percent of satisfied consumers: The following graph shows the percentage of postpaid consumers satisfied (highly satisfied and satisfied) with billing services.



In terms of **satisfied customers**, 90% of BSNL Postpaid consumers were satisfied with **billing services**.

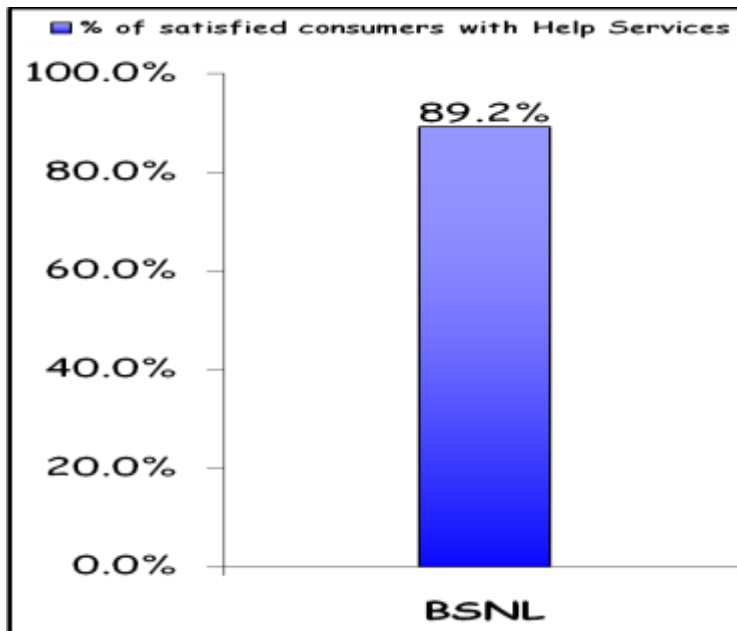
4.2.3.4 SATISFIED WITH HELP SERVICES

Consumer Satisfaction level: The following graph shows the consumer satisfaction level with the help services.



On the parameter of **Help Services**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >90%. It attained 65.7% against the benchmark of 90%.

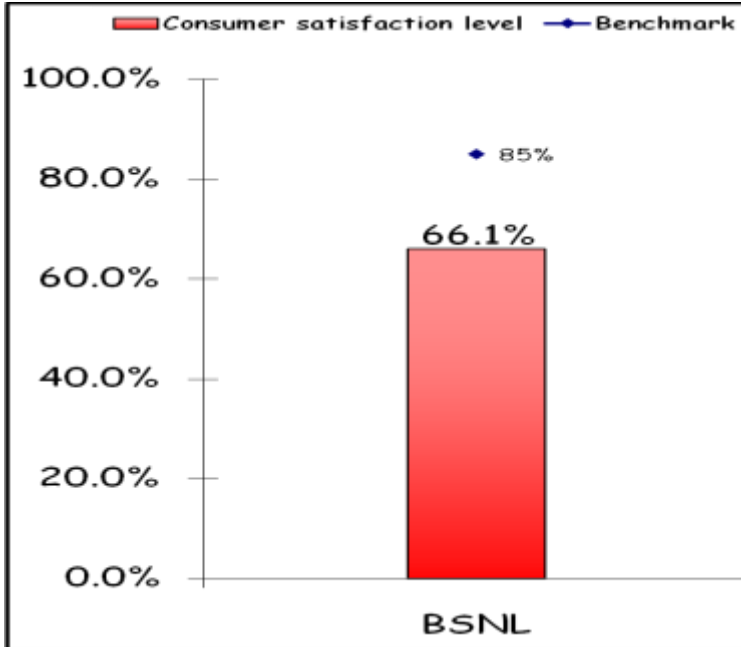
Percent of satisfied consumers: The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with help services.



In terms of **satisfied customers**, 89.2% of BSNL consumers were satisfied with **help services**.

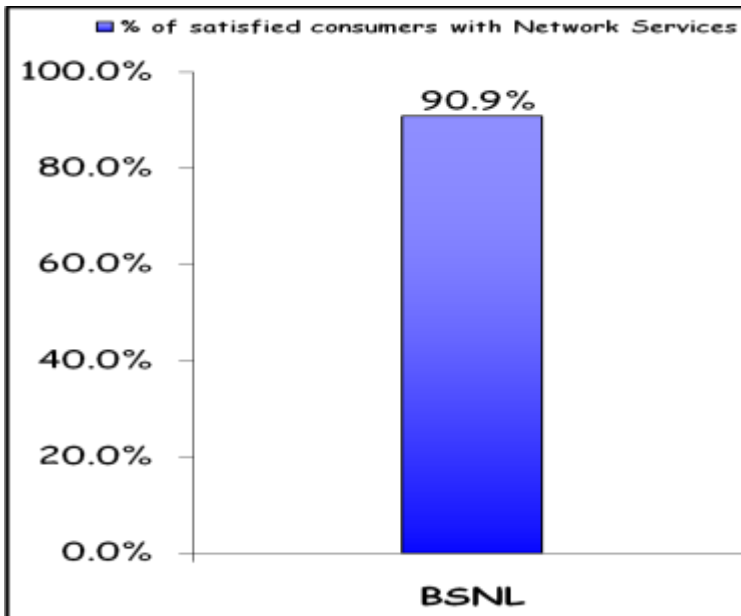
4.2.3.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer Satisfaction level: The following graph shows the consumer satisfaction level with the network performance.



On the parameter of **Network Services**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >85%. It attained 66.1% against the benchmark of 85%.

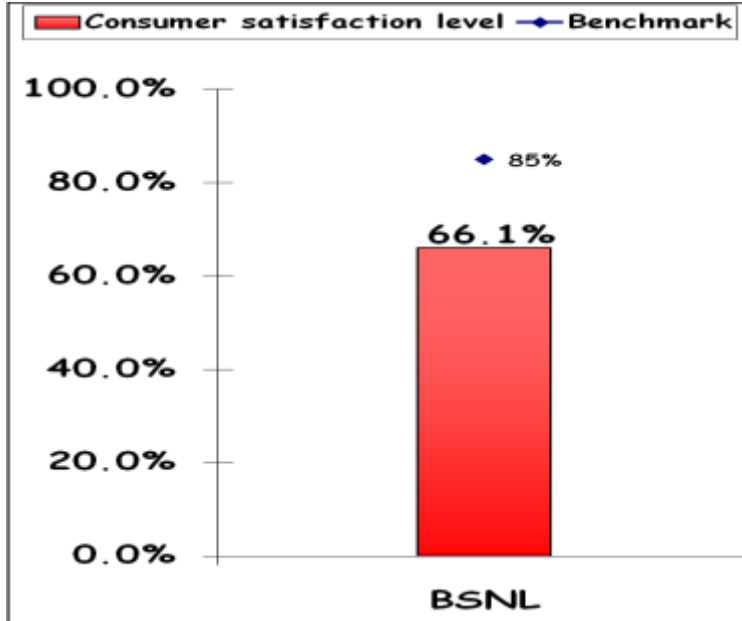
Percent of satisfied consumers: The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with network performance.



In terms of **satisfied customers**, 90.9% of BSNL consumers were satisfied with **network services**.

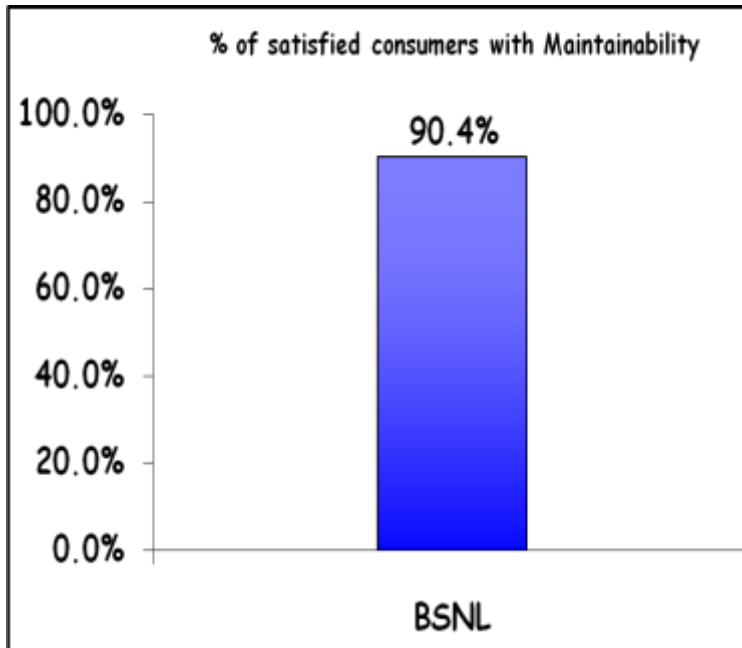
4.2.3.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level: The following graph shows the consumer satisfaction level with maintainability



On the parameter of **Maintainability**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >85%. It attained 66.1% against the benchmark of 85%.

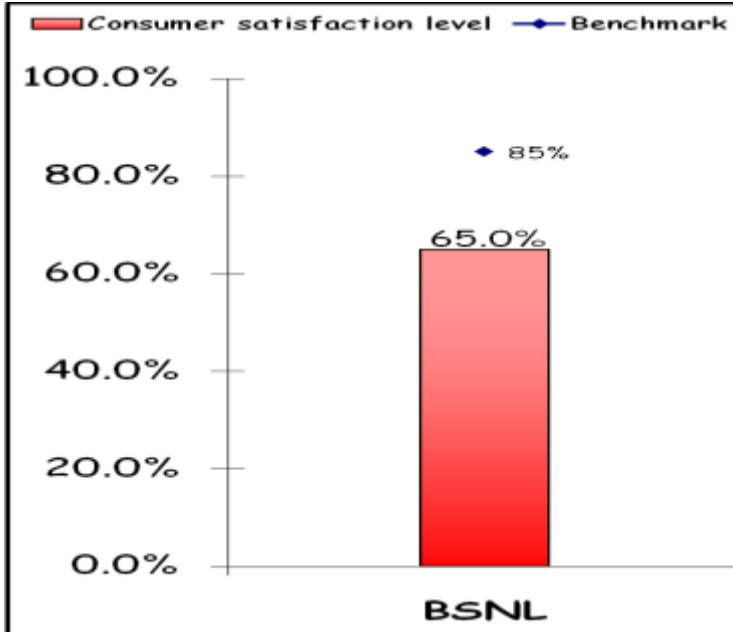
Percent of satisfied consumers: The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with maintainability.



In terms of **satisfied customers**, 90.4% of BSNL consumers were satisfied with **maintainability**.

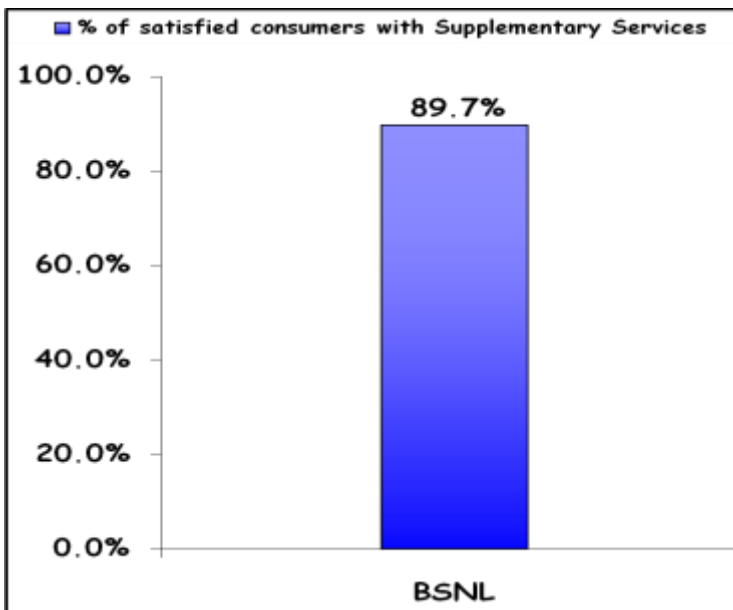
4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level: The following graph shows the consumer satisfaction level with Supplementary services.



On the parameter of **Supplementary Services**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >85%. It attained 65% against the benchmark of 85%.

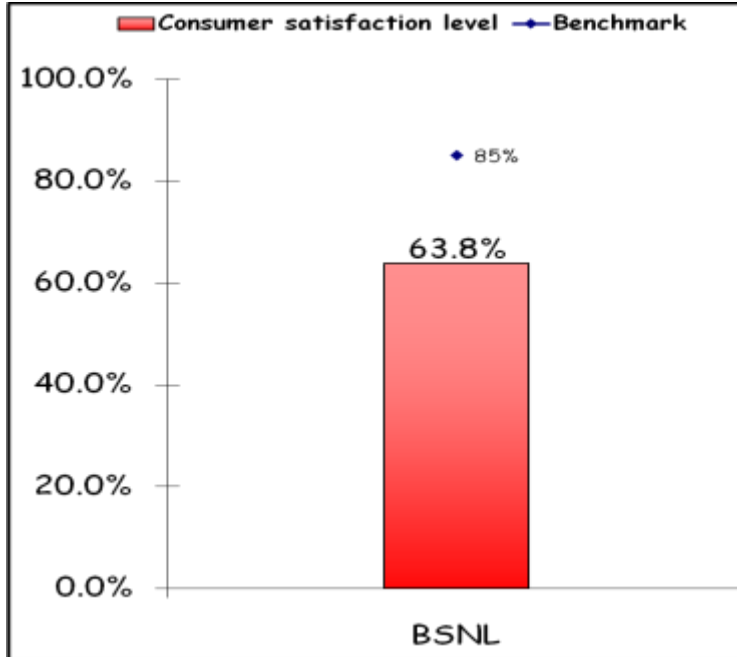
Percent of satisfied consumers: The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with supplementary services.



In terms of **satisfied customers**, 89.7% of BSNL consumers were satisfied with **supplementary services**.

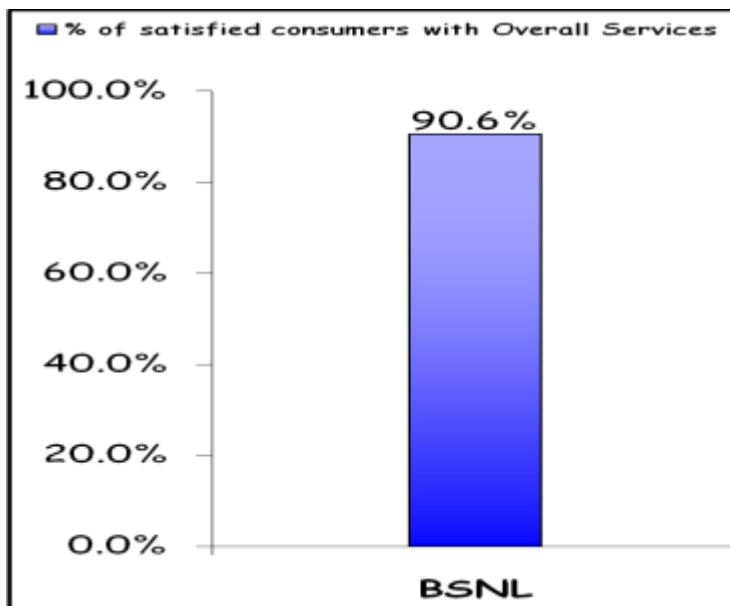
4.2.3.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level: The following graph shows the consumer satisfaction level with overall services.



On the parameter of **Overall Customer Satisfaction**, BSNL, in Himachal Pradesh Service Area was not meeting the benchmark of >85%. It attained 63.8% against the benchmark of 85%.

Percent of satisfied consumers: The following graph shows the percentage of consumers satisfied (highly satisfied and satisfied) with overall services.



In terms of **satisfied customers**, 90.6% of BSNL consumers were satisfied with **overall services**.

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

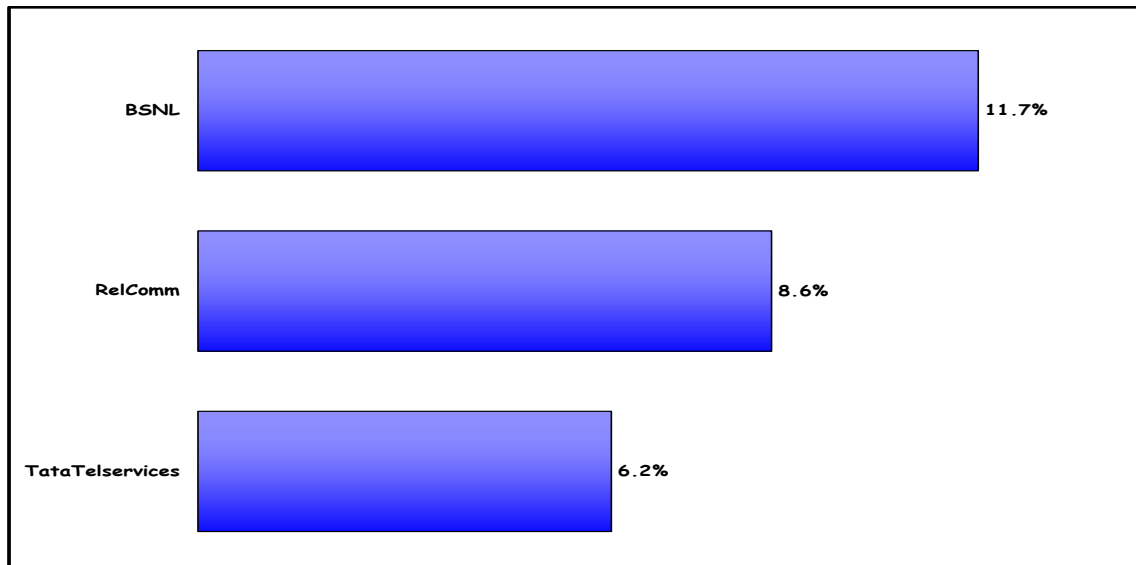


4.3.1 BASIC SERVICE WIRELINE - HP Service Area

4.3.1.1: Awareness about redressal system: In the Basic services (Wireline), altogether 929 consumers of 3 service providers were interviewed. Among them 87 (9.4%) were aware of three stages of grievance redressal mechanism set up by their service providers. Higher percentage of aware subscribers was found in the case of BSNL (11.7%), followed by Rel Comm (8.6%) and Tata Teleservices (6.2%).

Service Provider		Yes	No	Total
BSNL	Count	45	340	385
	%age	11.7%	88.3%	100.0%
Rel Comm	Count	30	320	350
	%age	8.6%	91.4%	100.0%
Tata Teleservices	Count	12	182	194
	%age	6.2%	93.8%	100.0%
Total	Count	87	842	929
	%age	9.4%	90.6%	100.0%

Graphical representation: The graph below shows the percentage of respondents who were aware about three stages of grievance redressal mechanism.



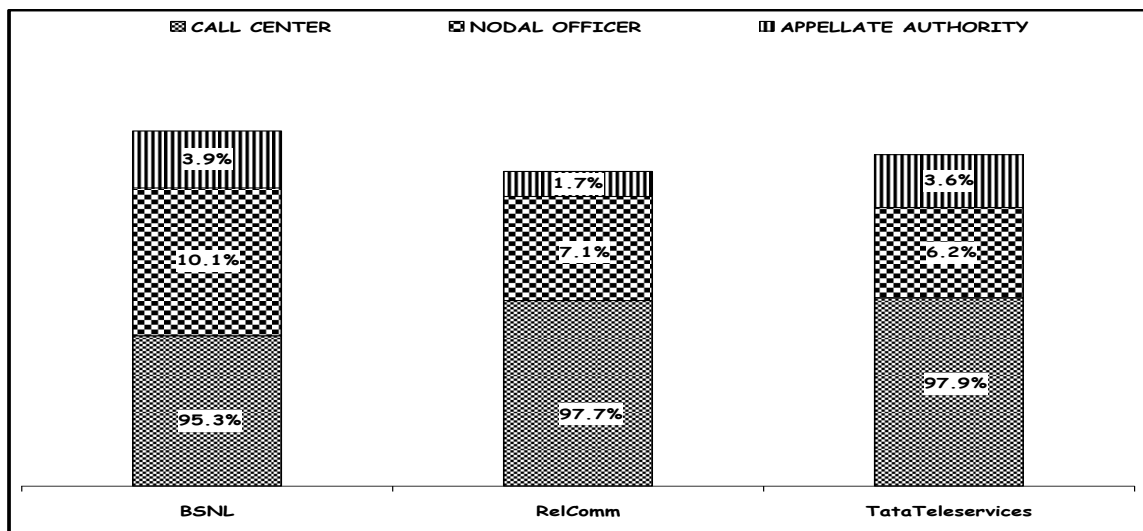
4.3.1.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – call centre, Nodal Officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above.

Service provider		Call center	Nodal Officer	Appellate Authority	None of these	Total
BSNL	Count	367	39	15	2	385
	%age	95.3%	10.1%	3.9%	0.5%	100.0%
Rel Comm	Count	342	25	6	8	350
	%age	97.7%	7.1%	1.7%	2.3%	100.0%
Tata Teleservices	Count	190	12	7	4	194
	%age	97.9%	6.2%	3.6%	2.1%	100.0%
Total	Count	899	76	28	14	929
	%age	96.8%	8.2%	3.0%	1.5%	100.0%

*Multi Responded

- Out of 929 respondents targeted, 899 (96.8%) were aware of call centers of their service provider.
- Only 8.2% of respondents were aware about the Nodal officers. This was found to be higher in the case of BSNL (10.1%) as compared to Rel Comm (7.1%) and Tata Teleservices (6.2%).
- Only 28 respondents (3.0%) were about Appellate Authority, 15 of BSNL, 7 of Tata Teleservices and 6 of Rel Comm.

