



**A MARKET PULSE RESEARCH REPORT ON
HARYANA CIRCLE
July – September, 2011**



**Telecom Regulatory
Authority of India**

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

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**The Market
Intelligence
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Insights
Company**

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

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

For this survey, customers of Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service are interviewed to obtain their feedback on various QoS parameters.

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

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

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

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

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

With regard to the afore-mentioned survey, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line Service, Cellular Mobile Telephone Service (including FWP) and Broadband Service customers, in **North Zone**.

1. EXECUTIVE SUMMARY

In the period 1st July to 30th September of 2011, Market Pulse has carried out the customer satisfaction survey in Haryana circle.

Two basic wire-line service providers present in the circle as on July 2011 have been covered. Across 6 cities of Haryana circle, a sample of 1,200 basic wire-line customers has been covered.

Nine cellular mobile telephone service providers present in the circle as on July 2011 have been covered. A sample of 5,404 cellular mobile phone customers was covered. Of this, 5,082 were prepaid customers and 322 were postpaid customers.

Three broadband service providers present in the circle as on July 2011 have been covered. Across various points of presence in Haryana, a sample of 1,407 broadband customers was covered. Of this, 1,300 were postpaid customers and 107 were prepaid customers.

The following feedback was obtained from the sample of customers:

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

The key findings of this survey in Haryana are presented subsequently.

1.1 Basic Wire-line Service

- 91% of the basic wire-line service customers in Haryana circle were satisfied with their service providers with overall service quality. A higher proportion of urban customers (93%) were satisfied with overall service quality as compared to rural customers (75%).
- BSNL did not meet the benchmarks on most parameters. In fact, it had very low satisfaction with respect to provision of service and help services including customer grievance redressal.
- Airtel met the benchmark with respect to network performance and overall service quality.
- 82% of all customers reported that the fault was repaired within 3 days.
- A significantly lower proportion of BSNL customers in rural areas reported that the fault was repaired within 3 days.
- 64% of all customers who had lodged billing complaints reported that their complaints were resolved within 4 weeks of complaint registration.
- 84% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query. Awareness among BSNL customers was less as compared to Airtel.
- Approximately 39% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for Airtel customers as well as BSNL's rural customers.
- 51% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- Only 6% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.
- Only 3% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

1.2 Cellular Mobile Telephone Service

- 88% of all cellular mobile customers were satisfied with overall service quality. Airtel, TTSL, Idea, Vodafone, MTS & Aircel met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance.
- Airtel, TTSL, Idea, Vodafone & Aircel met the benchmark set for network performance, reliability & availability. These operators along with MTS also met the benchmark for maintainability.
- Only Aircel met the benchmark set for value added services while BSNL was the only operator to meet the benchmark for postpaid billing performance.
- Only 29% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for Videocon & BSNL.
- 73% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among Aircel and MTS customers.
- 34% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among both MTS and Aircel customers. 96% of these customers reported that their complaints were registered. Only in the case of MTS, a substantial % claimed that the complaint was not registered.
- 29% of the cellular mobile customers who had made billing complaints stated that their complaints were resolved within 4 weeks by the call centre/customer care.
- 4% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 8% among Reliance customers.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

1.3 Broadband Service

- 88% of all broadband customers were satisfied with overall service quality. All the service providers - Airtel, BSNL and You Tele, met the benchmark set for this parameter.
- All service providers met the benchmarks set for provision of service while none of them met the required standards for Help Services including customer grievance redressal & maintainability, maintainability and value added services.
- You Tele did not meet the benchmark set for postpaid billing performance, network performance and maintainability.
- Only Airtel met the benchmark set for network performance, reliability and availability
- 93% of the customers got their working connection within 7 working days. However, this proportion was lower for BSNL.
- Only 20% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 84% of BSNL customers reported that their complaints were not resolved within 4 weeks.
- 52% of broadband customers who were of the call centre number claimed to have complained in the last 6 months.
- 7% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- 72% of all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- 9% of the broadband customers said that they were aware of the contact details of the Nodal Officer.
- Only 3% of the customers were aware of the Appellate Authority's contact details.
- Of the 5 customers who had filed an appeal with Appellate Authority, all claimed to have received an acknowledgement receipt while 3 claimed to have received a decision

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Northern zone of India, comprising the metro circle of Delhi and the circles of Haryana, UP East, UP West, Rajasthan, Punjab, Himachal Pradesh and J&K.