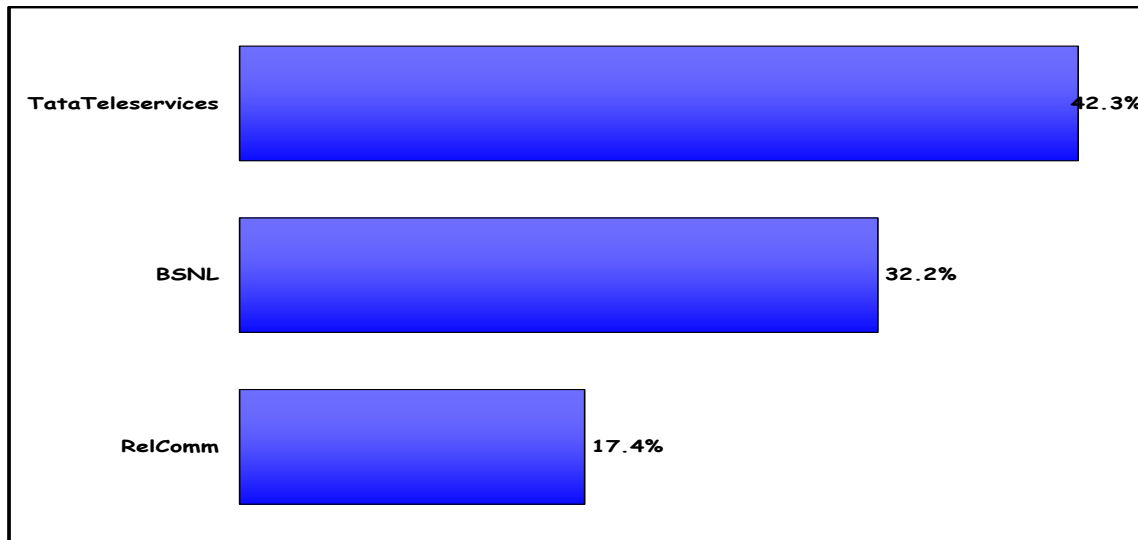
Graphical representation: The graph below shows the percentage of respondents who were aware about call center/Nodal Officer/Appellate Authority.



4.3.1.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. The table below shows that out of 929 respondents, 267 (28.7%) had made complaints within last six months. The highest percentage of respondents, who had made complaints, was from Tata Teleservices (42.3%) as compared to BSNL (32.2%) and Rel Comm (17.4%).

Service Provider		Yes	No	Total
BSNL	Count	124	261	385
	%age	32.2%	67.8%	100.0%
Rel Comm	Count	61	289	350
	%age	17.4%	82.6%	100.0%
Tata Teleservices	Count	82	112	194
	%age	42.3%	57.7%	100.0%
Total	Count	267	662	929
	%age	28.7%	71.3%	100.0%

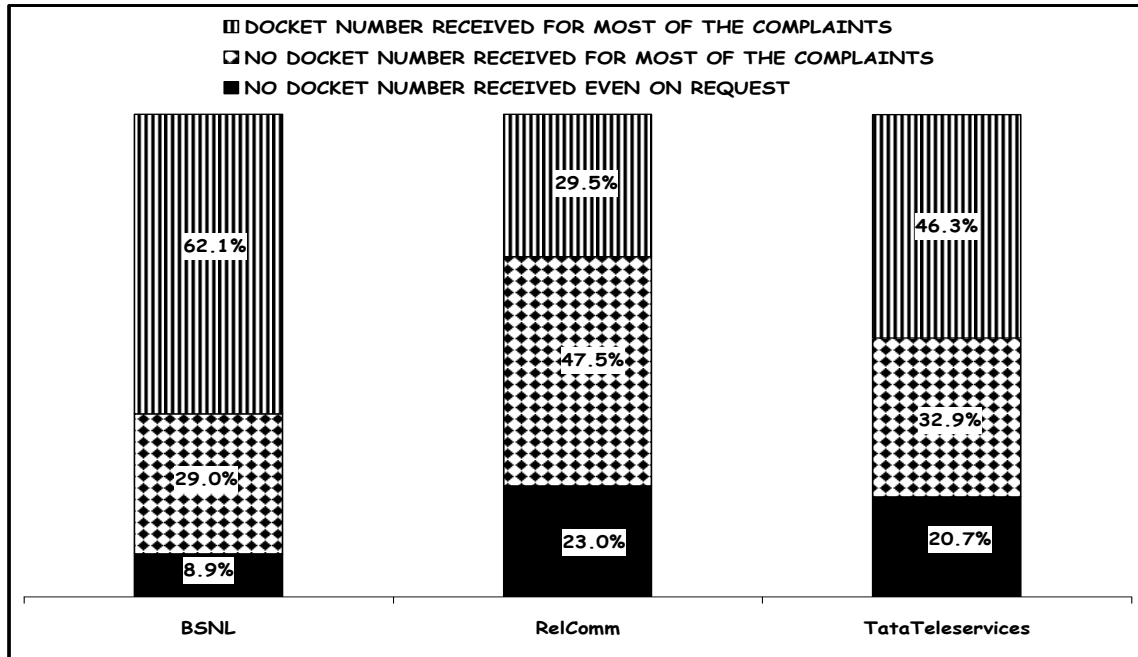
Graphical representation: The following graph shows provider wise percentages of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/helpline telephone number.



4.3.1.4: 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 267 respondents who had made a complaint, 49.8% confirmed that they received docket number for most of their complaints. Whereas, 34.5 % indicated that they didn't receive any docket number for most of their complaints. The table also shows that 15.7% of respondents also reported that docket number was not given for their complaints even on request.

Service Provider		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL	Count	11	36	77	124
	%age	8.9%	29.0%	62.1%	100.0%
Rel Comm	Count	14	29	18	61
	%age	23.0%	47.5%	29.5%	100.0%
Tata Teleservices	Count	17	27	38	82
	%age	20.7%	32.9%	46.3%	100.0%
Total	Count	42	92	133	267
	%age	15.7%	34.5%	49.8%	100.0%

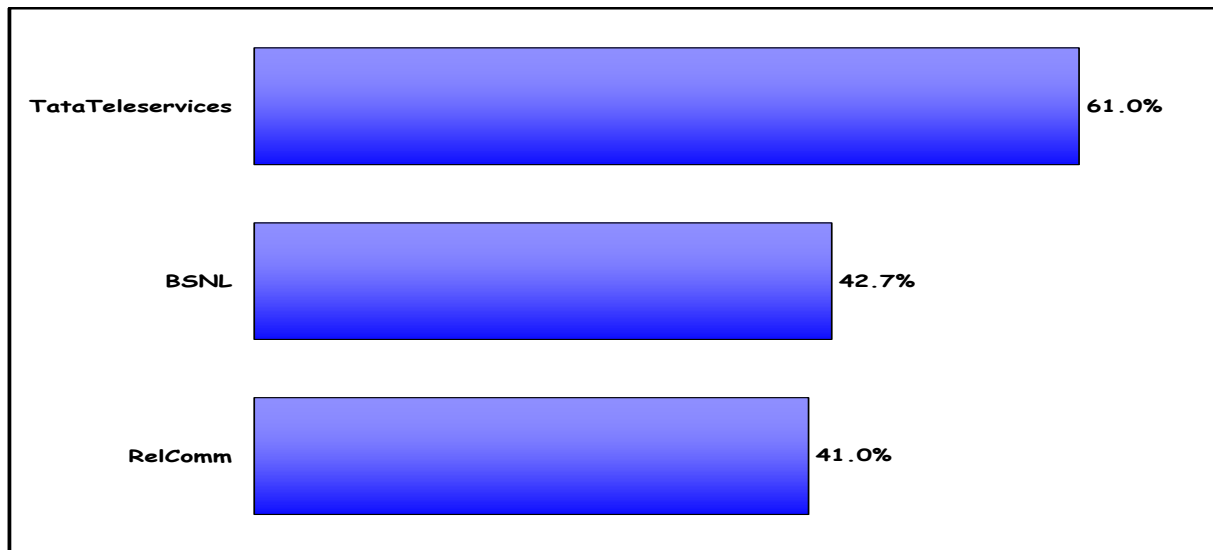
Graphical representation: The graph below shows that highest number of respondents who reported that they received docket number.



4.3.1.5: 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 267 respondents, 47.9% had reported that they were informed by call center for the action taken on their complaints. Tata Teleservices has the higher customers (61.0%), who reported that they were informed about the action taken on their complaints as compared to BSNL (42.7%) and Rel Comm (41.0%).

Table 4.3.1.5. Did the call centre inform you the action taken on your complaint?				
Service Provider		Yes	No	Total
BSNL	Count	53	71	124
	%age	42.7%	57.3%	100.0%
Rel Comm	Count	25	36	61
	%age	41.0%	59.0%	100.0%
Tata Teleservices	Count	50	32	82
	%age	61.0%	39.0%	100.0%
Total	Count	128	139	267
	%age	47.9%	52.1%	100.0%

Graphical representation: The graph shows the provider wise percentage of respondents who confirmed that they were informed by the call centre of the action taken on their complaints.



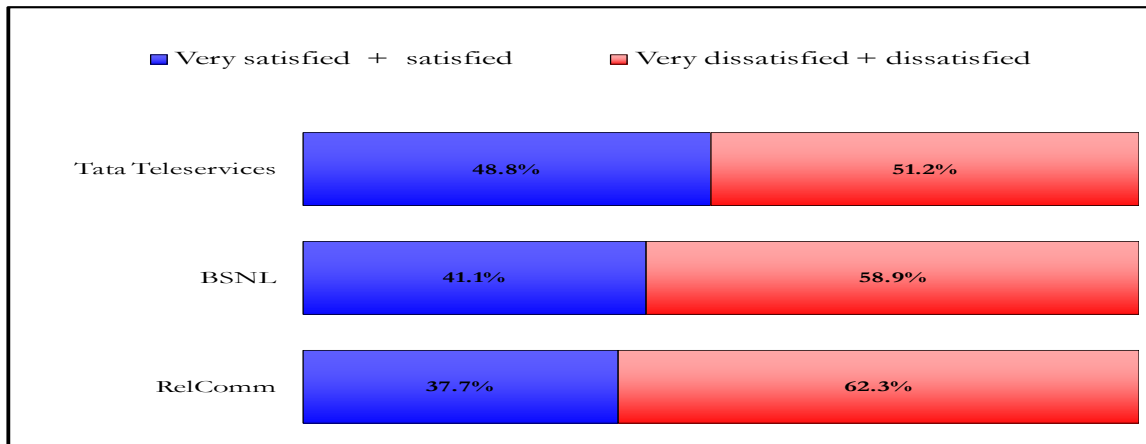
4.3.1.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.1.6. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?

Service Provider		Very dissatisfied + dissatisfied	Very dissatisfied	Dissatisfied	Very satisfied + satisfied	Satisfied	Very satisfied	Total
BSNL	Count	73	6	67	51	43	8	124
	%age	58.9%	4.8%	54.0%	41.1%	34.7%	6.5%	100.0%
Rel Comm	Count	38	13	25	23	21	2	61
	%age	62.3%	21.3%	41.0%	37.7%	34.4%	3.3%	100.0%
Tata Teleservices	Count	42	8	34	40	37	3	82
	%age	51.2%	9.8%	41.5%	48.8%	45.1%	3.7%	100.0%
Total	Count	153	27	126	114	101	13	267
	%age	57.3%	10.1%	47.2%	42.7%	37.8%	4.9%	100.0%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) came from **Tata Teleservices** (48.8%) as compared to BSNL (41.1%) and Rel Comm (37.7%)
- The highest percentages of **very satisfied consumers** came from **BSNL** (6.5%) as compared to Tata Teleservices (3.7%) and Rel Comm (3.3%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **Rel Comm** (62.3%) as compared to BSNL (58.9%) and Tata Teleservices (51.2%).

Graphical representation: The graph below shows the provider wise percentage of satisfied(very satisfied and satisfied) and dissatisfied (very dissatisfied and dissatisfied) consumers with the resolution of complains by call centre/ customer care.



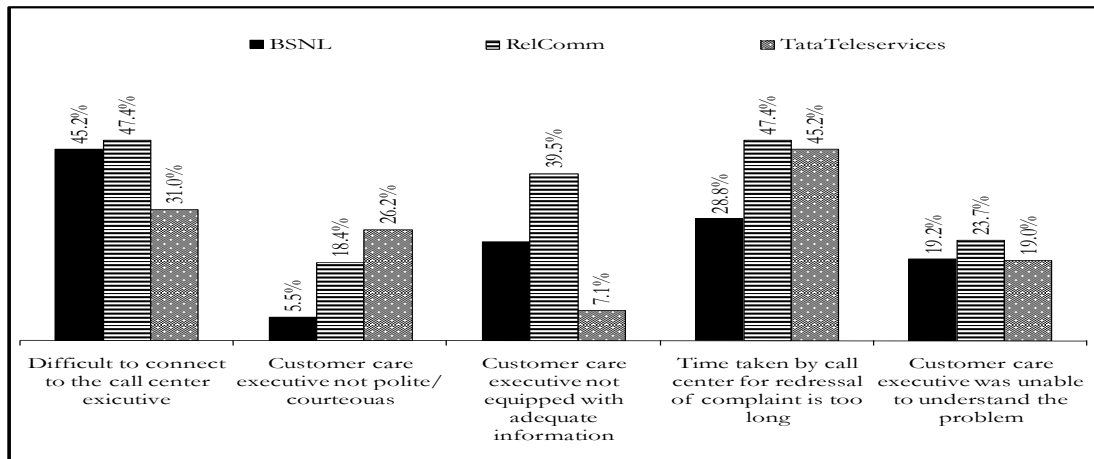
4.3.1.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

Table 4.3.1.7 Please specify the reason(s) for dissatisfaction.

Service Provider		Difficult to connect to the call center executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call center for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
BSNL	Count	33	4	17	21	14	73
	%age	45.2%	5.5%	23.3%	28.8%	19.2%	
Rel Comm	Count	18	7	15	18	9	38
	%age	47.4%	18.4%	39.5%	47.4%	23.7%	
Tata Teleservices	Count	13	11	3	19	8	42
	%age	31.0%	26.2%	7.1%	45.2%	19.0%	
Total	Count	64	22	35	58	31	153
	%age	41.8%	14.4%	22.9%	37.9%	20.3%	

Out of 153 dissatisfied respondents most of them (41.8%) cited the reasons as “Difficult to connect to the call center executive” This was cited by higher percentage of consumers in the case of Rel Comm (47.4%) as compared to BSNL (45.2%) and Tata Teleservices (31.0%). Other main reason which was cited include “Time taken by call centre for redressal of complaint is long” (37.9%). This was cited by higher percentage of consumers in the case of Rel Comm (47.4%) as compared to Tata Teleservices (45.2%) and BSNL (28.8%). The other reasons cited include “Customer care executive are not equipped with adequate information” reported by nearly 23% of complainants. This too was found higher in the case of Rel Comm (39.5%), as compared with BSNL (23.3%) and Tata Teleservices (7.1%). “Customer care executive was unable to understand the problem” cited by 20.3%, was other reason for dissatisfaction. This was reported higher in the case of Rel Comm (23.7%) as compared to BSNL (19.2%) and Tata Teleservices (19.0%). “Customer care executive not polite/ Courteous” was also reported by 14.4% of respondents. This was reported equally by the respondents of both the service providers Tata Teleservices (26.2%) as compared to Rel Comm (18.4%) and BSNL (5.5%).

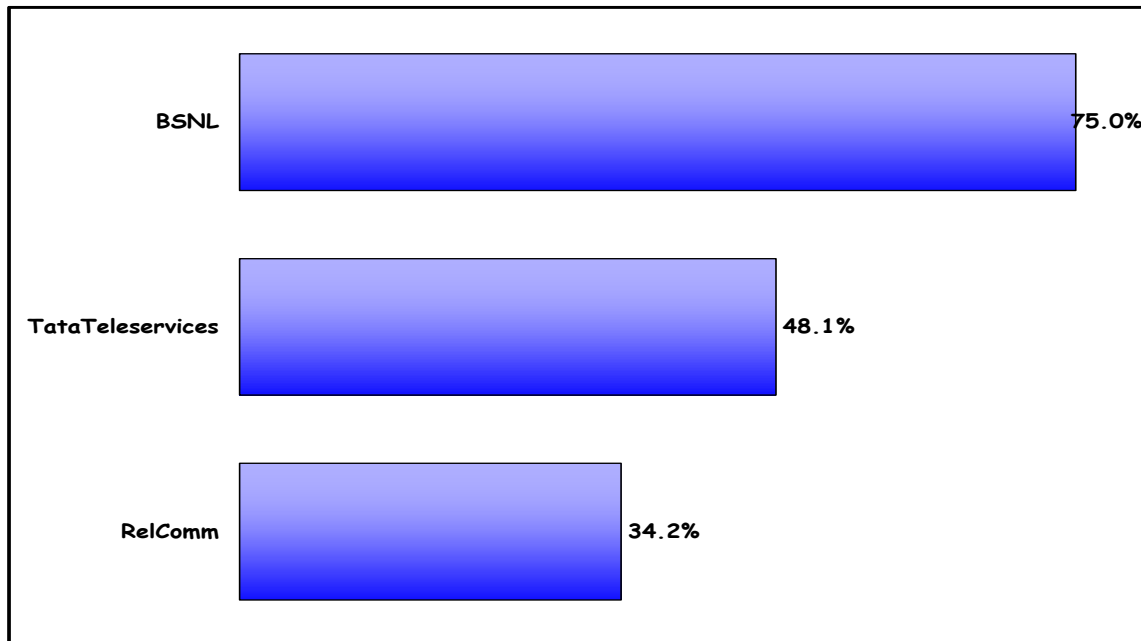
Graphical representation: The graphs below shows the provider wise percentage of respondent’s Reasons for dissatisfaction with the resolution of complaints.



4.3.1.8 Resolution of billing complaints: The following table shows that out of 267 respondents who had complained to call center/customer care, 134 had billing related complaints. Out of these 71 (53.0%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging the complaint. This was found to be higher in the case of BSNL (75.0%) as compared to Tata Teleservices (48.1%) and Rel Comm (34.2%). Therefore altogether almost 47.0% reported that it was not resolved satisfactorily within the specified time. The percentage was high in the case of Rel Comm (65.8%) as compared to Tata Teleservices (51.9%) and BSNL (25.0%).

Table 4.3.1.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint; Service provider wise				
Service Provider		Yes	No	Total
BSNL	Count	33	11	44
	%age	75.0%	25.0%	100.0%
Rel Comm	Count	13	25	38
	%age	34.2%	65.8%	100.0%
Tata Teleservices	Count	25	27	52
	%age	48.1%	51.9%	100.0%
Total	Count	71	63	134
	%age	53.0%	47.0%	100.0%

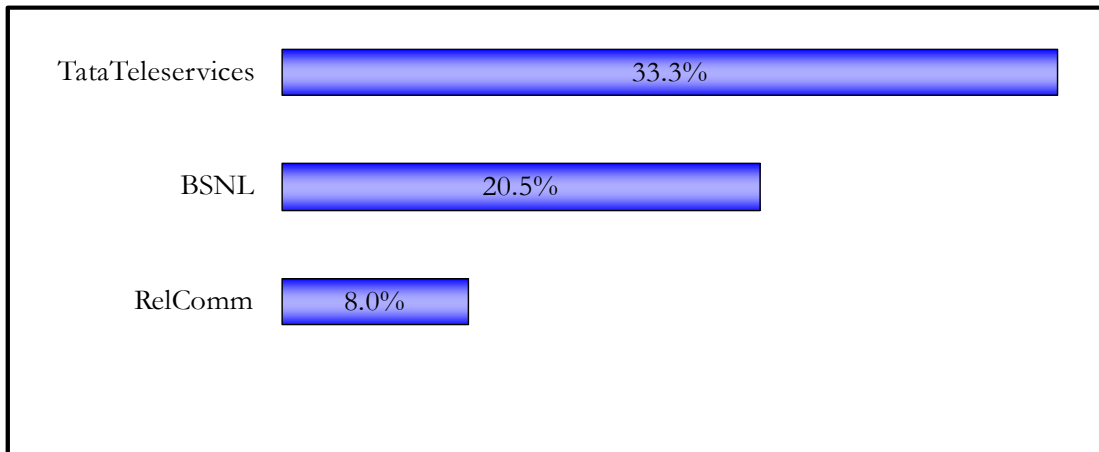
Graphical representation: The graphs below shows the provider wise percentage of respondents who confirmed that their billing complaint were resolved satisfactorily by call centre/ customer cared within four weeks after lodging the complaint.



4.3 1.9.: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25). 76 respondents had reported that they were aware about Nodal officers. Out of these 76 respondents, only 14 (18.4%) were aware about the contact detail of Nodal officer. This was found to be highest in the case of Tat Teleservices (33.3%) as compared to BSNL (20.5%) and Rel Comm (8%)

Table 4.3.1.9. Are you aware of the contact details of the Nodal Officer?				
Service Provider		Yes	No	Total
BSNL	Count	8	31	39
	%age	20.5%	79.5%	100.0%
Rel Comm	Count	2	23	25
	%age	8.0%	92.0%	100.0%
Tata Teleservices	Count	4	8	12
	%age	33.3%	66.7%	100.0%
Total	Count	14	62	76
	%age	18.4%	81.6%	100.0%

Graphical representation: The percentage of respondents for each service provider who were aware about the contact details of Nodal Officers.



4.3.1.9b Complaints to Nodal officer:

None of the customers who were aware of the contact details of Nodal Officer had made any complaint to Nodal officers, which were not resolved or unsatisfactorily resolved by call centre/ customer care executive. Therefore, the analysis of redressal mechanism with the Nodal officer could not be ascertained.

4.3.1.10: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority, 28 respondents reported that they were aware about Appellate Authority; out of none were aware about the contact detail of the same. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.1.11: Awareness about item wise charges of prepaid services: There were only 18 prepaid customers in the case of Basic (wireline) service in Himachal Pradesh service area. They were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 18 prepaid customers of 3 providers targeted, 12 (66.7%) reported that they were aware of this facility.

Service Provider		Yes	No	Total
BSNL	Count	4	1	5
	%age	80.0%	20.0%	100.0%
Rel Comm	Count	2	2	4
	%age	50.0%	50.0%	100.0%
Tata Teleservices	Count	6	3	9
	%age	66.7%	33.3%	100.0%
Total	Count	12	6	18
	%age	66.7%	33.3%	100.0%

*Only for Prepaid customer

4.3.2.12: Denial of itemized usage charges detail: Out of the 12 prepaid customers who were aware that a prepaid customer can get item wise bill usage charge details, 4 (33.3%) had reported that they were denied of their request for itemized usage charges. Out these 4, 2 were from Tata Teleservices and 1 each from BSNL and Rel Comm.

Service Provider		Yes	No	Total
BSNL	Count	1	3	4
	%age	25.0%	75.0%	100.0%
Rel Comm	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Tata Teleservices	Count	2	4	6
	%age	33.3%	66.7%	100.0%
Total	Count	4	8	12
	%age	33.3%	66.7%	100.0%

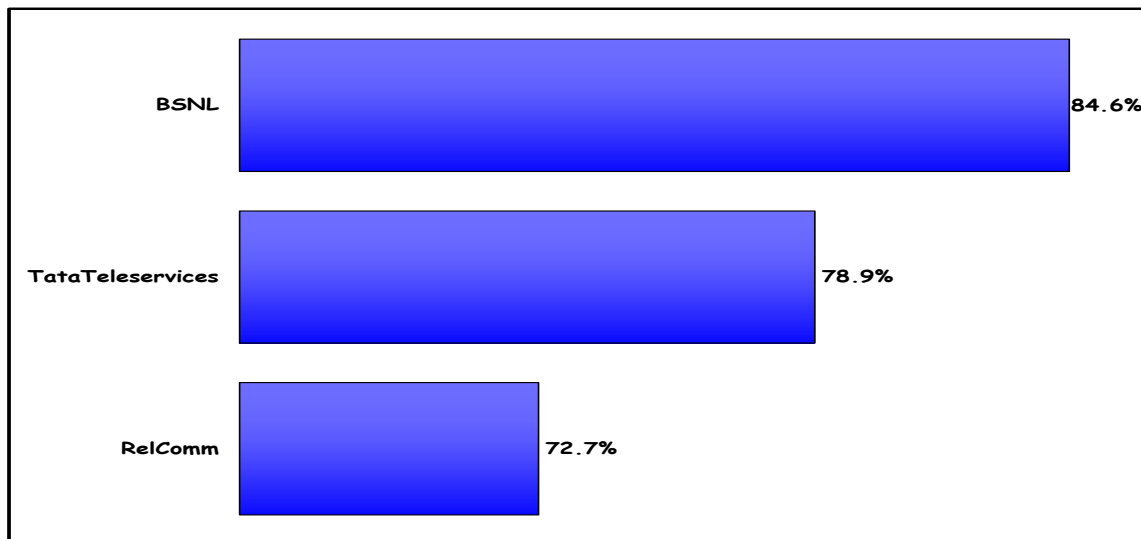
4.3.3.13: Reason for denial of itemized charges:

Out of 4 respondents who have been denied of their request for item-wise usage charge details for their prepaid connection, 3 (1 each from the three service providers) were denied due to technical problems and 1 of the Tata Teleservices consumer was not given any specific reason for denying the usage charges details.

4.3.1.14: Provision of Manual of Practice by the Service Provider: TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 54 new customers (who subscribed in last 6 months), 77.8% confirmed of receiving the manual. This was reported to be higher in the case of BSNL (84.6%) as compared to (78.9%) in the case of Tata Tele Services and 72.7% in the case of Rel Comm.

Table 4.3.1.14. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance Redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
BSNL	Count	11	2	13
	%age	84.6%	15.4%	100.0%
Rel Comm	Count	16	6	22
	%age	72.7%	27.3%	100.0%
Tata Teleservices	Count	15	4	19
	%age	78.9%	21.1%	100.0%
Total	Count	42	12	54
	%age	77.8%	22.2%	100.0%

Graphical representation: The graph shows provider wise subscribers who confirmed that they received the manual of practice at the time of connection.



**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	BSNL	Rel Comm	Tata Teleservices
1	Awareness of three stage grievance mechanism	11.7%	8.6%	6.2%
2	For pre-paid customers awareness about item-wise usage charge details on request	80.0%	50.0%	66.7%
3	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	25.0%	50.0%	33.3%
4	For new customers provisioning of "Manual of practice while taking the new connection	84.6%	72.7%	78.9%
5	Awareness of call center for redressing grievances	95.3%	97.7%	97.9%
6	Penetration of consumers made any complaint to the toll free number within last six months	32.2%	17.4%	42.3%
7	Call center informing about the action taken on complaint	42.7%	41.0%	61.0%
8	Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	75.0%	34.2%	48.1%
9	Percentage satisfied with complaint resolution by call center	41.1%	37.7%	48.8%
10	Awareness of nodal officer for redressing grievances	10.1%	7.1%	6.2%
11	Awareness of appellate authority for redressing grievances	3.9%	1.7%	3.6%

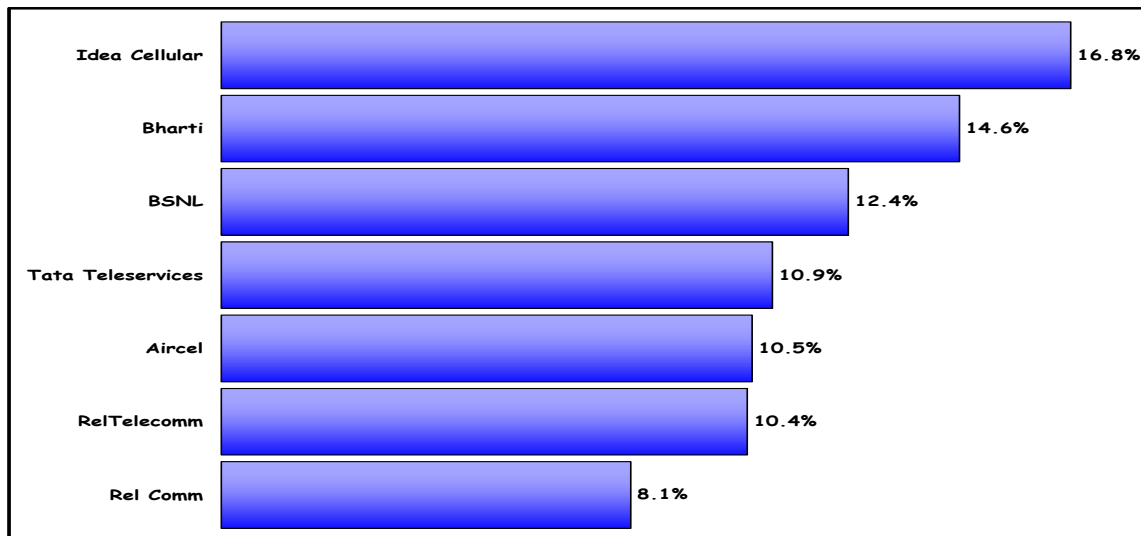
- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 6.2% to 11.7%. The highest percentages of aware subscribers were found in the case of BSNL (11.7%) followed by Rel Comm (8.6%) and Tata Teleservices (6.2%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found to be in the range of 95.3% (BSNL) to 97.9% (Tata Teleservices).
- Awareness about the Nodal Officer was found to be low and ranged from 6.2% (Tata Teleservices) to 10.1% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which was 1.7% (Rel Comm) to 3.9% (BSNL).
- Highest number of complaints to the call centre, within last six months, was made by the subscribers of Tata Teleservices (42.3%) followed by BSNL (32.2%) and lowest number of complaints to the call centre was made by the subscribers of Rel Comm (17.4%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of BSNL (80.0%) followed by Tata Teleservices (66.7%) and the lowest percentage of aware consumers was found in the case of Rel Comm (50.0%)

4.3.2: CELLULAR MOBILE – HP Service Area

4.3.2.1: Awareness about redressal system: In the Cellular Mobile Service, altogether 2666 consumers were interviewed for HP Service Area. Overall 11.9 % respondents reported that they were aware of the three stage grievance redressal mechanism set up by their service provider. And among the all, Idea Cellular (16.8%) and Bharti (14.6%) have the highest percentage of aware consumers of three stage grievance redressal mechanism set up by their service provider based on the regulation of TRAI for redressal of grievances. This is shown in the table below:

Service provider		Yes	No	Total
Bharti	Count	56	328	384
	%age	14.6%	85.4%	100.0%
Idea Cellular	Count	62	308	370
	%age	16.8%	83.2%	100.0%
BSNL	Count	48	339	387
	%age	12.4%	87.6%	100.0%
Rel Comm	Count	31	354	385
	%age	8.1%	91.9%	100.0%
Aircel	Count	39	332	371
	%age	10.5%	89.5%	100.0%
Tata Teleservices	Count	42	343	385
	%age	10.9%	89.1%	100.0%
Rel Telecomm	Count	40	344	384
	%age	10.4%	89.6%	100.0%
Total	Count	318	2348	2666
	%age	11.9%	88.1%	100.0%

Graphical representation: The following graph shows the percentage of respondents who were aware about three stages of grievance redressal mechanism.

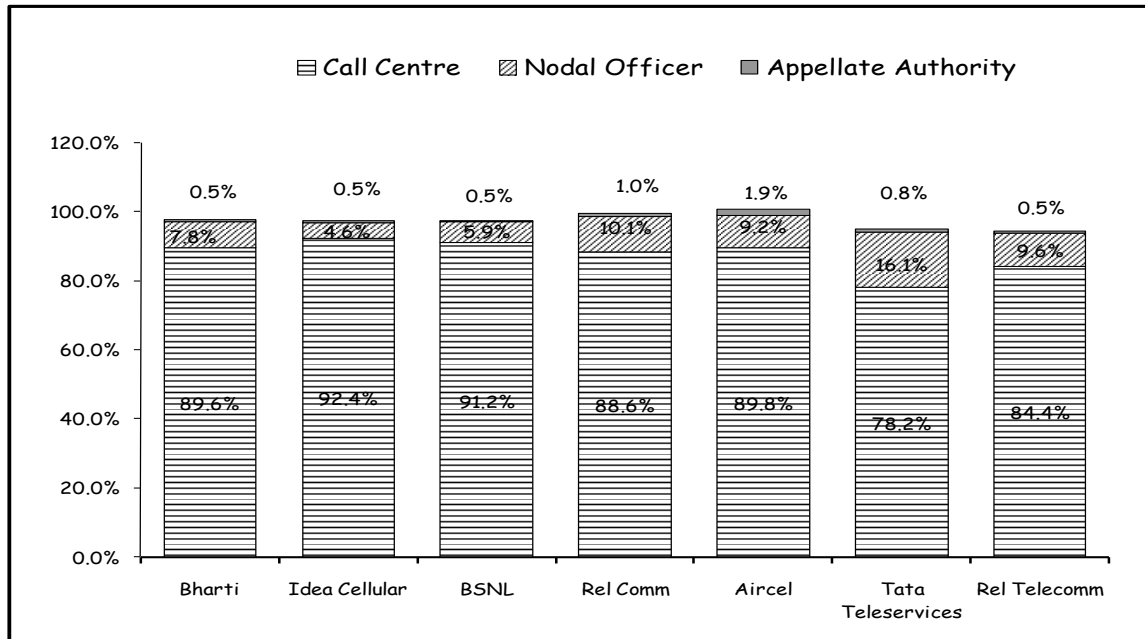


4.3.2.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 2666 respondents, 87.7% respondents indicated that they were aware of call center. Whereas, only 9.1 % were aware of Nodal Officer and 0.8% on the Appellate Authority. However, 5.6% of respondents also indicated that they were not aware of any of the stage.

Service provider		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	344	30	2	29	384
	%age	89.6%	7.8%	0.5%	7.6%	
Idea Cellular	Count	342	17	2	13	370
	%age	92.4%	4.6%	0.5%	3.5%	
BSNL	Count	353	23	2	14	387
	%age	91.2%	5.9%	0.5%	3.6%	
Rel Comm	Count	341	39	4	10	385
	%age	88.6%	10.1%	1.0%	2.6%	
Aircel	Count	333	34	7	16	371
	%age	89.8%	9.2%	1.9%	4.3%	
Tata Teleservices	Count	301	62	3	30	385
	%age	78.2%	16.1%	0.8%	7.8%	
Rel Telecomm	Count	324	37	2	37	384
	%age	84.4%	9.6%	0.5%	9.6%	
Total	Count	2338	242	22	149	2666
	%age	87.7%	9.1%	0.8%	5.6%	

*Multi Responded

Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.2.3: Consumers' complaints about services: The table below shows that out of 2666 respondents, only 72.9% of respondents had used call centre / help line telephone numbers for complaints in the last six months. Bharti (80.7%) had the highest percentages of complainants, followed by Tata Teleservices (79.7%), Rel Telecomm (77.3%), Rel Comm(76.6%) and Aircel (76.5%), who used this service for complaint within last six months. The minimum percentage of consumers who made complaints were found in the case of Idea Cellular (50.5%), followed by BSNL (68.2%).

Table 4.3.2.3. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	310	74	384
	%age	80.7%	19.3%	100.0%
Idea Cellular	Count	187	183	370
	%age	50.5%	49.5%	100.0%
BSNL	Count	264	123	387
	%age	68.2%	31.8%	100.0%
Rel Comm	Count	295	90	385
	%age	76.6%	23.4%	100.0%
Aircel	Count	284	87	371
	%age	76.5%	23.5%	100.0%
Tata Teleservices	Count	307	78	385
	%age	79.7%	20.3%	100.0%
Rel Telecomm	Count	297	87	384
	%age	77.3%	22.7%	100.0%
Total	Count	1944	722	2666
	%age	72.9%	27.1%	100.0%

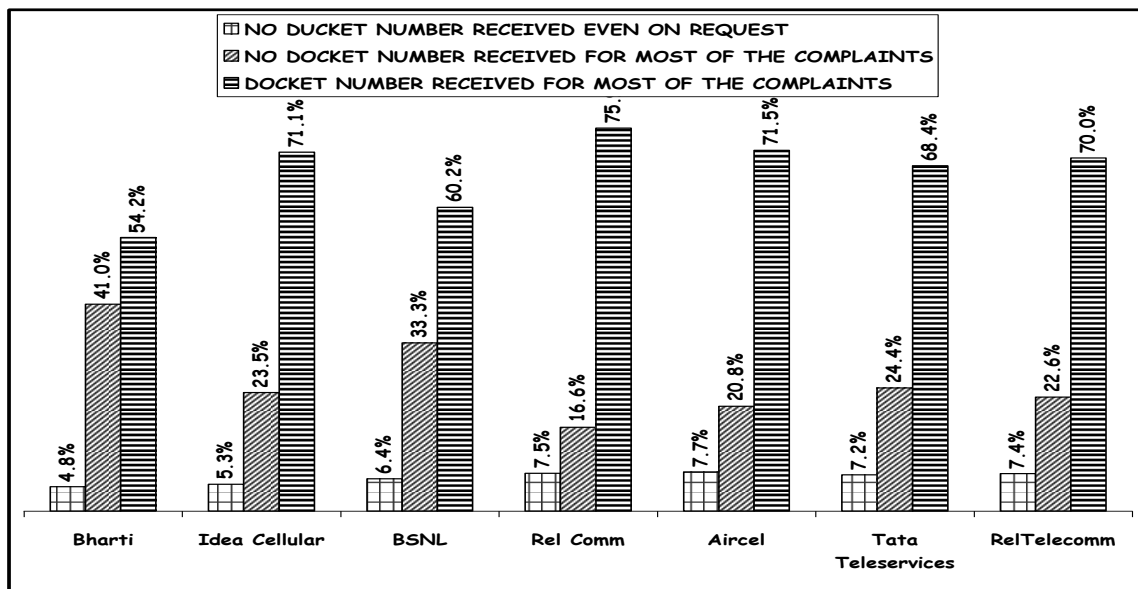
Graphical representation: The graph below shows the percentage of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/ Helpline telephone number of their service provider.



4.3.2.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 1944 respondents who had made a complaint, 67.1% confirmed that they had received docket number for most of their complaints. However 26.2% indicated that they didn't receive any docket number for most of their complaints. The table also shows 6.7% of respondents did not receive docket numbers even on request.

4.3.2.4. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you; Service provider wise					
Service provider		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	15	127	168	310
	%age	4.8%	41.0%	54.2%	100.0%
Idea Cellular	Count	10	44	133	187
	%age	5.3%	23.5%	71.1%	100.0%
BSNL	Count	17	88	159	264
	%age	6.4%	33.3%	60.2%	100.0%
Rel Comm	Count	22	49	224	295
	%age	7.5%	16.6%	75.9%	100.0%
Aircel	Count	22	59	203	284
	%age	7.7%	20.8%	71.5%	100.0%
Tata Teleservices	Count	22	75	210	307
	%age	7.2%	24.4%	68.4%	100.0%
Rel Telecomm	Count	22	67	208	297
	%age	7.4%	22.6%	70.0%	100.0%
Total	Count	130	509	1305	1944
	%age	6.7%	26.2%	67.1%	100.0%

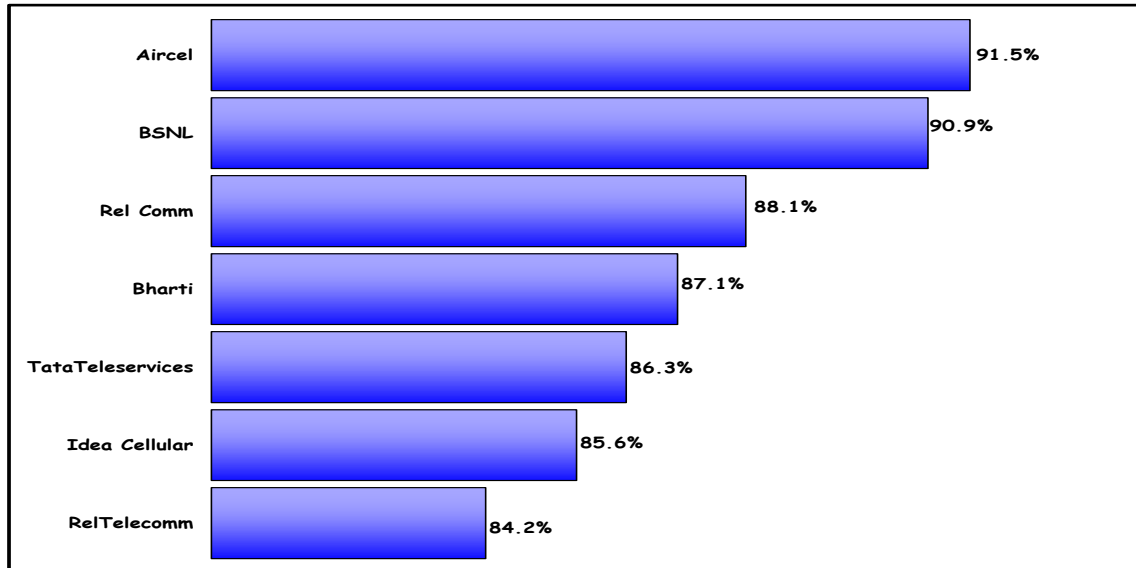
Graphical representation: The graphs show that highest number of respondents who had reported that they received docket number



4.3.2.5: Feedback from Call Centre: The respondents who had made complaints to call centre/helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1944 respondents, 87.7% had reported that they were informed by call center for the action taken on their complaints. This was found to be highest in the case of Aircel (91.5%), followed by BSNL (90.9%), Rel Comm (88.1%), Bharti (87.1%), Tata Teleservices (86.3%) and Idea Cellular (85.6%). In the case Rel Telecomm only 84.2% complainants confirmed that got the feed back from call centre.

4.3.2.5. Did the call centre inform you the action taken on your complaint: Service provider wise				
Service provider		Yes	No	Total
Bharti	Count	270	40	310
	%age	87.1%	12.9%	100.0%
Idea Cellular	Count	160	27	187
	%age	85.6%	14.4%	100.0%
BSNL	Count	240	24	264
	%age	90.9%	9.1%	100.0%
Rel Comm	Count	260	35	295
	%age	88.1%	11.9%	100.0%
Aircel	Count	260	24	284
	%age	91.5%	8.5%	100.0%
Tata Teleservices	Count	265	42	307
	%age	86.3%	13.7%	100.0%
Rel Telecomm	Count	250	47	297
	%age	84.2%	15.8%	100.0%
Total	Count	1705	239	1944
	%age	87.7%	12.3%	100.0%

Graphical representation: The graph below shows the provider wise percentage of respondents who confirmed that they were informed by the call centre of the action taken on their complaints.



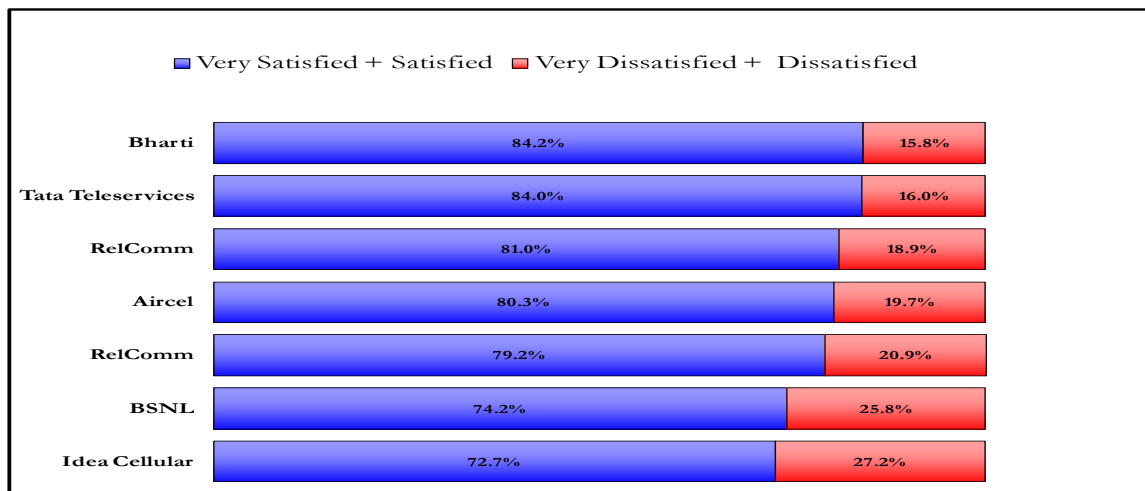
4.3.2.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.2.6. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?