The current report presents the findings of the survey for Haryana circle. This survey was conducted in the period July – September, 2011.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.
- In the survey of basic telephone service and cellular mobile service customers, 50% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.
- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and 50% through a CATI/web-based survey.

2.4 Coverage of the Survey

In the period 1st July to 30th September of 2011, we conducted the Customer Satisfaction Survey (CSS) in Haryana circle. The following service providers have been covered in the Haryana circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Haryana Limited (Referred as TTSL in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Sistema Shyam (Referred as MTS in the report)
8. Aircel Limited (Referred as Aircel in the report)
9. Videocon (Referred as Videocon in the report)

2.4.3 Broadband Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. You India Private Limited (Referred as You Tele in the report)

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Haryana	Hissar, Karnal, Rewadi, Panipat, Bahadurgarh, Jind, Kurushetra, Bhiwani, Ambala, Gurgaon

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

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

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

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

BSNL: In the Haryana circle, there are 1172 exchanges and 54 SDCAs. 5% of these exchanges can be approximated to 59 exchanges and 10% of these SDCAs are 6 SDCAs. We have covered 59 exchanges and 6 SDCAs across Haryana circle.

Airtel: Airtel reported presence only in Karnal & Panipat. So we have covered Karnal & Panipat in this circle. For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	600	-	600	2
BSNL	416	184	600	6
Overall	1016	184	1200	

Geographical Coverage	Cities Covered
Haryana	Hissar, Karnal, Rewadi, Panipat, Bahadurgarh, Jind

2.7.2 Cellular Mobile Telephone Service : For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out. The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all, there are 12 district headquarters in Haryana circle. We have selected 4 district headquarters on the basis of their geographical spread namely Hissar , Ambala, Kurushetra and Bhiwani. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	417	183	600	4
BSNL	416	184	600	4
TTSL	421	182	603	4
Reliance	418	183	601	4
Idea	413	187	600	4
Vodafone	417	184	601	4
MTS	414	185	599	4
Aircel	417	184	601	4
Videocon	410	189	599	4
Overall	3743	1661	5404	

Geographical Coverage	Cities Covered
Haryana	Hissar , Ambala, Kurushetra, Bhiwani

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

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

BSNL: There are 54 SDCAs (where their broadband service is available) we covered more than 10% of these i.e. 9 SDCAs..

Airtel: Bharti Airtel reported presence in Karnal & Panipat only.

You: You Telecom reported presence in Gurgaon only.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	600	-	600	2
BSNL	415	185	600	8
You Tele	207	-	207	1
Overall	1222	185	1407	

Geographical Coverage	Cities Covered
Haryana	Hissar, Karnal, Rewadi, Panipat, Bahadurgarh, Jind, Kurushetra, Bhiwani, Ambala, Gurgaon

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face interviews were done.

Service Provider	Face to Face			Telephonic	Sample Size Covered
	Urban	Rural	Overall		
Airtel	280	-	280	320	600
BSNL	205	184	389	211	600
Overall	485	184	669	531	1200

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	Face to Face			Telephonic	Sample Size Covered
	Urban	Rural	Overall		
Airtel	117	183	300	300	600
BSNL	116	184	300	300	600
TTSL	121	182	303	300	603
Reliance	118	183	301	300	601
Idea	113	187	300	300	600
Vodafone	117	184	301	300	601
MTS	114	185	299	300	599
Aircel	117	184	301	300	601
Videocon	110	189	299	300	599
Overall	1043	1661	2704	2700	5404

2.8.3 Broadband Service

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

Service Provider	Face to Face			CATI			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	233	-	233	367	-	367	600
BSNL	37	90	127	378	95	473	600
You Tele	-	-	-	207	-	207	207
Overall	270	90	360	952	95	1047	1407

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

A total of 2 basic wire-line service providers present in the circle have been covered. Most of them were postpaid connections.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	3	-	3	597	-	597	600
BSNL	3	11	14	413	173	586	600
Overall	6	11	17	1010	173	1183	1200

2.9.2 Cellular Mobile Telephone Service

A total of 9 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 5,404, prepaid users were 5,082 with the balance being postpaid customers. 718 of the respondents were from rural areas.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	264	164	428	153	19	172	600
BSNL	402	181	583	14	3	17	600
TTSL	399	174	573	22	8	30	603
Reliance	384	175	559	34	8	42	601
Idea	387	183	570	26	4	30	600
Vodafone	395	176	571	22	8	30	601
MTS	414	185	599	-	-	-	599
Aircel	417	183	600	-	1	1	601
Videocon	410	189	599	-	-	-	599
Overall	3472	1610	5082	271	51	322	5404