Service provider		Very Dissatisfied	Dissatisfied	Very Dissatisfied + Dissatisfied	Satisfied	Very Satisfied	Very Satisfied + Satisfied	Total
Bharti	Count	6	43	49	257	4	261	310
	%age	12.2%	87.8%	15.8%	98.5%	1.5%	84.2%	100.0%
Idea Cellular	Count	7	44	51	129	7	136	187
	%age	3.7%	23.5%	27.2%	69.0%	3.7%	72.7%	100.0%
BSNL	Count	7	61	68	179	17	196	264
	%age	2.7%	23.1%	25.8%	67.8%	6.4%	74.2%	100.0%
Rel Comm	Count	6	50	56	232	7	239	295
	%age	2.0%	16.9%	18.9%	78.6%	2.4%	81.0%	100.0%
Aircel	Count	6	50	56	218	10	228	284
	%age	2.1%	17.6%	19.7%	76.8%	3.5%	80.3%	100.0%
Tata Teleservices	Count	6	43	49	254	4	258	307
	%age	2.0%	14.0%	16.0%	82.7%	1.3%	84.0%	100.0%
Rel Telecomm	Count	10	52	62	225	10	235	297
	%age	3.4%	17.5%	20.9%	75.8%	3.4%	79.2%	100.0%
Total	Count	48	343	391	1494	59	1553	1944
	%age	2.5%	17.6%	20.1%	76.9%	3.0%	79.9%	100.0%

Maximum percentage of **satisfied consumers (very satisfied and satisfied)** were reported in the case of **Bharti (84.2%)**, followed by Tata Teleservices (84.0%), Rel Comm (81.0%) , Aircel (80.3%), Rel Telecomm (79.2%) and BSNL (74.2%).Whereas the lowest were in the case of Idea Cellular (72.7%). The highest percentage of **very satisfied consumers** was found in the case of **BSNL (6.4%)**.As far as **Dissatisfaction (very dissatisfied and dissatisfied)** is concerned the highest percentage of respondents were reported from **Idea Cellular (27.2%)**. followed by BSNL (25.8%). The highest percentage of **very Dissatisfied consumers** was found in the case of **Bharti (12.2%)**.

Graphical representation: The graph below shows the provider wise percentage of satisfied and dissatisfied consumers with resolution of their complaints by the call centre. .

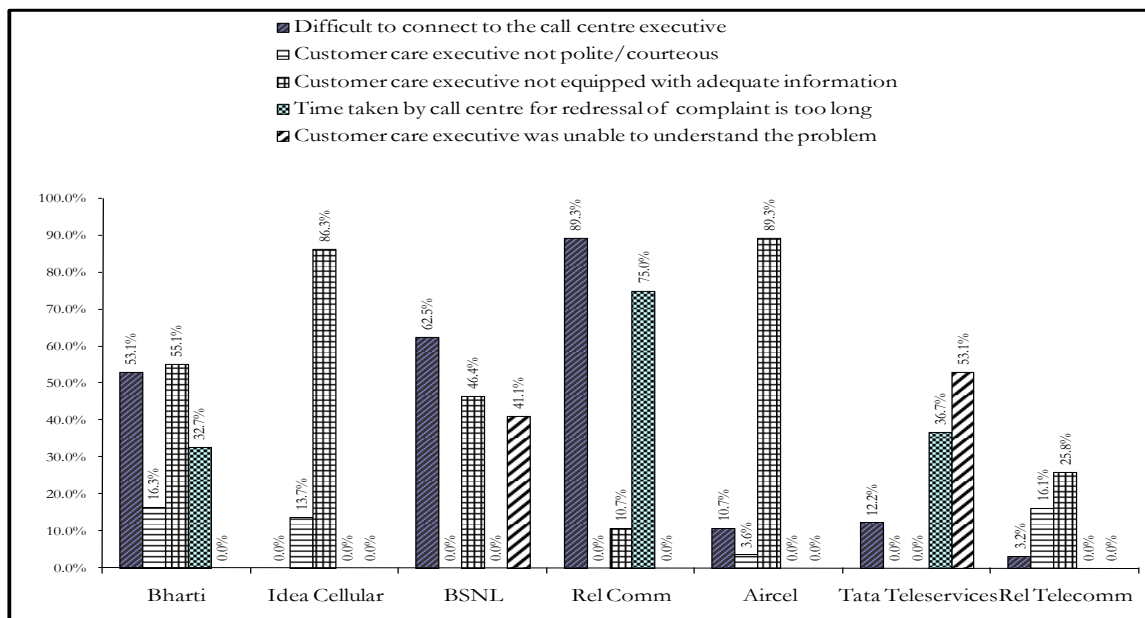


4.3.2.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 39) were asked to specify the reasons for their dissatisfaction. Various reasons were specified by the consumers. Among them “**Customer care executive not equipped with adequate information**” was cited as the main reason. This was cited by 43.2% of dissatisfied consumers. Second important reasons were cited as “**difficult to connect to the call centre executive**”. This was cited by 32.0% of dissatisfied consumers. The two other important reasons were cited as “**time taken by call center for redressal of complaint is too long**” reported by (19.4) of dissatisfied consumers and “**Customer Care executive was unable to understand the problem**” – reported by (12.5%) of dissatisfied consumers. Other important reasons were cited as “**Customer care executive not polite/courteous**” – reported by (6.9%) of dissatisfied consumers.

Table 4.3.2.7. 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	%age	53.1%	16.3%	55.1%	32.7%	0.0%	49
Idea Cellular	%age	0.0%	13.7%	86.3%	0.0%	0.0%	51
BSNL	%age	62.5%	0.0%	46.4%	0.0%	41.1%	68
Rel Comm	%age	89.3%	0.0%	10.7%	75.0%	0.0%	56
Aircel	%age	10.7%	3.6%	89.3%	0.0%	0.0%	56
Tata Teleservices	%age	12.2%	0.0%	0.0%	36.7%	53.1%	49
Rel Telecomm	%age	3.2%	16.1%	25.8%	0.0%	0.0%	62
Total	Count	125	27	169	76	49	391
	%age	32.0%	6.9%	43.2%	19.4%	12.5%	

Graphical representation: The graph below shows the provider wise percentage of Reasons for dissatisfaction with the resolution of complaints.

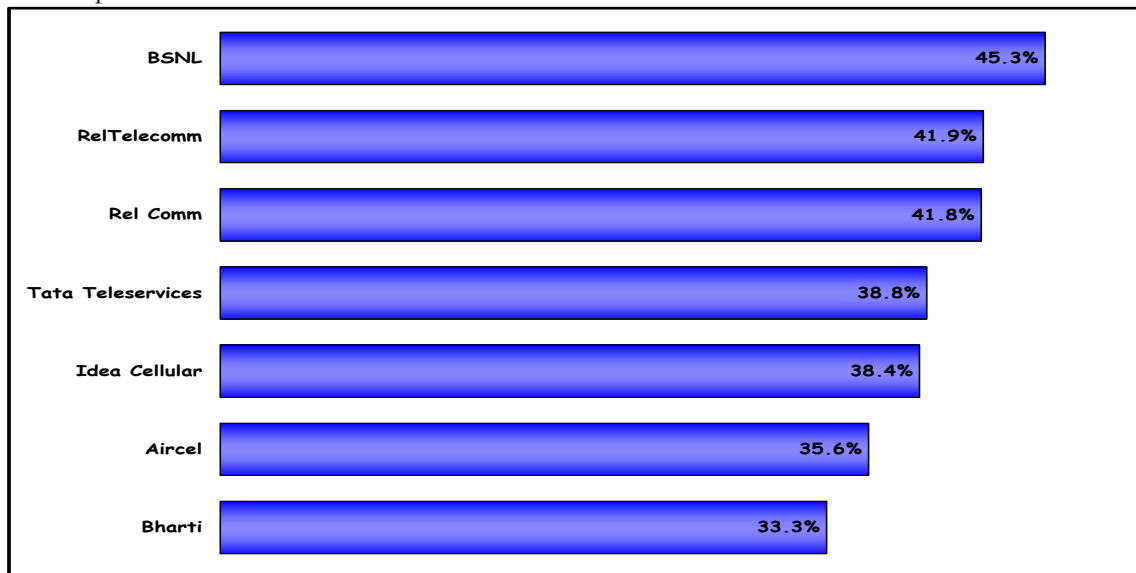


4.3.2.8: Resolution of billing complaints: The following table shows that out of 1944 respondents who had complained to call center/customer care, 452 had billing related complaints. Out of these 452, 39.4% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging the complaint. This was found to be highest in the case of BSNL (45.3%) followed by Rel Telecom (41.9%), Rel Comm (41.8%), Tata Teleservices (38.8%), Idea Cellular (38.4%) and Aircel (35.6%). It was found lowest in the case of Bharti (33.3%) of customers.

Table 4.3.2.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service provider		Yes	No	Total
Bharti	Count	20	40	60
	%age	33.3%	66.7%	100.0%
Idea Cellular	Count	28	45	73
	%age	38.4%	61.6%	100.0%
BSNL	Count	29	35	64
	%age	45.3%	54.7%	100.0%
Rel Comm	Count	28	39	67
	%age	41.8%	58.2%	100.0%
Aircel	Count	21	38	59
	%age	35.6%	64.4%	100.0%
Tata Teleservices	Count	26	41	67
	%age	38.8%	61.2%	100.0%
Rel Telecomm	Count	26	36	62
	%age	41.9%	58.1%	100.0%
Total	Count	178	274	452
	%age	39.4%	60.6%	100.0%

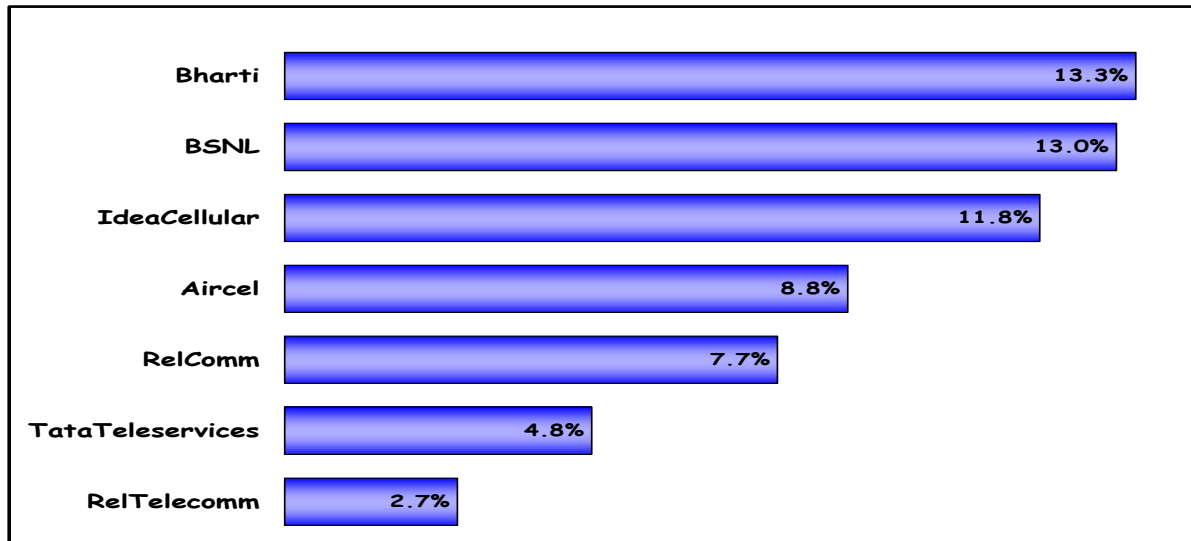
Graphical representation: The percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer care with four weeks after lodging the complaint.



4.3.2.9: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35). 242 respondents had reported that they were aware about Nodal officers. However, awareness about the contact details of nodal officers was found to be abysmally low. Only 19 (7.9%) knew about their contact details.

Service provider		Yes	No	Total
Bharti	Count	4	26	30
	%age	13.3%	86.7%	100.0%
Idea Cellular	Count	2	15	17
	%age	11.8%	88.2%	100.0%
BSNL	Count	3	20	23
	%age	13.0%	87.0%	100.0%
Rel Comm	Count	3	36	39
	%age	7.7%	92.3%	100.0%
Aircel	Count	3	31	34
	%age	8.8%	91.2%	100.0%
Tata Teleservices	Count	3	59	62
	%age	4.8%	95.2%	100.0%
Rel Telecomm	Count	1	36	37
	%age	2.7%	97.3%	100.0%
Total	Count	19	223	242
	%age	7.9%	92.1%	100.0%

Graphical representation: The graph below shows the provider wise percentage of respondents who confirmed that they were aware of the contact details of the Nodal Officer.



4.3.2.10 Complaints to Nodal officer:

None of the respondents who were aware of the contact details of nodal officer had made any complaint to Nodal Officers, which were not resolved or unsatisfactorily resolved by customer care executive/ call centre. Therefore, the analysis of redressal mechanism with the Nodal Officer could not be ascertained.

4.3.2.11: Awareness about the contact details of Appellate Authority:

As regard to the awareness about the contact details of the Appellate Authority out of 22 respondents who had reported that they were aware about Appellate Authority, only 8 (36.4%) of them were aware about their contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. But out of these 8 respondents, no one filled any appeal in the prescribed form in the last 6 month? Therefore redressal mechanism with Appellate Authority could not be ascertained.

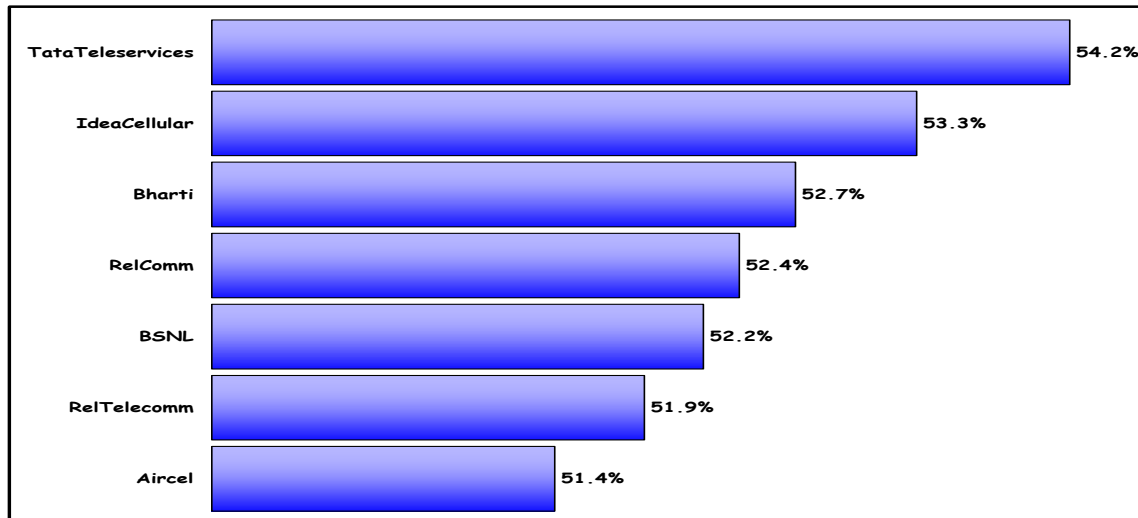
Table 4.3.2.11. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by nodal officer?				
Service provider		Yes	No	Total
Bharti	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Idea Cellular	Count	1	1	2
	%age	50.0%	50.0%	100.0%
BSNL	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Rel Comm	Count	1	3	4
	%age	25.0%	75.0%	100.0%
Aircel	Count	2	5	7
	%age	28.6%	71.4%	100.0%
Tata Teleservices	Count	1	2	3
	%age	33.3%	66.7%	100.0%
Rel Telecomm	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Total	Count	8	14	22
	%age	36.4%	63.6%	100.0%

4.3.2.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 2606 prepaid customers of 7 providers targeted, only 1359 (52.1%) reported that they were aware of this facility. Therefore around 47.9% customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of Tata Teleservices (54.2%) followed by Idea Cellular (53.3%).

Service provider		Yes	No	Total
Bharti	Count	197	177	374
	%age	52.7%	47.3%	100.0%
Idea Cellular	Count	192	168	360
	%age	53.3%	46.7%	100.0%
BSNL	Count	192	176	368
	%age	52.2%	47.8%	100.0%
Rel Comm	Count	199	181	380
	%age	52.4%	47.6%	100.0%
Aircel	Count	188	178	366
	%age	51.4%	48.6%	100.0%
Tata Teleservices	Count	195	185	380
	%age	54.2%	51.4%	100.0%
Rel Telecomm	Count	196	182	378
	%age	51.9%	48.1%	100.0%
Total	Count	1359	1247	2606
	%age	52.1%	47.9%	100.0%

*Only for Prepaid customer

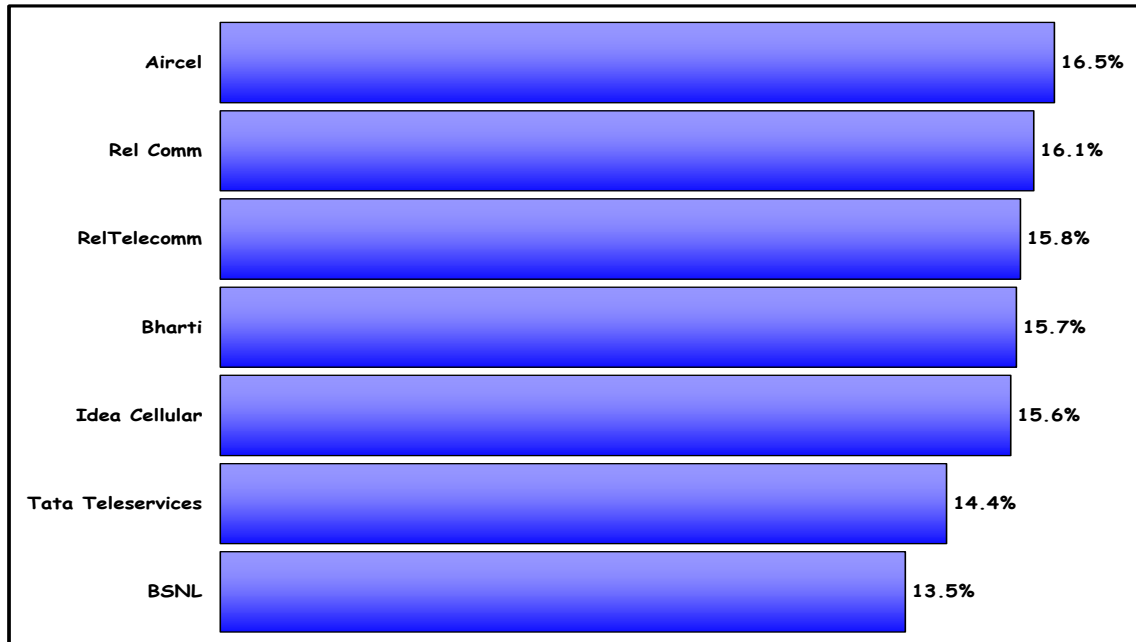
Graphical representation: The following graph shows the percentage of prepaid subscribers who were aware that they can get item wise usage charge details, request.



4.3.2.13: Denial of itemized usage charges detail: There were 1359 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Altogether 15.4% of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge.

Table 4.3.2.13. Have you been denied of your request for itemized usage charge details for your pre-paid connection?				
Service provider		Yes	No	Total
Bharti	Count	31	166	197
	%age	15.7%	84.3%	100.0%
Idea Cellular	Count	30	162	192
	%age	15.6%	84.4%	100.0%
BSNL	Count	26	166	192
	%age	13.5%	86.5%	100.0%
Rel Comm	Count	32	167	199
	%age	16.1%	83.9%	100.0%
Aircel	Count	31	157	188
	%age	16.5%	83.5%	100.0%
Tata Teleservices	Count	28	167	195
	%age	14.4%	85.1%	100.0%
Rel Telecomm	Count	31	165	196
	%age	15.8%	84.2%	100.0%
Total	Count	209	1150	1359
	%age	15.4%	84.6%	100.0%

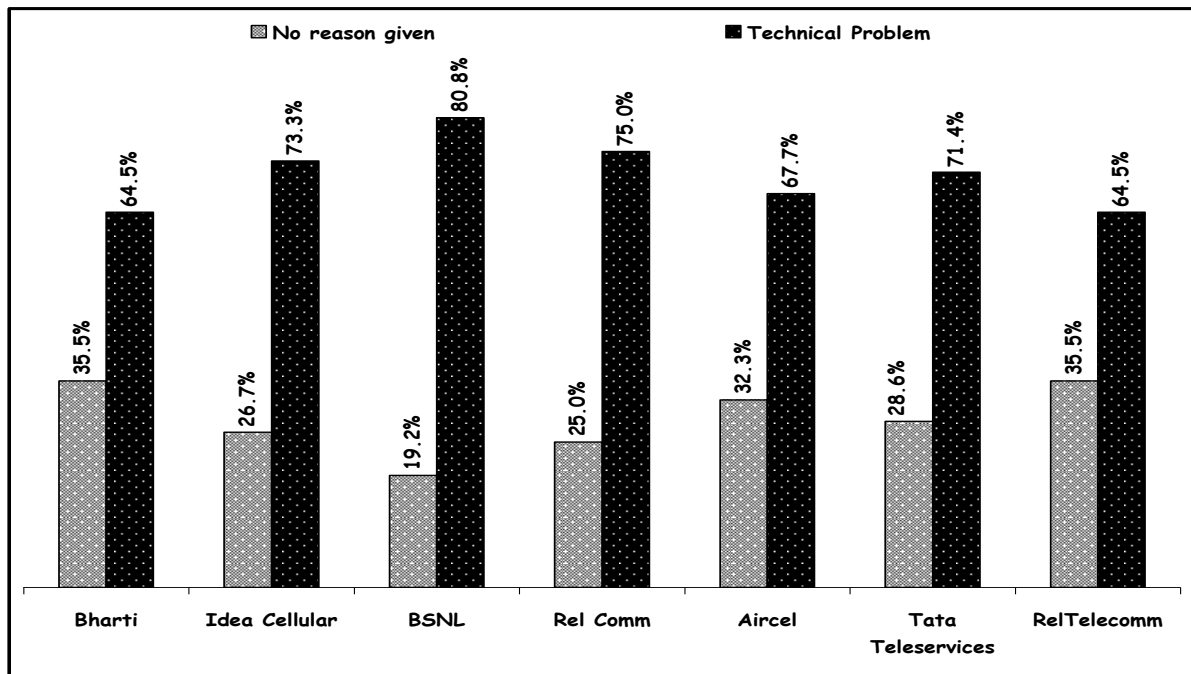
Graphical representation: The following graph shows the percentage of prepaid subscribers who were denied of their request for itemized usage charge for their pre paid connection from their service charge.