2.9.3 Broadband Service

A total of three broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Haryana circle, 1407 broadband service customers were covered. Of this total sample, 1300 were postpaid customers and 107 were prepaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	2	-	2	598	-	598	600
BSNL	-	-	-	415	185	600	600
You Tele	105	-	105	102	-	102	207
Overall	107	-	107	1115	185	1300	1407

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	78	22	1016
Rural	74	26	184
Overall	77	23	1200

- 1200 basic telephone service (Wire-line) customers were covered. Of this sample, 1016 (77%) were male and the balance (23%) were female respondents.

2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	26	27	18	29	1016
Rural	11	16	27	46	184
Overall	24	25	19	31	1200

- 45% of the customers were in the age group of 25 – 44 years while 24% were less than 25 years and the 31% were more than 45 years old.

2.10.1.3 Occupation Profile

Occupation	% Customers					Base
	Service	Business- man/ Self Employed/ Farmers	Student	Housewife	Retired	
Urban	24	47	13	13	3	1016
Rural	20	45	11	19	6	184
Overall	24	47	12	14	3	1200

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	90	10	3743
Rural	92	8	1661
Overall	91	9	5404

- 5404 cellular mobile telephone service customers were covered. Of this sample, 91% were male and 9% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	36	31	18	15	3743
Rural	34	32	21	13	1661
Overall	35	31	19	14	5404

- 50% of the customers were in the age group of 25 – 44 years while 35% were less than 25 years and the 14% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers					Base
	Service	Businessman/ Self Employed/ Farmers	Student	Housewife	Retired	
Urban	28	44	20	6	2	3743
Rural	33	46	14	6	1	1661
Overall	29	45	18	6	2	5404

- Out of 5404 cellular mobile telephone service customers, 45% of the customers were businessmen/ self-employed and 29% of them were salaried while 18% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	41	59	1222
Rural	36	64	185
Overall	41	59	1407

- 1407 broadband service customers were covered. Of this sample, 59% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	23	39	20	19	1222
Rural	25	32	16	26	185
Overall	24	38	20	19	1407

- 58% of the customers were in the age group of 25 –434 years while 24% were less than 25 years and the 19% were more than 45 years old.

2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

Satisfaction of subscribers has been obtained on a 4-point scale.

To measure the percentage of satisfied customers, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various sub-parameters of customer perception of service, has been computed.

For a parameter, the weighted average of scores on various sub-parameters has been computed.

2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service. The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect. All service providers have to follow these benchmarks, as laid down by TRAI.

2.15.1 Basic Wire-line Service

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

2.15.2 Cellular Mobile Telephone Service

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

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>90%
% satisfied with help services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% satisfied with Customer satisfaction with offered supplementary services such as allocation of static/fixed IP addresses, email Ids etc.	>85%
% Satisfied with Overall Service Quality	>85%

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

A. Basic Wire-line Service

Provision of Service

- Time taken to provide a customer with working telephone connection
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

- Timely delivery of bills
- Quality, accuracy & completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- resolution of billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Service Quality

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills issued by your service provider in terms of transparency and understandability
- Accuracy/Completeness of Bills
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

- Restoration of broadband connection

Supplementary Services

- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Customer Satisfaction

2.16 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Wire-line Service

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

Sub Parameters	Type	Benchmarks	% Customers		
			Airtel	BSNL	Overall
% Satisfied with Provision of Service	Urban	≥90%	83	68	74
	Rural	≥90%	-	61	61
	Overall	≥90%	83	66	70
% Satisfied with Billing Performance Postpaid	Urban	≥95%	90	83	87
	Rural	≥95%	-	73	73
	Overall	≥95%	90	80	85
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	100	100	100
	Rural	≥95%	-	100	100
	Overall	≥95%	100*	100*	100*
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	86	60	79
	Rural	≥90%	-	51	51
	Overall	≥90%	86	58	80
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	97	92	95
	Rural	≥95%	-	82	82
	Overall	≥95%	97	89	93
% Satisfied with Maintainability	Urban	≥95%	88	71	80
	Rural	≥95%	-	60	60
	Overall	≥95%	88	68	77
% Supplementary and Value Added Services*	Urban	≥90%	100	100	100
	Rural	≥90%	-	50	50
	Overall	≥90%	100*	100*	100*
% Satisfied with Overall Service Quality	Urban	≥90%	96	87	92
	Rural	≥90%	-	84	84
	Overall	≥90%	96	86	91
<i>Base</i>			600	600	1200

* Denotes small sample and thus, statistically invalid data.