4.3.2.14: Reason (s) for Denial of itemized usage charges detail: Out of these 209 respondents, who reported about denial of itemized usage charges details, 148 (70.8%) reported that they were given the reason as technical problem while the rest 61 (29.2%) reported that they were given no reason for denial of itemized usage charges details

Service provider		No reason given	Technical Problem	Total
Bharti	Count	11	20	31
	%age	35.5%	64.5%	
Idea Cellular	Count	8	22	30
	%age	26.7%	73.3%	
BSNL	Count	5	21	26
	%age	19.2%	80.8%	
Rel Comm	Count	8	24	32
	%age	25.0%	75.0%	
Aircel	Count	10	21	31
	%age	32.3%	67.7%	
Tata Teleservices	Count	8	20	28
	%age	28.6%	71.4%	
Rel Telecomm	Count	11	20	31
	%age	35.5%	64.5%	
Total	Count	61	148	209
	%age	29.2%	70.8%	

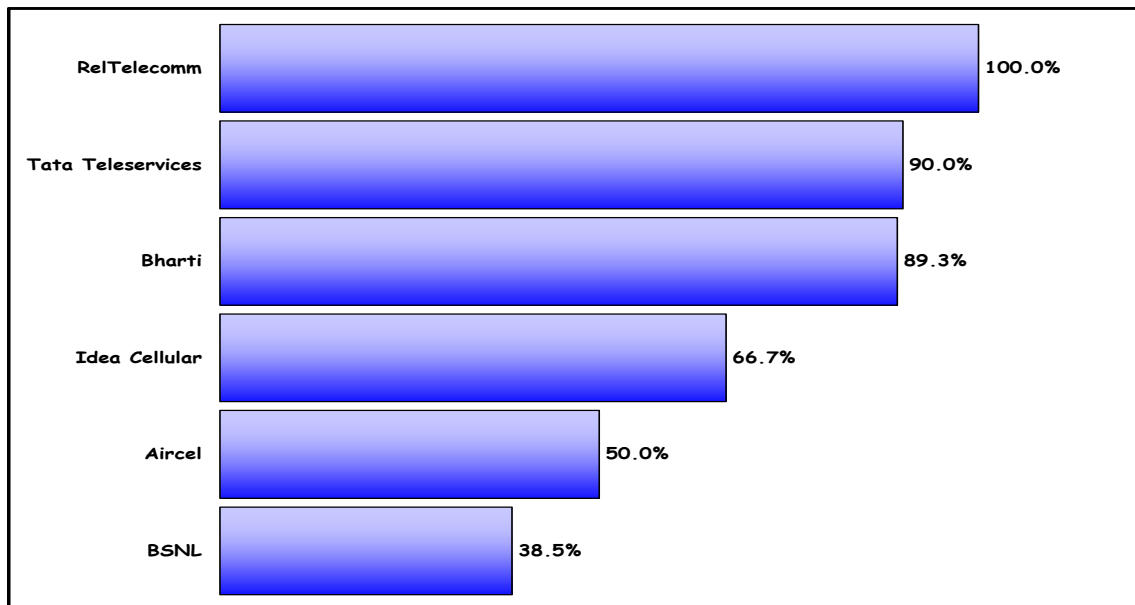
Graphical representation: The following graph shows the percentage of prepaid subscribers What were the reasons for denied of their request for itemized usage charge for their pre paid connection from their service charge.



4.3.2.15: Provision of Manual of Practice by the Service Provider: TRAI has suggested to all the service providers to provide manual of practice to the new customers. Out of 80 respondents, who had subscribed in last 6 months, 17 indicated that they have not been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism while taking the connection. Among the 63 respondent who got the manual of practice Rel Telecomm topped with 100% followed by Tata Teleservices (90.0%), Bharti (89.3%), Idea Cellular (66.7%), Aircel (50.0%), BSNL (38.5%).

Service provider		Yes	No	Total
Bharti	Count	25	3	28
	%age	89.3%	10.7%	100.0%
Idea Cellular	Count	4	2	6
	%age	66.7%	33.3%	100.0%
BSNL	Count	5	8	13
	%age	38.5%	61.5%	100.0%
Aircel	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Tata Teleservices	Count	27	3	30
	%age	90.0%	10.0%	100.0%
Rel Telecomm	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Total	Count	63	17	80
	%age	78.8%	21.3%	100.0%

Graphical representation: The graph below shows provider wise subscribers who confirmed that they received the manual of practice at the time of connection.



**Overall Score – Telecom Consumer Protection and Redressal of Grievances
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	Idea Cellular	BSNL	Rel Comm	Aircel	Tata Teleservices	Rel Telecomm
1	Awareness of three stage grievance mechanism	14.6%	16.8%	12.4%	8.1%	10.5%	10.9%	10.4%
2	For pre-paid customers awareness about item-wise usage charge details on request	52.7%	53.3%	52.2%	52.4%	51.4%	54.2%	51.9%
3	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	15.7%	15.6%	13.5%	16.1%	16.5%	14.4%	15.8%
4	For new customers provisioning of "Manual of practice while taking the new connection	89.3%	66.7%	38.5%	NA*	50.0%	90.0%	100.0%
5	Awareness of call center for redressing grievances	89.6%	92.4%	91.2%	88.6%	89.8%	78.2%	84.4%
6	Penetration of consumers made any complaint to the toll free number within last six months	80.7%	50.5%	68.2%	76.6%	76.5%	79.7%	77.3%
7	Call center informing about the action taken on complaint	87.1%	85.6%	90.9%	88.1%	91.5%	86.3%	84.2%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	33.3%	38.4%	45.3%	41.8%	35.6%	38.8%	41.9%
9	Percentage satisfied with complaint resolution by call center	84.2%	72.7%	74.2%	81.0%	80.3%	84.0%	79.2%
10	Awareness of nodal officer for redressing grievances	7.8%	4.6%	5.9%	10.1%	9.2%	16.1%	9.6%
11	Awareness of appellate authority for redressing grievances	0.5%	0.5%	0.5%	1.0%	1.9%	0.8%	0.5%

*There were no new customer covered during the survey

- Awareness level on the three stages of consumer grievances Redressal mechanism was found to be low and it ranged from 8.1% to 16.8%. The highest percentage of aware subscribers were found in the case of Idea Cellular (16.8%) followed by Bharti (14.6%), BSNL (12.4%), Tata Teleservices (10.9%), Aircel (10.5%), Rel Telecomm(10.4%) and the lowest percentage of aware consumers was found in the case of Rel Comm (8.1%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 78.2% to 92.4%. This was found to be highest in the case of Idea Cellular (92.4%) followed by BSNL (91.2%),Aircel(89.8%),Bharti(89.6%), Rel Comm (88.6%), Rel Telecomm (84.4%) and the lowest percentage of aware consumers was found in the case of Tata Teleservices (78.2%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 4.6% (Idea Cellular) to 16.1% (Tata Teleservices).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.5% to 1.9% .
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Bharti (80.7%) followed by Tata Teleservices (79.7%), Rel Telecomm (77.3%), Rel Comm (76.6%), Aircel (76.5%), BSNL(68.2%) and Idea Cellular (50.5%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Tata Teleservices (54.2%) followed by Idea Cellular (53.3%), Bharti (52.7%), Rel Comm (52.4%), BSNL (52.2%), Rel Telecomm (51.9%) and Aircel (51.4%).

4.3.3: BROADBAND– HP Service Area

BSNL is the only operator in the broadband service in Himachal Pradesh (HP) service area.

4.3.3.1: Awareness about redressal system: For the Broadband services, altogether 384 consumers BSNL were interviewed for the HP Service Area. However, only 65 (16.9 %) respondents reported that they were aware of the three stage grievance redressal mechanism set up by their service provider.

Table 4.3.3.1 Are you aware of the three stage grievances redressed mechanism set up by your telecom service provider based on the regulation of TRAI for Redressal of your grievances?				
Operator		Yes	No	Total
BSNL	Count	65	319	384
	%age	16.9%	83.1%	100.00%

4.3.3.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. Out of 384 respondents targeted, 349 (90.9%) were aware of call centers of BSNL. In the case of Nodal officers and Appellate Authority awareness was reported by 4.9% and 3.3% of respondents respectively.

Table 4.3.3.2. Which all stages of the three stage mechanism process set up by your telecom service provider for Redressal of grievances of telecom consumers are you aware of?						
Operator		Call centre	Nodal Officer	Appellate Authority	None of these	Total
BSNL	Count	349	19	9	34	384
	%age	90.9%	4.9%	2.3%	8.9%	

*Multiple responses therefore sum may not add

4.3.3.3: Consumers' complaints about services: The Respondents were asked if they had made any complaints within last six months to call centre/helpline number. The table below shows that out of 384 respondents of BSNL, only 319 (83.1%) had used this facility.

Table 4.3.3.3. Have you made any complain within 6 month to the toll free call center/customer care /helpline telephone number?				
Operator		Yes	No	Total
BSNL	Count	319	65	384
	%age	83.1%	16.9%	100.00%

4.3.3.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 319 respondents who had made a complaint, 76.5% confirmed that they had received docket number for most of their complaints. However 16.6 % indicated that they didn't receive any docket number for most of their complaints. and 6.9% indicated that they didn't receive any docket number even on request.

Table 4.3.3.4. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you ?					
Operator		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
BSNL	Count	22	53	244	319
	%age	6.9%	16.6%	76.5%	100.00%

4.3.3.5: Feed back from Call Centre: The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 319 respondents of BSNL, 55.8 % had reported that they were informed by call center for the action taken on their complaints.

Table 4.3.3.5. Did the call centre inform you about the action taken on your complaint?				
Operator		Yes	No	Total
BSNL	Count	178	141	319
	%age	55.8%	44.2%	100.0%

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

Table 4.3.3.6. How satisfied are you with the system of resolving of your complaints by call center/ customer care /helpline?								
Operator		Very Dissatisfied +Dissatisfied	Very Dissatisfied	Dissatisfied	Very Satisfied +Satisfied	Satisfied	Very Satisfied	Total
BSNL	Count	48	14	34	271	250	21	319
	%age	15.0%	4.4%	10.7%	85.0%	78.4%	6.6%	100.0%

- Altogether 85% of **satisfied consumers (very satisfied and satisfied)** were found in the case of BSNL. 6.6% were very satisfied consumers.
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned, this was reported by 15% of BSNL consumers. 4.4% were very dissatisfied.

4.3.3.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

Operator		Difficult to connect to the call center 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 long	Customer care executive was unable to understand the problem	Total
BSNL	Count	33	13	15	22	24	48
	%age	68.8%	27.1%	31.3%	45.8%	50.0%	

Majority of BSNL complainants (68.6%) cited **“Difficult to connect to the call centre executive”** as the main reason. This was followed by **“Customer care executive was unable to understand the problem”** which was reported by 50.0% of dissatisfied consumers of BSNL. Other important reasons cited by complainants included **“time taken by call center for redressal of complaint is too long”** (45.8%), **“Customer care executive not equipped with adequate information”** (31.3%) and **“Customer care executive not polite/courteous”** (27.1%).

4.3.3.8: Resolution of billing complaints: The following table shows that out of 319 respondents who had complained to call center/customer care, 193 had billing related complaints. Out of these only 45.6% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four weeks after lodging of the complaint.

Operator		Yes	No	Total
BSNL	Count	88	105	193
	%age	45.6%	54.4%	100.00%

4.3.3.9: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25.) 19 (4.9%) respondents had reported that they were aware about Nodal officers. However, only 9 (47.4%) were aware about the contact details of nodal officer.

Operator		Yes	No	Total
BSNL	Count	9	10	19
	%age	47.4%	52.6%	100.0%

4.3.3.10 Complaints to Nodal officer: None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal officers, which were not resolved or unsatisfactorily resolved by call centre/ customer care executive. Therefore, the analysis of redressal mechanism with the Nodal officer could not be ascertained.

4.3.3.11: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority. Out of 9 respondents who had reported that they were aware about Appellate Authority, only 3 of the BSNL customers were aware about their contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer.

Table 4.3.3.11. Are you aware of the contact details of the appellate authority for filing the appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?				
Operator		Yes	No	Total
BSNL	Count	3	6	9
	%age	33.3%	66.7%	100.0%

4.3.3.12: Appeal to the Appellate Authority: None of the aware respondents have filed any appeal in the prescribed form in last 6 month. Therefore, the analysis of Redressal mechanism with the Appellate Authority could not be ascertained.

4.3.3.13: 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 22 prepaid customers of BSNL targeted, 16 (72.7%) reported that they were aware of this facility.

Table 4.3.3.13. Are you aware that a prepaid customer can get item wise usage charges details on request?				
Operator		Yes	No	Total
BSNL	Count	16	6	22
	%age	72.7%	27.3%	100.0%

*Only for Prepaid customer

4.3.3.14: Denial of itemized usage charges detail: There were 16 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of the 16 aware BSNL subscribers, 6 (37.5%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge.

Table 4.3.3.14. Have you been denied of your request for item wise usage charges details for your prepaid connection?				
Operator		Yes	No	Total
BSNL	Count	6	10	16
	%age	37.5%	62.5%	100.0%

Only for prepaid customers

4.3.3.15: Reason for denial of itemized charges:

Out of 6 respondents who have been denied of their request for item-wise usage charge details for their prepaid connection, 2 (33.3%) had reported that no specific reason was given by the service provider for denying the usage charges details, while other 4 were denied due to technical problems

Table 4.3.3.15 What were the reasons for denying your request ?				
Operator		No reason given	Technical problem	Total
BSNL	Count	2	4	6
	%age	33.3%	66.7%	100.0%

4.3.3.16: Provision of Manual of Practice by the Operators: TRAI has suggested to all the Operators to provide manual of practice to the new customers. Out of 109 new customers (Subscribed in last 6 months), 28 (25.7%) indicated that they have not been provided the manual of practice containing the term and condition of service, grievances Redressal mechanism while taking the connection. Therefore, 74.3% confirmed of receiving the manual.

Table 4.3.3.16 Have you been provided the manual of practice containing the terms and condition of service, grievance Redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
BSNL	Count	81	28	109
	%age	74.3%	25.7%	100.0%

Overall Score – Telecom Consumer Protection and Redressal of Grievances 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	BSNL
1	Awareness of three stage grievance mechanism	16.9%
2	For pre-paid customers awareness about item-wise usage charge details on request	72.7%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	37.5%
4	For new customers provisioning of "Manual of practice while taking the new connection	74.3%
5	Awareness of call center for redressing grievances	90.9%
6	Penetration of consumers made any complaint to the toll free number within last six months	83.1%
7	Call center informing about the action taken on complaint	55.8%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	45.6%
9	Percentage satisfied with complaint resolution by call center	85.0%
10	Awareness of nodal officer for redressing grievances	4.9%
11	Awareness of appellate authority for redressing grievances	2.3%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low among BSNL consumers as this was reported by only 16.9%.
- Awareness level was found high (90.9%) in the case of call centre/ customer care help line number as compared to Nodal Officer (4.9%) and Appellate Authority (2.3%).
- Out of 384 BSNL consumers surveyed, 83.1% had made complaints to the call centre, within last six months.
- Around 72.7% of the prepaid subscribers were aware that they can get item wise usage charges on request.

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 Wireline, Cellular Mobile and Broadband – in Himachal Pradesh (HP) Service Area.

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. The satisfaction level was measured by using these weights and calculating the mean score. Therefore overall satisfaction was calculated using the following formula:

Overall weighted satisfaction score = $\{(\text{Mean Score} - 1) / 3\} * 100$

The analysis revealed that none of the services providers operating in HP Service Area of all the three services – Basic Wireline, Cellular Mobile and Broadband – were able to meet the benchmarks as set up the TRAI for the defined parameter. This has been briefly explained in the section below.

5.1 Key Takeout

5.1.1 Basic Wireline:

1. None of the three providers providing basic (wireline) service in J&K were able to meet the benchmark on any of the 7 parameters set up the TRAI.
2. The performance of BSNL could be considered better than other providers as it scored high on 4 of the 7 parameters. **However, its performance on supplementary services was critical.**
3. In the case of Rel Comm, the performance rating was better than then others on 1 of the 7 parameters However, its performance on provision of services, pre paid billing services and help services were found to be critical.
4. The performance of Tata Teleservices was better on 2 of the parameters, however, on other 4 parameters it was the least performance among the three providers. Its was performance on provisions of services, help services and supplementary services was critical.

5. **With regard to the implementation and effectiveness of grievance redressal mechanism**, the performance level of all the providers were found to be low as overall only 9.4% of consumers were aware about the three stages of redressal mechanism set up by the service providers. With regard to awareness Nodal Officers and Appellate Authority, the awareness level was abysmally low. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective service providers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and service providers should widely publicize these details.

5.1.2 Cellular Mobile

- 1) None of the service providers were able to meet the benchmark on any of the 7 parameters set up by the TRAI.
- 2) **The performance of Bharti was found to be better than others** as it scored relatively higher on 2 out of the 7 parameters. However, its performance on **post paid billing service was found to be average.**
- 3) The performance of BSNL was relatively better than other 6 of the service providers covered in the study. Its performance was found to be highest on provision of services, network reliability and supplementary services. However, **its performance on help services and prepaid billing services was found to be critical.**
- 4) In the case of Rel Comm, its performance on pre paid billing service and help services was found to be higher than other cellular providers in HP Service Area. Its performance on network reliability and maintainability was also better than at most of the providers. However, **its performance on the supplementary service was critical.**
- 5) The performance of Aircel was found to be better in the case of post paid billing services. **However, its performance on provision of services was found be quite low. Further its performance on network reliability and maintainability was also low as compared to at least 4 providers.**
- 6) The performance of other four providers – Rel Telecomm, Bharti, Tata Teleservices and Idea Cellular were almost at par. Among them Bharti was the only one to achieve highest score on one of the parameter – maintainability.
- 7) **With regard to the implementation and effectiveness of grievance redressal mechanism**, the performance level of all the service providers were considered to be low as overall only 318 (11.9%) of consumers were aware about the three stages of redressal mechanism set up by the service providers. In the case of Rel Comm this was reported by less than 1 out of 10 customers contacted during the survey. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective service providers. The awareness level about the nodal officers could be gauged from the fact that only 242 respondents were aware about the nodal officers and out of these only 19 knew about their contact details. As per

the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and service providers should widely publicize these details.

- 8) Nearly 60% complainants, who had billing related problems, had revealed that their problem was not resolved within the stipulated four week period. Nearly half of the consumers surveyed were not aware that they can get item wise usage charges, in the case of pre paid connection. Over 20% of consumers reported that they did not receive Manual of practice at the time of taking the connection.

5.1.3 Broadband

1. Only 1 operator – BSNL – is providing broadband service in J&K service area and it was not able to meet the benchmark on any of the 7 parameters set up by the TRAI. Not only that, it was not near the benchmark on any of the parameter. The maximum score it could score was on **provision of services** closely followed by maintainability and network reliability. **Its performance was critical on post paid billing services.**

With regard to the implementation and effectiveness of grievance redressal mechanism, the performance level of BSNL, the only provider, was found to be low as only 17% of consumers were aware about the three stages of redressal mechanism set up by the service providers. The awareness level with regard to Nodal Officers and Appellate Authority was quite low. Most of the consumers know about only one stage – call centre or customer care facility set up by service provider. As per the TRAI regulations, the contact details of Nodal officers and Appellate Authority should be clearly mentioned on bills and service providers should widely publicize these details through various modes.

5.2 Recommendations

5.2.1 Basic Wireline:

- 1) All the three providers should improve its service on **supplementary services and also maintainability**. Setting up the instruments and getting it activated is the only half of the service provided. The operator should regularly maintain the line so that consumer could avail the services on regular basis with minimum interruption. Trained manpower to maintain the lines and continuous feed back from the consumer on line quality should be done on periodic basis. Secondly, to improve the network performance, BSNL should enhance the infrastructure facility. Rel Comm should also invest in better customer care facility in terms of infrastructure and skilled manpower so that there is greater accessibility to the customer and strengthening the redressal mechanism.

5.2.2 Cellular Mobile

- 1) Bharti, though rated relatively higher on 4 of the parameters, should enhance its post paid billing service and provision of service. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 2) Aircel, Rel Telecomm and Rel Comm should improve provisioning of their services.
- 3) Bharti, Tata Teleservices and Idea Cellular should address the grievances of post paid billing complaints. Although, the share of post paid subscribers were found to be low as compared to pre paid, it requires a separate mechanism to redress their grievances. Idea Cellular and Tata Teleservices along with BSNL should also improve the pre paid billing services which required to be addressed through a transparent mechanism for calculation the charges for call made. All these three providers should also concentrate in improving their help services by putting up more equipment so that customers could reach the call centre by spending lesser time. The operator is also required to enhance the skill of call centre executive so that they can better understand the consumers' problem.
- 4) Rel Comm, Re Telecomm and Aircel should improve their network infrastructure in order to reduce the call drop problem. Their performance on maintainability was also found to be low. Setting up the instruments and getting it activated is the only half of the service provided. The operator should regularly maintain the line so that consumer could avail the services on regular basis with minimum interruption. Trained manpower to maintain the lines and continuous feed back from the consumer on line quality should be done on periodic basis.

5.2.2.3 Broadband

- 1) At the time of survey BSNL was the only operator in HP service area. It should improve its service on all the parameters as its performance was found be too low on almost all the parameters.

6. ANNEXURE - TABLES

Basic Service (Wireline)

A. Service Provision

Q1. When did you last apply for a phone connection?					
Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
BSNL	Count	13	60	312	385
	%age	3.4%	15.6%	81.0%	100.0%
Rel Comm	Count	22	42	286	350
	%age	6.3%	12.0%	81.7%	100.0%
Tata Teleservices	Count	19	45	130	194
	%age	9.8%	23.2%	67.0%	100.0%
Total	Count	54	147	728	929
	%age	5.8%	15.8%	78.4%	100.0%

Q2. How much time was taken to get the telephone connection installed and activated after you applied for it?					
Service Provider		16-30 days	Less than 7 Days	7-15 days	Total
BSNL	Count	0	11	62	73
	%age	0.0%	15.1%	84.9%	100.0%
Rel Comm	Count	5	20	39	64
	%age	7.8%	31.3%	60.9%	100.0%
Tata Teleservices	Count	9	29	26	64
	%age	14.1%	45.3%	40.6%	100.0%
Total	Count	14	60	127	201
	%age	7.0%	29.9%	63.2%	100.0%

Q3. How satisfied are you with time taken to provide working phone connection?						
Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	6	59	8	73
	%age	0.0%	8.2%	80.8%	11.0%	100.0%
Rel Comm	Count	7	5	43	9	64
	%age	10.9%	7.8%	67.2%	14.1%	100.0%
Tata Teleservices	Count	8	9	47	0	64
	%age	12.5%	14.1%	73.4%	0.0%	100.0%
Total	Count	15	20	149	17	201
	%age	7.5%	10.0%	74.1%	8.5%	100.0%

Q4. How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total sample
BSNL	Count	0	6	43	3	52
	%age	0.0%	11.5%	82.7%	5.8%	100.0%
Rel Comm	Count	2	5	37	0	44
	%age	4.5%	11.4%	84.1%	0.0%	100.0%
Tata Teleservices	Count	3	13	25	0	41
	%age	7.3%	31.7%	61.0%	0.0%	100.0%
Total	Count	5	24	105	3	137
	%age	3.6%	17.5%	76.6%	2.2%	100.0%

Q5. 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		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	0	7	26	5	38
	%age	0.0%	18.4%	68.4%	13.2%	100.0%
Rel Comm	Count	7	9	22	0	38
	%age	18.4%	23.7%	57.9%	0.0%	100.0%
Tata Teleservices	Count	4	7	9	0	20
	%age	20.0%	35.0%	45.0%	0.0%	100.0%
Total	Count	11	23	57	5	96
	%age	11.5%	24.0%	59.4%	5.2%	100.0%

B. Billing Related (only for postpaid customers)

Q6. How satisfied are you with the timely delivery if bills?						
Service Provider		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
BSNL	Count	1	8	347	24	380
	% age	0.3%	2.1%	91.3%	6.3%	100.0%
Rel Comm	Count	6	18	313	9	346
	% age	1.7%	5.2%	90.5%	2.6%	100.0%
Tata Teleservices	Count	2	19	160	4	185
	% age	1.1%	10.3%	86.5%	2.2%	100.0%
Total	Count	9	45	820	37	911
	% age	1.0%	4.9%	90.0%	4.1%	100.0%

Q7(a). How satisfied are you with the accuracy of the bills?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	2	12	351	15	380
	% age	0.5%	3.2%	92.4%	3.9%	100.0%
Rel Comm	Count	4	36	306	0	346
	% age	1.2%	10.4%	88.4%	0.0%	100.0%
Tata Teleservices	Count	8	16	153	8	185
	% age	4.3%	8.6%	82.7%	4.3%	100.0%
Total	Count	14	64	810	23	911
	% age	1.5%	7.0%	88.9%	2.5%	100.0%

Q7 (b). 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	Charged for call/services not made/used	Total
BSNL	Count	1	2	8	11	14
	% age	7.1%	14.3%	57.1%	78.6%	100.0%
Rel Comm	Count	3	12	17	27	40
	% age	7.5%	30.0%	42.5%	67.5%	100.0%
Tata Teleservices	Count	5	9	9	18	24
	% age	0.0%	3.6%	87.4%	9.0%	100.0%
Total	Count	9	23	34	56	78
	% age	11.5%	29.5%	43.6%	71.8%	100.0%

Q8. Have you made any billing related complaints in last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	33	347	380
	% age	8.7%	91.3%	100.0%
Rel Comm	Count	70	276	346
	% age	20.2%	79.8%	100.0%
Tata Teleservices	Count	31	154	185
	% age	16.8%	83.2%	100.0%
Total	Count	134	777	911
	% age	14.7%	85.3%	100.0%

Q9. How satisfied are you with the process of resolution of billing complaints?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	2	4	24	3	33
	% age	6.1%	12.1%	72.7%	9.1%	100.0%
Rel Comm	Count	8	22	40	0	70
	% age	11.4%	31.4%	57.1%	0.0%	100.0%
Tata Teleservices	Count	3	9	19	0	31
	% age	9.7%	29.0%	61.3%	0.0%	100.0%
Total	Count	13	35	83	3	134
	% age	9.7%	26.1%	61.9%	2.2%	100.0%

Q 10(a). 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
BSNL	Count	3	16	357	4	380
	% age	0.8%	4.2%	93.9%	1.1%	100.0%
Rel Comm	Count	8	48	290	0	346
	% age	2.3%	13.9%	83.8%	0.0%	100.0%
Tata Teleservices	Count	7	24	152	2	185
	% age	3.8%	13.0%	82.2%	1.1%	100.0%
Total	Count	18	88	799	6	911
	% age	2.0%	9.7%	87.7%	0.7%	100.0%

Q 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,	Total
BSNL	Count	34	19	42	21	19
	% age	178.9%	21.9%	48.6%	51.5%	100.0%
Rel Comm	Count	11	14	37	30	56
	% age	57.1%	72.7%	20.0%	40.0%	100.0%
Tata Teleservices	Count	0	19	456	47	522
	% age	0.0%	3.6%	87.4%	9.0%	100.0%
Total	Count	45	33	79	51	106
	% age	46.7%	34.9%	45.0%	50.0%	100.0%

C. Billing Related (only for prepaid customers)

Q11. 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
BSNL	Count	0	1	4	0	5
	% age	0.0%	20.0%	80.0%	0.0%	100.0%
Rel Comm	Count	0	2	2	0	4
	% age	0.0%	50.0%	50.0%	0.0%	100.0%
Tata Teleservices	Count	1	5	3	0	9
	% age	11.1%	55.6%	33.3%	0.0%	100.0%
Total	Count	1	8	9	0	18
	% age	5.6%	44.4%	50.0%	0.0%	100.0%

D. Help Service/Customer Care

Q12. 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		Yes	No	Total
BSNL	Count	347	38	385
	% age	90.1%	9.9%	100.0%
Rel Comm	Count	341	9	350
	% age	97.4%	2.6%	100.0%
Tata Teleservices	Count	180	14	194
	% age	92.8%	7.2%	100.0%
Total	Count	868	61	929
	% age	93.4%	6.6%	100.0%

Q13. 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
BSNL	Count	5	62	263	17	347
	% age	1.4%	17.9%	75.8%	4.9%	100.0%
Rel Comm	Count	0	53	288	0	341
	% age	0.0%	15.5%	84.5%	0.0%	100.0%
Tata Teleservices	Count	2	7	168	3	180
	% age	1.1%	3.9%	93.3%	1.7%	100.0%
Total	Count	7	122	719	20	868
	% age	0.8%	14.1%	82.8%	2.3%	100.0%

Q14. 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
BSNL	Count	2	54	260	31	347
	% age	0.6%	15.6%	74.9%	8.9%	100.0%
Rel Comm	Count	7	70	264	0	341
	% age	2.1%	20.5%	77.4%	0.0%	100.0%
Tata Teleservices	Count	4	33	142	1	180
	% age	2.2%	18.3%	78.9%	0.6%	100.0%
Total	% age	13	157	666	32	868
	% age	1.5%	18.1%	76.7%	3.7%	100.0%

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	9	7	272	59	347
	% age	2.6%	2.0%	78.4%	17.0%	100.0%
Rel Comm	Count	21	63	221	36	341
	% age	6.2%	18.5%	64.8%	10.6%	100.0%
Tata Teleservices	Count	16	13	127	24	180
	% age	8.9%	7.2%	70.6%	13.3%	100.0%
Total	Count	46	83	620	119	868
	% age	5.3%	9.6%	71.4%	13.7%	100.0%

Q16. 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
BSNL	Count	5	36	297	9	347
	% age	1.4%	10.4%	85.6%	2.6%	100.0%
Rel Comm	Count	15	60	263	3	341
	% age	4.4%	17.6%	77.1%	0.9%	100.0%
Tata Teleservices	Count	20	66	92	2	180
	% age	11.1%	36.7%	51.1%	1.1%	100.0%
Total	Count	40	162	652	14	868
	% age	4.6%	18.7%	75.1%	1.6%	100.0%

E. Network Performance, Reliability & Availability

Q17. How satisfied are you with the availability of working telephone (dial tone)?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	5	10	320	50	385
	%age	1.3%	2.6%	83.1%	13.0%	100.0%
Rel Comm	Count	37	32	250	31	350
	%age	10.6%	9.1%	71.4%	8.9%	100.0%
Tata Teleservices	Count	16	11	155	12	194
	% age	8.2%	5.7%	79.9%	6.2%	100.0%
Total	Count	58	53	725	93	929
	%age	6.2%	5.7%	78.0%	10.0%	100.0%

Q18. How satisfied are you with the ability to make or receive calls easily?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	3	20	287	75	385
	%age	0.8%	5.2%	74.5%	19.5%	100.0%
Rel Comm	Count	8	22	276	44	350
	%age	2.3%	6.3%	78.9%	12.6%	100.0%
Tata Teleservices	Count	7	17	161	9	194
	% age	3.6%	8.8%	83.0%	4.6%	100.0%
Total	Count	18	59	724	128	929
	%age	1.9%	6.4%	77.9%	13.8%	100.0%

Q19. How satisfied are you with the voice quality?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	4	26	336	19	385
	%age	1.0%	6.8%	87.3%	4.9%	100.0%
Rel Comm	Count	8	48	292	2	350
	%age	2.3%	13.7%	83.4%	0.6%	100.0%
Tata Teleservices	Count	11	20	150	13	194
	% age	5.7%	10.3%	77.3%	6.7%	100.0%
Total	Count	23	94	778	34	929
	%age	2.5%	10.1%	83.7%	3.7%	100.0%

F. Maintainability

Q20. Have you experienced fault in your telephone connection in the last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	154	231	385
	%age	40.0%	60.0%	100.0%
Rel Comm	Count	211	139	350
	%age	60.3%	39.7%	100.0%
Tata Teleservices	Count	157	37	194
	%age	80.9%	19.1%	100.0%
Total	Count	522	407	929
	%age	56.2%	43.8%	100.0%

Q21. How many times your telephone became faulty in the last one month?						
Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
BSNL	Count	10	14	116	14	154
	%age	6.5%	9.1%	75.3%	9.1%	100.0%
Rel Comm	Count	14	25	172	0	211
	%age	6.6%	11.8%	81.5%	0.0%	100.0%
Tata Teleservices	Count	8	22	125	2	157
	%age	5.1%	14.0%	79.6%	1.3%	100.0%
Total	Count	32	61	413	16	522
	%age	6.1%	11.7%	79.1%	3.1%	100.0%

Q22. 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
BSNL	Count	12	10	130	2	154
	%age	7.8%	6.5%	84.4%	1.3%	100.0%
Rel Comm	Count	20	17	174	0	211
	%age	9.5%	8.1%	82.5%	0.0%	100.0%
Tata Teleservices	Count	4	16	137	0	157
	%age	2.5%	10.2%	87.3%	0.0%	100.0%
Total	Count	36	43	441	2	522
	%age	6.9%	8.2%	84.5%	0.4%	100.0%

Q23. How satisfied are you with the fault repair service?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	5	23	121	5	154
	%age	3.2%	14.9%	78.6%	3.2%	100.0%
Rel Comm	Count	6	28	177	0	211
	%age	2.8%	13.3%	83.9%	0.0%	100.0%
Tata Teleservices	Count	2	13	138	4	157
	%age	1.3%	8.3%	87.9%	2.5%	100.0%
Total	Count	13	64	436	9	522
	%age	2.5%	12.3%	83.5%	1.7%	100.0%

G. Supplementary Services

Q24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?				
Service Provider		Yes	No	Total
BSNL	Count	60	325	385
	% age	15.6%	84.4%	100.0%
Rel Comm	Count	64	286	350
	% age	18.3%	81.7%	100.0%
Tata Teleservices	Count	23	171	194
	% age	11.9%	88.1%	100.0%
Total	Count	147	782	929
	% age	15.8%	84.2%	100.0%

Q25. How satisfied are you with the quality of the supplementary services provided?						
Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	23	34	0	60
	% age	5.0%	38.3%	56.7%	0.0%	100.0%
Rel Comm	Count	8	29	27	0	64
	% age	12.5%	45.3%	42.2%	0.0%	100.0%
Tata Teleservices	Count	3	9	11	0	23
	% age	13.0%	39.1%	47.8%	0.0%	100.0%
Total	Count	14	61	72	0	147
	% age	9.5%	41.5%	49.0%	0.0%	100.0%

H. Overall Satisfaction

Q26. How satisfied are you with the overall quality of your telephone service?						
Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
BSNL	Count	4	8	325	48	385
	% age	1.0%	2.1%	84.4%	12.5%	100.0%
Rel Comm	Count	6	43	296	5	350
	% age	1.7%	12.3%	84.6%	1.4%	100.0%
Tata Teleservices	Count	5	19	161	9	194
	% age	2.6%	9.8%	83.0%	4.6%	100.0%
Total	Count	15	70	782	62	929
	% age	1.6%	7.5%	84.2%	6.7%	100.0%

I. General Information

Q27. 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
BSNL	Count	58	15	73
	%age	79.5%	20.5%	100.0%
Rel Comm	Count	50	14	64
	%age	78.1%	21.9%	100.0%
Tata Teleservices	Count	45	19	64
	%age	70.3%	29.7%	100.0%
Total	Count	153	48	201
	%age	76.1%	23.9%	100.0%

Q28. Have you terminated your mobile phone connection in last 12 months?				
Service Provider		Yes	No	Total
BSNL	Count	5	380	385
	%age	1.3%	98.7%	100.0%
Rel Comm	Count	8	342	350
	%age	2.3%	97.7%	100.0%
Tata Teleservices	Count	4	190	194
	%age	2.1%	97.9%	100.0%
Total	Count	17	912	929
	%age	1.8%	98.2%	100.0%

Q29. If yes, Please name your previous service provider?					
Service Provider		BSNL	Rel Comm	Tata Teleservices	Total
BSNL	Count	0	1	4	5
	%age	0.0%	20.0%	80.0%	100.0%
Rel Comm	Count	6	0	2	8
	%age	75.0%	0.0%	25.0%	100.0%
Tata Teleservices	Count	3	1	0	4
	%age	75.0%	25.0%	0.0%	100.0%
Total	Count	9	2	6	17
	%age	52.9%	11.8%	35.3%	100.0%

Q30. How many days were taken by previous service provider for termination of your mobile phone connection?						
Service Provider		More than 7 days	4-7 days	2-3 days	1 day	Total
BSNL	Count	1	2	2	0	5
	%age	20.0%	40.0%	40.0%	0.0%	100.0%
Rel Comm	Count	2	4	2	0	8
	%age	25.0%	50.0%	25.0%	0.0%	100.0%
Tata Teleservices	Count	1	1	2	0	4
	%age	25.0%	25.0%	50.0%	0.0%	100.0%
Total	Count	4	7	6	0	17
	%age	23.5%	41.2%	35.3%	0.0%	100.0%

Q31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?			
Service Provider		Yes	Total
BSNL	Count	5	5
	%age	100.0%	100.0%
Rel Comm	Count	8	8
	%age	100.0%	100.0%
Tata Teleservices	Count	4	4
	%age	100.0%	100.0%
Total	Count	17	17
	%age	100.0%	100.0%

Q32. 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
BSNL	Count	308	9	68	385
	%age	80.0%	2.3%	17.7%	100.0%
Rel Comm	Count	297	6	47	350
	%age	84.9%	1.7%	13.4%	100.0%
Tata Teleservices	Count	184	8	2	194
	%age	94.8%	4.1%	1.0%	100.0%
Total	Count	789	23	117	929
	%age	84.9%	2.5%	12.6%	100.0%

Q33. 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
BSNL	Count	0	0	2	7	9
	%age	0.0%	0.0%	22.2%	77.8%	100.0%
Rel Comm	Count	0	1	2	3	6
	%age	0.0%	16.7%	33.3%	50.0%	100.0%
Tata Teleservices	Count	0	3	3	2	8
	%age	0.0%	37.5%	37.5%	25.0%	100.0%
Total	Count	0	4	7	12	23
	%age	0.0%	17.4%	30.4%	52.2%	100.0%

Q33(a). Have you made any complaint to your service provider on getting such unsolicited calls/SMS after registering for national Do Not Call registry?			
Operator		No	Total
BSNL	Count	2	2
	%age	100.0%	100.0%
Rel Comm	Count	3	3
	%age	100.0%	100.0%
Tata Teleservices	Count	6	6
	%age	100.0%	100.0%
Total	Count	11	11
	%age	100.00%	100.00%

Cellular Services

A. Service Provision

Q1. When did you last apply for a phone connection?

Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	28	64	292	384
	%age	7.3%	16.7%	76.0%	100.0%
Idea Cellular	Count	6	75	289	370
	%age	1.6%	20.3%	78.1%	100.0%
BSNL	Count	13	147	227	387
	%age	3.4%	38.0%	58.7%	100.0%
Rel Comm	Count	0	31	354	385
	%age	0.0%	8.1%	91.9%	100.0%
Aircel	Count	2	32	337	371
	%age	0.5%	8.6%	90.8%	100.0%
Tata Teleservices	Count	30	101	254	385
	%age	7.8%	26.2%	66.0%	100.0%
Rel Telecomm	Count	1	32	351	384
	%age	0.3%	8.3%	91.4%	100.0%
Total	Count	80	482	2104	2666
	%age	3.0%	18.1%	78.9%	100.0%

Q2. How much time was taken to get the telephone connection (activation) after you applied and completed all formalities?

Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	11	10	5	66	92
	%age	12.0%	10.9%	5.4%	71.7%	100.0%
Idea Cellular	Count	10	9	6	56	81
	%age	12.3%	11.1%	7.4%	69.1%	100.0%
BSNL	Count	10	14	9	127	160
	%age	6.3%	8.8%	5.6%	79.4%	100.0%
Rel Comm	Count	14	6	5	6	31
	%age	45.2%	19.4%	16.1%	19.4%	100.0%
Aircel	Count	6	10	8	10	34
	%age	17.6%	29.4%	23.5%	29.4%	100.0%
Tata Teleservices	Count	5	12	12	102	131
	%age	3.8%	9.2%	9.2%	77.9%	100.0%
Rel Telecomm	Count	9	10	5	9	33
	%age	27.3%	30.3%	15.2%	27.3%	100.0%
Total	Count	65	71	50	376	562
	%age	11.6%	12.6%	8.9%	66.9%	100.0%

Q3. How satisfied are you with time taken to activate the mobile connection, after you applied and completed all formalities?

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	8	23	45	16	92
	%age	8.7%	25.0%	48.9%	17.4%	100.0%
Idea Cellular	Count	4	9	62	6	81
	%age	4.9%	11.1%	76.5%	7.4%	100.0%
BSNL	Count	5	15	129	11	160
	%age	3.1%	9.4%	80.6%	6.9%	100.0%
Rel Comm	Count	4	8	15	4	31
	%age	12.9%	25.8%	48.4%	12.9%	100.0%
Aircel	Count	6	9	14	5	34
	%age	17.6%	26.5%	41.2%	14.7%	100.0%
Tata Teleservices	Count	9	20	87	15	131
	%age	6.9%	15.3%	66.4%	11.5%	100.0%
Rel Telecomm	Count	4	13	10	6	33
	%age	12.1%	39.4%	30.3%	18.2%	100.0%
Total	Count	40	102	357	63	562
	%age	7.1%	18.1%	63.5%	11.2%	100.0%

Q4. 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		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	1	3	3	10
	%age	30.0%	10.0%	30.0%	30.0%	100.0%
Idea Cellular	Count	2	2	4	2	10
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
BSNL	Count	3	5	6	5	19
	%age	15.8%	26.3%	31.6%	26.3%	100.0%
Rel Comm	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Aircel	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Tata Teleservices	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Rel Telecomm	Count	1	1	3	1	6
	%age	16.7%	16.7%	50.0%	16.7%	100.0%
Total	Count	12	12	22	14	60
	%age	20.0%	20.0%	36.7%	23.3%	100.0%

B. Billing related - Prepaid Customers

Q5 (a). How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	34	279	56	374
	%age	1.3%	9.1%	74.6%	15.0%	100.00%
Idea Cellular	Count	8	29	311	12	360
	%age	2.2%	8.1%	86.4%	3.3%	100.00%
BSNL	Count	3	66	292	7	368
	%age	0.8%	17.9%	79.3%	1.9%	100.00%
Rel Comm	Count	6	25	340	9	380
	%age	1.6%	6.6%	89.5%	2.4%	100.00%
Aircel	Count	6	26	324	10	366
	%age	1.6%	7.1%	88.5%	2.7%	100.00%
Tata Teleservices	Count	6	34	332	8	380
	%age	1.6%	8.9%	87.4%	2.1%	100.00%
Rel Telecomm	Count	7	25	315	31	378
	%age	1.9%	6.6%	83.3%	8.2%	100.00%
Total	Count	41	239	2193	133	2606
	%age	1.6%	9.2%	84.2%	5.1%	100.00%

Q5 (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	16	5	22	18	39
	%age	41.0%	12.8%	56.4%	46.2%	100.0%
Idea Cellular	Count	6	6	34	10	37
	%age	16.2%	16.2%	91.9%	27.0%	100.0%
BSNL	Count	12	3	16	31	69
	%age	17.4%	4.3%	23.2%	44.9%	100.0%
Rel Comm	Count	8	13	11	15	31
	%age	25.8%	41.9%	35.5%	48.4%	100.0%
Aircel	Count	6	9	10	12	32
	%age	18.8%	28.1%	31.3%	37.5%	100.0%
Tata Teleservices	Count	8	6	13	26	40
	%age	20.0%	15.0%	32.5%	65.0%	100.0%
Rel Telecomm	Count	7	4	21	12	32
	%age	21.9%	12.5%	65.6%	37.5%	100.0%
Total	Count	63	46	127	124	280
	%age	22.5%	16.4%	45.4%	44.3%	100.0%

C. BILLING RELATED – Postpaid

Q6. How satisfied are you with the timely delivery of bills; Service Provider Wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	2	4	3	10
	%age	10.0%	20.0%	40.0%	30.0%	100.0%
Idea Cellular	Count	1	2	4	3	10
	%age	10.0%	20.0%	40.0%	30.0%	100.0%
BSNL	Count	2	5	8	4	19
	%age	10.5%	26.3%	42.1%	21.1%	100.0%
Rel Comm	Count	0	2	2	1	5
	%age	0.0%	40.0%	40.0%	20.0%	100.0%
Aircel	Count	0	1	3	1	5
	%age	0.0%	20.0%	60.0%	20.0%	100.0%
Tata Teleservices	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Rel Telecomm	Count	1	1	2	2	6
	%age	16.7%	16.7%	33.3%	33.3%	100.0%
Total	Count	6	14	25	15	60
	%age	10.0%	23.3%	41.7%	25.0%	100.0%

Q 7(a). How satisfied are you with the accuracy of the bills; Service Provider Wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	2	4	3	10
	%age	10.0%	20.0%	40.0%	30.0%	100.0%
Idea Cellular	Count	1	2	4	3	10
	%age	10.0%	20.0%	40.0%	30.0%	100.0%
BSNL	Count	1	2	12	4	19
	%age	5.3%	10.5%	63.2%	21.1%	100.0%
Rel Comm	Count	0	2	2	1	5
	%age	0.0%	40.0%	40.0%	20.0%	100.0%
Aircel	Count	0	1	3	1	5
	%age	0.0%	20.0%	60.0%	20.0%	100.0%
Tata Teleservices	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Rel Telecomm	Count	1	1	2	2	6
	%age	16.7%	16.7%	33.3%	33.3%	100.0%
Total	Count	6	14	25	15	60
	%age	10.0%	23.3%	41.7%	25.0%	100.0%

Q8. Have you made any billing related complaints in last 12 months; Service Provider Wise

Service provider		Yes	No	Total
Bharti	Count	7	3	10
	%age	70.0%	30.0%	100.0%
Idea Cellular	Count	7	3	10
	%age	70.0%	30.0%	100.0%
BSNL	Count	7	12	19
	%age	36.8%	63.2%	100.0%
Rel Comm	Count	2	3	5
	%age	40.0%	60.0%	100.0%
Aircel	Count	3	2	5
	%age	60.0%	40.0%	100.0%
Tata Teleservices	Count	5	0	5
	%age	100.0%	0.0%	100.0%
Rel Telecomm	Count	4	2	6
	%age	66.7%	33.3%	100.0%
Total	Count	35	25	60
	%age	58.3%	41.7%	100.0%

Q9. How satisfied are you with the process of resolution of billing complaints; Service Provider Wise

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	1	0	7
	%age	0.0%	85.7%	14.3%	0.0%	100.0%
Idea Cellular	Count	3	1	3	0	7
	%age	42.9%	14.3%	42.9%	0.0%	100.0%
BSNL	Count	0	1	4	2	7
	%age	0.0%	14.3%	57.1%	28.6%	100.0%
Rel Comm	Count	0	1	1	0	2
	%age	0.0%	50.0%	50.0%	0.0%	100.0%
Aircel	Count	0	1	2	0	3
	%age	0.0%	33.3%	66.7%	0.0%	100.0%
Tata Teleservices	Count	0	1	3	1	5
	%age	0.0%	20.0%	60.0%	20.0%	100.0%
Rel Telecomm	Count	0	2	1	1	4
	%age	0.0%	50.0%	25.0%	25.0%	100.0%
Total	Count	6	16	10	3	35
	%age	17.1%	45.7%	28.6%	8.6%	100.0%

Q10 (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	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	3	3	1	10
	%age	30.0%	30.0%	30.0%	10.0%	100.0%
Idea Cellular	Count	0	4	3	3	10
	%age	0.0%	40.0%	30.0%	30.0%	100.0%
BSNL	Count	2	4	11	2	19
	%age	10.5%	21.1%	57.9%	10.5%	100.0%
Rel Comm	Count	0	1	2	2	5
	%age	0.0%	20.0%	40.0%	40.0%	100.0%
Aircel	Count	0	1	2	2	5
	%age	0.0%	20.0%	40.0%	40.0%	100.0%
Tata Teleservices	Count	1	1	2	1	5
	%age	20.0%	20.0%	40.0%	20.0%	100.0%
Rel Telecomm	Count	0	2	3	1	6
	%age	0.0%	33.3%	50.0%	16.7%	100.0%
Total	Count	14	17	18	11	60
	%age	23.3%	28.3%	30.0%	18.3%	100.0%

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

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	3	3	3	4	6
	%age	50.0%	50.0%	50.0%	66.7%	100.0%
Idea Cellular	Count	3	2	1	2	4
	%age	50.0%	50.0%	25.0%	50.0%	100.0%
BSNL	Count	4	4	6	6	6
	%age	66.7%	66.7%	100.0%	100.0%	100.0%
Rel Comm	Count	1	1	2	2	1
	%age	16.7%	100.0%	200.0%	200.0%	100.0%
Aircel	Count	1	0	1	0	1
	%age	16.7%	0.0%	100.0%	0.0%	100.0%
Tata Teleservices	Count	4	4	0	0	2
	%age	66.7%	200.0%	0.0%	0.0%	100.0%
Rel Telecomm	Count	2	1	2	0	2
	%age	33.3%	50.0%	100.0%	0.0%	100.0%
Total	Count	18	15	15	14	31
	%age	58.1%	48.4%	48.4%	45.2%	100.0%

D. Help Services/ Customer Care

Q11. 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	369	15	384
	%age	96.1%	3.9%	100.0%
Idea Cellular	Count	277	93	370
	%age	74.9%	25.1%	100.0%
BSNL	Count	379	8	387
	%age	97.9%	2.1%	100.0%
Rel Comm	Count	385	0	385
	%age	100.0%	0.0%	100.0%
Aircel	Count	366	5	371
	%age	98.7%	1.3%	100.0%
Tata Teleservices	Count	343	42	385
	%age	89.1%	10.9%	100.0%
Rel Telecomm	Count	379	5	384
	%age	98.7%	1.3%	100.0%
Total	Count	2498	168	2666
	%age	93.7%	6.3%	100.0%

Q12. How satisfied are you with the ease of access of call center/customer care or helpline?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	105	224	40	369
	%age	0.0%	28.5%	60.7%	10.8%	100.0%
Idea Cellular	Count	0	88	189	0	277
	%age	0.0%	31.8%	68.2%	0.0%	100.0%
BSNL	Count	1	159	188	31	379
	%age	0.3%	42.0%	49.6%	8.2%	100.0%
Rel Comm	Count	0	24	340	21	385
	%age	0.0%	6.2%	88.3%	5.5%	100.0%
Aircel	Count	1	111	227	27	366
	%age	0.3%	30.3%	62.0%	7.4%	100.0%
Tata Teleservices	Count	0	147	160	36	343
	%age	0.0%	42.9%	46.6%	10.5%	100.0%
Rel Telecomm	Count	1	107	244	27	379
	%age	0.3%	28.2%	64.4%	7.1%	100.0%
Total	Count	3	741	1593	161	2498
	%age	0.1%	29.7%	63.8%	6.4%	100.0%

Q13. 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	113	255	1	369
	%age	0.0%	30.6%	69.1%	0.3%	100.0%
Idea Cellular	Count	0	73	202	2	277
	%age	0.0%	26.4%	72.9%	0.7%	100.0%
BSNL	Count	1	82	280	16	379
	%age	0.3%	21.6%	73.9%	4.2%	100.0%
Rel Comm	Count	0	46	330	9	385
	%age	0.0%	11.9%	85.7%	2.3%	100.0%
Aircel	Count	1	41	313	11	366
	%age	0.3%	11.2%	85.5%	3.0%	100.0%
Tata Teleservices	Count	0	157	156	30	343
	%age	0.0%	45.8%	45.5%	8.7%	100.0%
Rel Telecomm	Count	1	39	328	11	379
	%age	0.3%	10.3%	86.5%	2.9%	100.0%
Total	Count	3	541	1883	71	2498
	%age	0.1%	21.7%	75.4%	2.8%	100.0%

Q14. 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	0	27	285	57	369
	%age	0.0%	7.3%	77.2%	15.4%	100.0%
Idea Cellular	Count	0	34	241	2	277
	%age	0.0%	12.3%	87.0%	0.7%	100.0%
BSNL	Count	0	38	310	31	379
	%age	0.0%	10.0%	81.8%	8.2%	100.0%
Rel Comm	Count	0	45	290	50	385
	%age	0.0%	11.7%	75.3%	13.0%	100.0%
Aircel	Count	1	5	347	13	366
	%age	0.3%	1.4%	94.8%	3.6%	100.0%
Tata Teleservices	Count	0	26	279	38	343
	%age	0.0%	7.6%	81.3%	11.1%	100.0%
Rel Telecomm	Count	1	5	354	19	379
	%age	0.3%	1.3%	93.4%	5.0%	100.0%
Total	Count	2	135	2201	160	2498
	%age	0.1%	5.4%	88.1%	6.4%	100.0%

Q15. 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	0	27	274	68	369
	%age	0.0%	7.3%	74.3%	18.4%	100.0%
Idea Cellular	Count	0	34	241	2	277
	%age	0.0%	12.3%	87.0%	0.7%	100.0%
BSNL	Count	1	37	300	41	379
	%age	0.3%	9.8%	79.2%	10.8%	100.0%
Rel Comm	Count	2	45	290	48	385
	%age	0.5%	11.7%	75.3%	12.5%	100.0%
Aircel	Count	1	5	344	16	366
	%age	0.3%	1.4%	94.0%	4.4%	100.0%
Tata Teleservices	Count	0	24	281	38	343
	%age	0.0%	7.0%	81.9%	11.1%	100.0%
Rel Telecomm	Count	1	5	351	22	379
	%age	0.3%	1.3%	92.6%	5.8%	100.0%
Total	Count	3	132	2176	187	2498
	%age	0.1%	5.3%	87.1%	7.5%	100.0%

E. Network Performance, Reliability and Availability

Q16. 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	2	20	310	52	384
	%age	0.5%	5.2%	80.7%	13.5%	100.0%
Idea Cellular	Count	0	12	349	9	370
	%age	0.0%	3.2%	94.3%	2.4%	100.0%
BSNL	Count	0	35	320	32	387
	%age	0.0%	9.0%	82.7%	8.3%	100.0%
Rel Comm	Count	0	0	385	0	385
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Aircel	Count	1	1	340	29	371
	%age	0.3%	0.3%	91.6%	7.8%	100.0%
Tata Teleservices	Count	0	24	321	40	385
	%age	0.0%	6.2%	83.4%	10.4%	100.0%
Rel Telecomm	Count	1	1	353	29	384
	%age	0.3%	0.3%	91.9%	7.6%	100.0%
Total	Count	2	169	2304	191	2666
	%age	0.1%	6.3%	86.4%	7.2%	100.0%

Q17. How satisfied are you with the ability to make or receive calls easily?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	27	302	55	384
	%age	0.0%	7.0%	78.6%	14.3%	100.0%
Idea Cellular	Count	0	32	303	35	370
	%age	0.0%	8.6%	81.9%	9.5%	100.0%
BSNL	Count	0	16	302	69	387
	%age	0.0%	4.1%	78.0%	17.8%	100.0%
Rel Comm	Count	1	37	329	18	385
	%age	0.3%	9.6%	85.5%	4.7%	100.0%
Aircel	Count	2	37	310	22	371
	%age	0.5%	10.0%	83.6%	5.9%	100.0%
Tata Teleservices	Count	0	24	323	38	385
	%age	0.0%	6.2%	83.9%	9.9%	100.0%
Rel Telecomm	Count	1	37	328	18	384
	%age	0.3%	9.6%	85.4%	4.7%	100.0%
Total	Count	2	101	2350	213	2666
	%age	0.1%	3.8%	88.1%	8.0%	100.0%

Q18. How often does your call drops during conversation?

Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	2	14	301	67	384
	%age	0.5%	3.6%	78.4%	17.4%	100.0%
Idea Cellular	Count	0	40	273	57	370
	%age	0.0%	10.8%	73.8%	15.4%	100.0%
BSNL	Count	0	11	330	46	387
	%age	0.0%	2.8%	85.3%	11.9%	100.0%
Rel Comm	Count	0	13	366	6	385
	%age	0.0%	3.4%	95.1%	1.6%	100.0%
Aircel	Count	1	11	318	41	371
	%age	0.3%	3.0%	85.7%	11.1%	100.0%
Tata Teleservices	Count	0	30	230	125	385
	%age	0.0%	7.8%	59.7%	32.5%	100.0%
Rel Telecomm	Count	1	13	331	39	384
	%age	0.3%	3.4%	86.2%	10.2%	100.0%
Total	Count	4	132	2149	381	2666
	%age	0.2%	5.0%	80.6%	14.3%	100.0%

Q19. How satisfied are you with the voice quality?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	46	303	35	384
	%age	0.0%	12.0%	78.9%	9.1%	100.0%
Idea Cellular	Count	0	40	299	31	370
	%age	0.0%	10.8%	80.8%	8.4%	100.0%
BSNL	Count	0	16	302	69	387
	%age	0.0%	4.1%	78.0%	17.8%	100.0%
Rel Comm	Count	2	43	320	20	385
	%age	0.5%	11.2%	83.1%	5.2%	100.0%
Aircel	Count	1	42	309	19	371
	%age	0.3%	11.3%	83.3%	5.1%	100.0%
Tata Teleservices	Count	0	38	341	6	385
	%age	0.0%	9.9%	88.6%	1.6%	100.0%
Rel Telecomm	Count	1	44	324	15	384
	%age	0.3%	11.5%	84.4%	3.9%	100.0%
Total	Count	2	264	2236	164	2666
	%age	0.1%	9.9%	83.9%	6.2%	100.0%

F. Maintainability

Q20. How often your mobile handsets faces problem of signal?

Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	0	7	310	67	384
	%age	0.0%	1.8%	80.7%	17.4%	100.0%
Idea Cellular	Count	0	32	247	91	370
	%age	0.0%	8.6%	66.8%	24.6%	100.0%
BSNL	Count	0	34	265	88	387
	%age	0.0%	8.8%	68.5%	22.7%	100.0%
Rel Comm	Count	0	0	335	50	385
	%age	0.0%	0.0%	87.0%	13.0%	100.0%
Aircel	Count	1	1	298	71	371
	%age	0.3%	0.3%	80.3%	19.1%	100.0%
Tata Teleservices	Count	0	24	273	88	385
	%age	0.0%	6.2%	70.9%	22.9%	100.0%
Rel Telecomm	Count	1	3	307	73	384
	%age	0.3%	0.8%	79.9%	19.0%	100.0%
Total	Count	2	101	2035	528	2666
	%age	0.1%	3.8%	76.3%	19.8%	100.0%

Q21. How satisfied are you with the availability of network signal?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	19	349	15	384
	%age	0.3%	4.9%	90.9%	3.9%	100.0%
Idea Cellular	Count	0	43	293	34	370
	%age	0.0%	11.6%	79.2%	9.2%	100.0%
BSNL	Count	0	45	322	20	387
	%age	0.0%	11.6%	83.2%	5.2%	100.0%
Rel Comm	Count	2	39	326	18	385
	%age	0.5%	10.1%	84.7%	4.7%	100.0%
Aircel	Count	1	51	300	19	371
	%age	0.3%	13.7%	80.9%	5.1%	100.0%
Tata Teleservices	Count	0	36	343	6	385
	%age	0.0%	9.4%	89.1%	1.6%	100.0%
Rel Telecomm	Count	1	37	328	18	384
	%age	0.3%	9.6%	85.4%	4.7%	100.0%
Total	Count	3	272	2280	111	2666
	%age	0.1%	10.2%	85.5%	4.2%	100.0%

Q23. Are you satisfied with the restoration of network (signal) problems?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	51	280	52	384
	%age	0.3%	13.3%	72.9%	13.5%	100.0%
Idea Cellular	Count	0	43	300	27	370
	%age	0.0%	11.6%	81.1%	7.3%	100.0%
BSNL	Count	0	45	322	20	387
	%age	0.0%	11.6%	83.2%	5.2%	100.0%
Rel Comm	Count	0	41	324	20	385
	%age	0.0%	10.6%	84.2%	5.2%	100.0%
Aircel	Count	1	51	300	19	371
	%age	0.3%	13.7%	80.9%	5.1%	100.0%
Tata Teleservices	Count	0	46	335	4	385
	%age	0.0%	11.9%	87.0%	1.0%	100.0%
Rel Telecomm	Count	1	45	320	18	384
	%age	0.3%	11.7%	83.3%	4.7%	100.0%
Total	Count	4	318	2191	153	2666
	%age	0.2%	11.9%	82.2%	5.7%	100.0%

G. Supplementary services/ Value Added services

Q23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services?

Service provider		Yes	No	Total
Bharti	Count	231	153	384
	%age	60.2%	39.8%	100.0%
Idea Cellular	Count	104	266	370
	%age	28.1%	71.9%	100.0%
BSNL	Count	243	144	387
	%age	62.8%	37.2%	100.0%
Rel Comm	Count	75	310	385
	%age	19.5%	80.5%	100.0%
Aircel	Count	124	247	371
	%age	33.4%	66.6%	100.0%
Tata Teleservices	Count	210	175	385
	%age	54.5%	45.5%	100.0%
Rel Telecomm	Count	135	249	384
	%age	35.2%	64.8%	100.0%
Total	Count	1122	1544	2666
	%age	42.1%	57.9%	100.0%

Q24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, emails/ GPRS, voice mail etc.

Service provider		Yes	No	Total
Bharti	Count	129	102	231
	%age	55.8%	44.2%	100.0%
Idea Cellular	Count	26	78	104
	%age	25.0%	75.0%	100.0%
BSNL	Count	167	76	243
	%age	68.7%	31.3%	100.0%
Rel Comm	Count	1	74	75
	%age	1.3%	98.7%	100.0%
Aircel	Count	53	71	124
	%age	42.7%	57.3%	100.0%
Tata Teleservices	Count	136	74	210
	%age	64.8%	35.2%	100.0%
Rel Telecomm	Count	59	76	135
	%age	43.7%	56.3%	100.0%
Total	Count	571	551	1122
	%age	50.9%	49.1%	100.0%

Q25. How satisfied are you with the quality of supplementary/ value added services provided?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	34	48	110	39	231
	%age	14.7%	20.8%	47.6%	16.9%	100.0%
Idea Cellular	Count	5	36	53	10	104
	%age	4.8%	34.6%	51.0%	9.6%	100.0%
BSNL	Count	30	51	123	39	243
	%age	12.3%	21.0%	50.6%	16.0%	100.0%
Rel Comm	Count	11	23	31	10	75
	%age	14.7%	30.7%	41.3%	13.3%	100.0%
Aircel	Count	12	36	57	19	124
	%age	9.7%	29.0%	46.0%	15.3%	100.0%
Tata Teleservices	Count	31	55	83	41	210
	%age	14.8%	26.2%	39.5%	19.5%	100.0%
Rel Telecomm	Count	9	41	80	5	135
	%age	6.7%	30.4%	59.3%	3.7%	100.0%
Total	Count	138	268	523	193	1122
	%age	12.3%	23.9%	46.6%	17.2%	100.0%

H. OVERALL CUSTOMER SATISFACTION

Q26(a). How satisfied are you with the overall quality of your mobile service?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	51	101	182	50	384
	%age	13.3%	26.3%	47.4%	13.0%	100.0%
Idea Cellular	Count	27	120	180	43	370
	%age	7.3%	32.4%	48.6%	11.6%	100.0%
BSNL	Count	32	84	205	66	387
	%age	8.3%	21.7%	53.0%	17.1%	100.0%
Rel Comm	Count	33	98	231	23	385
	%age	8.6%	25.5%	60.0%	6.0%	100.0%
Aircel	Count	22	102	216	31	371
	%age	5.9%	27.5%	58.2%	8.4%	100.0%
Tata Teleservices	Count	40	95	188	62	385
	%age	10.4%	24.7%	48.8%	16.1%	100.0%
Rel Telecomm	Count	24	124	190	46	384
	%age	6.3%	32.3%	49.5%	12.0%	100.0%
Total	Count	259	686	1411	310	2666
	%age	9.7%	25.7%	52.9%	11.6%	100.0%

Q26(b). Please specify the reason for your dissatisfaction

Service provider		Billing problem	Network problem.	Problem with helpline/customer care	TOTAL
Bharti	Count	100	95	88	152
	%age	65.8%	62.5%	57.9%	
Idea Cellular	Count	98	85	78	147
	%age	66.7%	57.8%	53.1%	
BSNL	Count	95	88	82	116
	%age	81.9%	75.9%	70.7%	
Rel Comm	Count	88	92	75	131
	%age	67.2%	70.2%	57.3%	
Aircel	Count	78	71	65	124
	%age	62.9%	57.3%	52.4%	
Tata Teleservices	Count	122	118	108	135
	%age	90.4%	87.4%	80.0%	
Rel Telecomm	Count	65	68	66	148
	%age	43.9%	45.9%	44.6%	
Total	Count	646	617	562	945
	%age	68.4%	65.3%	59.5%	

I. General Information

Q27. 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	67	25	92
	%age	72.8%	27.2%	100.0%
Idea Cellular	Count	57	24	81
	%age	70.4%	29.6%	100.0%
BSNL	Count	138	22	160
	%age	86.3%	13.8%	100.0%
Rel Comm	Count	12	19	31
	%age	38.7%	61.3%	100.0%
Aircel	Count	13	21	34
	%age	38.2%	61.8%	100.0%
Tata Teleservices	Count	111	20	131
	%age	84.7%	15.3%	100.0%
REelTeleComm	Count	14	19	33
	%age	42.4%	57.6%	100.0%
Total	Count	412	150	562
	%age	73.3%	26.7%	100.0%

Q28. Have you terminated your mobile phone connection in last 12 months?

Service provider		Yes	No	Total
Bharti	Count	184	200	384
	%age	47.9%	52.1%	100.0%
Idea Cellular	Count	177	193	370
	%age	47.8%	52.2%	100.0%
BSNL	Count	160	227	387
	%age	41.3%	58.7%	100.0%
Rel Comm	Count	156	229	385
	%age	40.5%	59.5%	100.0%
Aircel	Count	162	209	371
	%age	43.7%	56.3%	100.0%
Tata Teleservices	Count	151	234	385
	%age	39.2%	60.8%	100.0%
Rel Telecomm	Count	132	252	384
	%age	34.4%	65.6%	100.0%
Total	Count	1122	1544	2666
	%age	42.1%	57.9%	100.0%

Q29. If yes, Please name your previous service provider?

Service Provider		Bharti	Idea Cellular	BSNL	Rel Comm	Aircel	Tata Teleservices	Rel Telecomm	Total
Bharti	Count	0	30	68	19	15	14	38	184
	%age	0.0%	16.3%	37.0%	10.3%	8.2%	7.6%	20.7%	100.0%
Idea Cellular	Count	36	0	44	20	22	37	18	177
	%age	20.3%	0.0%	24.9%	11.3%	12.4%	20.9%	10.2%	100.0%
BSNL	Count	45	22	0	18	38	0	37	160
	%age	28.1%	13.8%	0.0%	11.3%	23.8%	0.0%	23.1%	100.0%
Rel Comm	Count	0	32	54	0	23	21	26	156
	%age	0.0%	20.5%	34.6%	0.0%	14.7%	13.5%	16.7%	100.0%
Aircel	Count	24	25	25	25	0	35	28	162
	%age	14.8%	15.4%	15.4%	15.4%	0.0%	21.6%	17.3%	100.0%
Tata Teleservices	Count	17	19	46	26	17	0	26	151
	%age	11.3%	12.6%	30.5%	17.2%	11.3%	0.0%	17.2%	100.0%
Rel Telecomm	Count	20	17	43	32	20	0	0	132
	%age	15.2%	12.9%	32.6%	24.2%	15.2%	0.0%	0.0%	100.0%
Total	Count	142	163	280	140	135	89	173	1122
	%age	12.7%	14.5%	25.0%	12.5%	12.0%	7.9%	15.4%	100.0%

Q30. How many days were taken by previous service provider for termination of your mobile phone connection?

service providers		More than 7 days	4-7 days	2-3 days	One Day	Total
Bharti	Count	34	35	46	69	184
	%age	18.5%	19.0%	25.0%	37.5%	100.0%
Idea Cellular	Count	23	45	15	94	177
	%age	13.0%	25.4%	8.5%	53.1%	100.0%
BSNL	Count	37	29	44	50	160
	%age	23.1%	18.1%	27.5%	31.3%	100.0%
Rel Comm	Count	37	41	27	51	156
	%age	23.7%	26.3%	17.3%	32.7%	100.0%
Aircel	Count	39	12	39	72	162
	%age	24.1%	7.4%	24.1%	44.4%	100.0%
Tata Teleservices	Count	47	42	32	30	151
	%age	31.1%	27.8%	21.2%	19.9%	100.0%
Rel Telecomm	Count	36	20	28	48	132
	%age	27.3%	15.2%	21.2%	36.4%	100.0%
Total	Count	253	224	231	414	1122
	%age	22.5%	20.0%	20.6%	36.9%	100.0%

Q31. 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	147	37	184
	%age	79.9%	20.1%	100.0%
Idea Cellular	Count	95	82	177
	%age	53.7%	46.3%	100.0%
BSNL	Count	111	49	160
	%age	69.4%	30.6%	100.0%
Rel Comm	Count	133	23	156
	%age	85.3%	14.7%	100.0%
Aircel	Count	109	53	162
	%age	67.3%	32.7%	100.0%
Tata Teleservices	Count	102	49	151
	%age	67.5%	32.5%	100.0%
Rel Telecomm	Count	107	25	132
	%age	81.1%	18.9%	100.0%
Total	Count	804	318	1122
	%age	71.7%	28.3%	100.0%

Q32. 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	80	122	182	384
	%age	20.8%	31.8%	47.4%	100.0%
Idea Cellular	Count	153	82	135	370
	%age	41.4%	22.2%	36.5%	100.0%
BSNL	Count	83	61	243	387
	%age	21.4%	15.8%	62.8%	100.0%
Rel Comm	Count	238	80	67	385
	%age	61.8%	20.8%	17.4%	100.0%
Aircel	Count	202	83	86	371
	%age	54.4%	22.4%	23.2%	100.0%
Tata Teleservices	Count	69	65	251	385
	%age	17.9%	16.9%	65.2%	100.0%
Rel Telecomm	Count	220	82	82	384
	%age	57.3%	21.4%	21.4%	100.0%
Total	Count	1045	575	1046	2666
	%age	39.2%	21.6%	39.2%	100.0%

Q33. 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	27	27	28	40	122
	%age	22%	22%	23%	33%	100%
Idea Cellular	Count	17	28	15	22	82
	%age	21%	34%	18%	27%	100%
BSNL	Count	19	21	14	7	61
	%age	31%	34%	23%	12%	100%
Rel Comm	Count	13	14	30	23	80
	%age	16%	18%	38%	29%	100%
Aircel	Count	32	15	18	18	83
	%age	39%	18%	22%	22%	100%
Tata Teleservices	Count	18	9	13	25	65
	%age	28%	14%	20%	39%	100%
Rel Telecomm	Count	25	13	10	34	82
	%age	31%	16%	12%	42%	100%
Total	Count	151	127	128	169	575
	%age	26%	22%	22%	29%	100%

Q33(a). 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	10	17	27
	%age	37%	63%	100%
Idea Cellular	Count	5	12	17
	%age	29%	71%	100%
BSNL	Count	7	12	19
	%age	37%	63%	100%
Rel Comm	Count	7	6	13
	%age	54%	46%	100%
Aircel	Count	17	15	32
	%age	53%	47%	100%
Tata Teleservices	Count	8	10	18
	%age	44%	56%	100%
Rel Telecomm	Count	11	14	25
	%age	44%	56%	100%
Total	Count	65	86	151
	%age	43%	57%	100%

Q33(b). If yes, please indicate the following-

Service provider		Yes, Complaint was registered by service provider	Service provider refused to register the complaint	Total
Bharti	Count	8	2	10
	%age	80%	20%	
Idea Cellular	Count	3	2	5
	%age	60%	40%	
BSNL	Count	5	2	7
	%age	71%	29%	
Rel Comm	Count	5	2	7
	%age	71%	29%	
Aircel	Count	13	4	17
	%age	76%	24%	
Tata Teleservices	Count	6	2	8
	%age	75%	25%	
Rel Telecomm	Count	8	3	11
	%age	73%	27%	
Total	Count	48	17	65
	%age	74%	26%	

Broadband

A. Service Provision

Q1. After registration and payment of initial deposit by you within how many working days did the Broadband connection get activated?

Operator		With in 15 working days	More than 15 working days	Total
BSNL	Count	269	115	384
	%age	70.1%	29.9%	100.0%

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	11	19	320	34	384
	%age	2.9%	4.9%	83.3%	8.9%	100.0%

Q3. In case your connection was temporarily suspended due to non-payment of bills how satisfied are you with the time taken to reactivate service after you made the payment?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	6	70	11	89
	%age	2.2%	6.7%	78.7%	12.4%	100.0%

B. Billing Related (only for postpaid customers)

Q4. How satisfied with the timely delivery of bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	36	311	13	362
	%age	0.6%	9.9%	85.9%	3.6%	100.00%

Q5(a). How satisfied are you with the accuracy of the bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	35	284	41	362
	%age	0.6%	9.7%	78.5%	11.3%	100.00%

Q5(b). Please specify the reason(s) for your dissatisfaction?

Operator		Charges not as per the tariff plan subscribed	Tariff plan changed without information	Charges for value added services not requested	Charged for calls \ services not made \ used	Total
BSNL	Count	16	17	15	18	37
	%age	43.2%	45.9%	40.5%	48.6%	100.00%

Q6. Have you made any billing related complaints in last 12 months?

Operator		Yes	No	Total
BSNL	Count	72	290	362
	%age	19.9%	80.1%	100.00%

Q7. How satisfied are you with the process of resolution of billing complaints?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	7	58	4	72
	%age	4.2%	9.7%	80.6%	5.6%	100.00%

Q8(a). How satisfied are you with the clarity of the bills issued by your service provider in term of transparency and understandability?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	5	26	325	6	362
	%age	1.4%	7.2%	89.8%	1.7%	100.00%

Q8(b). Please specify the reason(s) for your dissatisfaction

Operator		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges thereon not given	Total
BSNL	Count	12	13	15	12	31
	%age	38.7%	41.9%	48.4%	38.7%	

C. Billing Related (only for prepaid customers)

Q9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	1	2	16	3	22
	%age	4.5%	9.1%	72.7%	13.6%	100.00%

Q9(b). Please specify the reason(s) for your dissatisfaction

Operator		Charges not as per tariff plan subscribed	Tariff plan changed without information	charged for value added services not requested	Tariff plan changed without information	Total
BSNL	Count	1	2	3	2	3
	%age	33.3%	66.7%	100.0%	66.7%	

D. Help services / Customer Care

Q10. Did you complain or make a query in the last 12 month to the customer care/helpdesk/call center toll free number of your operator?

Operator		Yes	No	Total
BSNL	Count	279	105	384
	%age	72.7%	27.3%	100.00%

Q11. How satisfied are you with the ease of access of customer care or help desk toll free number?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	27	224	25	279
	%age	1.1%	9.7%	80.3%	9.0%	100.00%

Q12. How satisfied are you with the response time taken to answer your call by a customer care executive?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	28	224	25	279
	%age	0.7%	10.0%	80.3%	9.0%	100.00%

Q13. How satisfied are you with the problem solving ability of the customer care executive (s)?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	4	26	224	25	279
	%age	1.4%	9.3%	80.3%	9.0%	100.00%

Q14. How satisfied are you with the time taken by the call center /customer care /helpdesk to resolve your complain?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	28	224	25	279
	%age	0.7%	10.0%	80.3%	9.0%	100.00%

E. Network Performance, Reliability, Availability

Q15. How satisfied are you with the speed of the broadband connection?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	4	31	318	31	384
	%age	1.0%	8.1%	82.8%	8.1%	100.00%

Q16. How satisfied are you with the amount of time for which service is up and working?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	3	32	316	33	384
	%age	0.8%	8.3%	82.3%	8.6%	100.0%

F. Maintainability

Q17. How often do you face a problem with your Broadband connection?

Operator		Very Frequently	Frequently	Occasionally	Never	Total
BSNL	Count	4	33	123	224	384
	%age	1.0%	8.6%	32.0%	58.3%	100.00%

Q18. What was the broadband connection problem face by you in last twelve month related to please specify?

Operator		Problem was related to computer hardware, software	problem was related to the broadband connection \ modem	Total
BSNL	Count	24	13	37
	%age	64.9%	35.1%	100.00%

Q19. How satisfied are you with the time taken for restoration of broadband?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	5	32	312	35	384
	%age	1.3%	8.3%	81.3%	9.1%	100.00%

G. Supplementary Services

Q20. Do you use any value added services or supplementary services such as static/fixed IP addresses-mail, IDs etc?

Operator		Yes	No	Total
BSNL	Count	117	267	384
	%age	30.5%	69.5%	100.00%

Q21. How satisfied are you with the quality of such supplementary services provided?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	2	10	97	8	117
	%age	1.7%	8.5%	82.9%	6.8%	100.00%

H. Overall Satisfaction

Q22(a). How satisfied are you with the overall quality of your Broadband service?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
BSNL	Count	4	32	341	7	384
	%age	1.0%	8.3%	88.8%	1.8%	100.00%

Q22(b). Please specify the reason(s) for your dissatisfaction

Operator		Billing related problem	Help service related problem	Network performance related problem	Supplementary Services	Maintainability	Total
BSNL	Count	8	15	27	9	2	36
	%age	22.2%	41.7%	75.0%	25.0%	5.6%	

I. General Information

Q23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Operator		Yes	No	Total
BSNL	Count	284	100	384
	%age	74.0%	26.0%	100.00%

ANNEXURE - QUESTIONNAIRES



SURVEY OF BASIC SERVICE (WIRELINER)

Name: _____

Tel: _____

Age (in years):

Gender: 1 Male 2 Female
 1 less than 25 2 25-60 3 more than 60

STD Code	Telephone Number

Usage Type : 1 Residential 2 Commercial

Area: 1 Rural 2 Urban

Operator: 1 Airtel 4 BSNL 5 Rel Com

User Type: 1 Postpaid 2 Prepaid

7 TATA 8 MTNL 11 HFCL 12 Shyam

State: _____ District _____

Address: _____

Name of SDCA (only for surveyor):

Mode of Interview: 1 Telephonic 2 In-person

Name of Exchange (only for surveyor):

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for a phone connection?	<input type="checkbox"/> 1 Less than 6 months <input type="checkbox"/> 2 6-12 months <input type="checkbox"/> 3 More than 12 months → <p style="text-align: center;">(If >12 month, go to Q 4)</p>
2. How much time was taken to get the telephone connection installed and activated after you applied for it?	<input type="checkbox"/> 4 Less than 7 days <input type="checkbox"/> 3 7-15 days <input type="checkbox"/> 2 16-30 days <input type="checkbox"/> 1 More than 30 days
3. How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. How satisfied are you with the time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied <input type="checkbox"/> 0 Not applicable
5. 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?	<input type="checkbox"/> 4 Very satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very dissatisfied <input type="checkbox"/> 0 Not applicable



B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 11)

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10 (a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
10(a). How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____ _____

For Prepaid Customers only

11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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C. HELP SERVICES/CUSTOMER CARE

12. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No	—————> (If no, go to Q 17)
13. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
16. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

17. How satisfied are you with the availability of working telephone (dial tone)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. MAINTAINABILITY (FAULT REPAIR)

20. Have you experienced fault in your telephone connection in the last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 24)
21. How many time your telephone became faulty in the last one month.	<input type="checkbox"/> 4 Nil <input type="checkbox"/> 2 2-3 times	<input type="checkbox"/> 3 One time <input type="checkbox"/> 1 More than 3 times
22. How long did it take generally for repairing the fault after lodging complaint?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 2 4 - 7 days	<input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 1 more than 7 days
23. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied



F. SUPPLEMENTARY SERVICES

24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 26(a))
25. How satisfied are you with the quality of the supplementary services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q26(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____

H. GENERAL INFORMATION

(Ask this question only if 1 OR 2 is coded in Q1) 27. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 2 Yes <input type="checkbox"/> 1 No
28. Have you terminated a Telephone Phone connection that you had in the last 12 months	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 32)
29. If yes, please name your previous service provider?	<input type="checkbox"/> 1 Airtel <input type="checkbox"/> 4 BSNL <input type="checkbox"/> 5 Rel Com <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam
30. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls/ SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving



<p>33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<input type="checkbox"/> <input type="checkbox"/>
<p>33(b) If Yes, please indicate the following -</p>	<input type="checkbox"/> (1) Yes, complaint was registered by the service provider; <input type="checkbox"/> (2) Service provider refused to register the complaint; <input type="checkbox"/> (3) The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify).

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

<p>34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<p>35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?</p>	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
<p>36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
<p>37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.</p>	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
<p>38. Did the Call Centre inform you about the action taken on your complaint?</p>	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
<p>39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
<p>(Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction</p>	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)



41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)

54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No



SURVEY OF CELLULAR MOBILE SERVICE

Name: _____

Gender: 1 Male 2 Female

Mobile No.

Age(in years): 1 less than 25 2 25-60 3 more than 60

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Occupation: 1 Service 2 Business/self employed
 3 Student 4 Housewife 5 Retired

Operator: 1 Airtel 2 Vodafone 3 Idea 4 BSNL
Urban

Area: 1 Rural 2

5 Rel Comm 6 Aircel 7 TATA 8 MTNL User Type: 1 Prepaid 2 Postpaid

CDMA 9 Spice 10 BPL 11 HFCL 12 Shyam Type: 1 GSM 2

13 RTL 14 RISL 15 Dishnet 16 Others (Specify).....

State: _____ District _____ Mode of interview: 1 Telephonic 2 In-person

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. When did you last apply for mobile phone connection?	<input type="checkbox"/> 1 less than 6 month <input type="checkbox"/> 2 6-12 month <input type="checkbox"/> 3 more than 12 month → (If more than 12 month, go to Q 4)
2. How much time was taken to get the working connection (activation) after you applied and completed all formalities?	<input type="checkbox"/> 4 One day <input type="checkbox"/> 3 2-3 day <input type="checkbox"/> 2 4-7 day <input type="checkbox"/> 1 more than 7 day
3. How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied <input type="checkbox"/> 0 Not applicable

B. BILLING RELATED – PREPAID CUSTOMER

5(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)



C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b). Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
8. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 10(a))
9. How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
10(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)

D. HELP SERVICES/CUSTOMER CARE

11. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 16)
12. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied



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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

23. Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 26(a))	
24. Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	
25. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
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<p>(Ask this question only if 1 OR 2 is coded in Q26(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>2. _____</p> <p>3. _____</p>
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H. GENERAL INFORMATION

<p>(Ask this question only if 1 OR 2 is coded in Q1)</p> <p>27. 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?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>28. Have you terminated your Mobile Phone connection in the last 12 months</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No (If no, go to Q 32)</p>
<p>29. If Yes, please name your previous service provider?</p>	<p><input type="checkbox"/> 1 Airtel <input type="checkbox"/> 2 Vodafone <input type="checkbox"/> 3 Idea <input type="checkbox"/> 4 BSNL</p> <p><input type="checkbox"/> 5 Rel Comm <input type="checkbox"/> 6 Aircel <input type="checkbox"/> 7 TATA <input type="checkbox"/> 8 MTNL</p> <p><input type="checkbox"/> 9 Spice <input type="checkbox"/> 10 BPL <input type="checkbox"/> 11 HFCL <input type="checkbox"/> 12 Shyam</p> <p><input type="checkbox"/> 13 RTL <input type="checkbox"/> 14 RISL <input type="checkbox"/> 15 Dishnet</p> <p><input type="checkbox"/> 16 Others (Specify) _____</p>
<p>30. How many days were taken by previous service provider for termination of your Mobile Phone connection?</p>	<p><input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days</p> <p><input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days</p>
<p>31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>32. 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.</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 0 Do not mind receiving such calls/SMS</p>
<p>(Ask only if yes in Q32)</p> <p>33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving</p>
<p>(Ask only if yes in Q32)</p> <p>33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS</p>	<p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving</p>
<p>33(a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>33(b) If Yes, please indicate the following -</p>	<p>(1) Yes, complaint was registered by the service provider;</p> <p>(2) Service provider refused to register the complaint;</p> <p>(3) The telephone number and the company/ agency from which the unsolicited calls/ SMS received _____ (please specify).</p>



**QUESTIONNAIRE FORASSESSMENT OF IMPLEMENTATION
AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION
AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007**

34. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
36. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42)
37. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
38. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.39) 40. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
41. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q48)

resolved by the call center/customer care?	
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)
54. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 55. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

BROADBAND SERVICE

Name: _____ Gender: Male Female
 Tel: _____ Age (in years): less than 25 25-60 more than 60
 _____ Usage Type : Residential Commercial

E-mail ID

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Operator: Airtel BSNL Rel Com MTNL Area: Rural Urban
 HFCL VSNL Sify Asianet User Type: Prepaid Postpaid
 Ortel You Telcom Hathway Others _____

State: _____ District _____ Mode of interview: Telephonic In-person

Address: _____ Web/online e-mail

Name of SDCA (only for surveyor):

Name of POP (only for surveyor).....

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> Within 15 working days <input type="checkbox"/> More than 15 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> Not applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied



<p>(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)</p>
<p>6. Have you made any billing related complaints in last 12 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 8(a))</p>
<p>7. How satisfied are you with the process of resolution of billing complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)</p>

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

<p>9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>

D. HELP SERVICE

<p>10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 15)</p>
<p>11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>12. How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>



14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
16. How satisfied are you with the amount of time for which service is up and working?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never	<input type="checkbox"/> 3 Occasionally
	<input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 1 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last twelve months related to, please specify	<input type="checkbox"/> 1 Problem was related to my computer hardware/software	
	<input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

22(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 22(b) Please specify the reason(s) for your dissatisfaction	1. _____	

	2. _____	

	3. _____	

H. GENERAL

23. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes
	<input type="checkbox"/> 2 No



Questionnaire for

**Assessment of Implementation and Effectiveness of Telecom Consumers
Protection and Redressal of Grievances Regulations, 2007**

24. Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
25. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?	<input type="checkbox"/> 1 Call Centre <input type="checkbox"/> 2 Nodal Officer <input type="checkbox"/> 3 Appellate Authority <input type="checkbox"/> 4 None of these
26. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 32)
27. Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.	<input type="checkbox"/> 3 Docket number received for most of the complaints <input type="checkbox"/> 2 No docket number received for most of the complaints <input type="checkbox"/> 1 No docket number received even on request
28. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
29. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q.29) 30. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
31. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Not applicable
32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q 38)
33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No → (if no go to Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
39. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)
40. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q42 to Q44 are for prepaid customers only) 42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)
44. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No