- 91% of the basic wire-line service customers in Haryana circle were satisfied with their service providers with overall service quality. A higher proportion of urban customers (92%) were satisfied with overall service quality as compared to rural customers (84%).
- BSNL did not meet the benchmarks on most parameters. In fact, it had very low satisfaction with respect to provision of service and help services including customer grievance redressal.
- Airtel met the benchmark with respect to network performance and overall service quality.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	97	77	88
Rural	--	57	57
Overall	97	71	82
<i>Base</i>	209	271	480

- 82% of all customers reported that the fault was repaired within 3 days.
- A significantly lower proportion of BSNL customers in rural areas reported that the fault was repaired within 3 days.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request. (*Denotes small sample and thus, statistically invalid data)

Type	% Customers		
	Airtel	BSNL	Overall
Urban	-	100	75
Rural	-	-	-
Overall	--	100	75
<i>*Base</i>	2	6	8

3.1.4 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	68	58	65
Rural	-	60	60
Overall	68	59	64
<i>Base</i>	264	203	467

- 64% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- This incidence was low for both Airtel (68%) and BSNL (59%).

3.2 Cellular Mobile Telephone Service

3.2.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Type	Benc hmar ks	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	96	99	98	97	97	96	99	94	97
	Rural	≥90%	98	96	97	99	96	96	89	99	91	96
	Overall	≥90%	98	96	98	98	97	97	94	99	93	97
% Satisfied with Billing Performance Prepaid	Urban	≥95%	82	91	89	82	84	86	75	92	79	85
	Rural	≥95%	84	93	88	81	88	89	84	93	78	86
	Overall	≥95%	83	92	89	82	85	87	78	92	79	85
% Satisfied with Billing Performance Postpaid	Urban	≥95%	91	95	83	90	86	94	-	-	-	90
	Rural	≥95%	93	100	100	63	75	81	-	100	-	86
	Overall	≥95%	91	96	88	85	84	90	-	100	-	89
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	60	52	59	53	56	60	53	67	43	55
	Rural	≥90%	59	49	60	50	61	62	58	74	53	58
	Overall	≥90%	75	65	74	64	70	75	66	84	56	69
% Satisfied with Network Performance, Reliability and Availability	Urban	≥90%	93	81	92	83	94	93	89	93	67	87
	Rural	≥90%	90	75	88	86	96	92	86	90	82	87
	Overall	≥90%	92	79	90	84	95	92	88	92	72	87
% Satisfied with Maintainability	Urban	≥90%	93	83	90	81	94	93	92	92	65	87
	Rural	≥90%	88	76	89	84	95	82	97	90	82	88
	Overall	≥90%	91	81	90	82	94	93	93	92	70	87
% Supplementary and Value Added Services	Urban	≥90%	84	78	88	88	87	75	83	89	96	85
	Rural	≥90%	94	88	87	80	89	98	100	94	79	89
	Overall	≥90%	87	81	87	86	87	81	88	91	88	87
% Satisfied with Overall Service Quality	Urban	≥90%	91	89	92	85	91	90	90	95	72	88
	Rural	≥90%	90	83	91	84	92	93	89	92	71	87
	Overall	≥90%	91	87	92	85	91	91	90	94	72	88
<i>Base</i>			<i>600</i>	<i>600</i>	<i>603</i>	<i>601</i>	<i>600</i>	<i>601</i>	<i>599</i>	<i>601</i>	<i>599</i>	<i>5404</i>

- 88% of all cellular mobile customers were satisfied with overall service quality. Airtel, TTSL, Idea, Vodafone, MTS & Aircel met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for prepaid billing performance.
- Airtel, TTSL, Idea, Vodafone & Aircel met the benchmark set for Network performance, reliability & availability. These operators along with MTS also met the benchmark for maintainability.
- Only Aircel met the benchmark set for value added services while BSNL was the only operator to meet the benchmark for postpaid billing performance.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	26	12	24	40	34	15	78	63	8	27
Rural	25	0	50	67	55	55	0	50	-	54
Overall	26	12	27	47	36	22	70	62	8	29
<i>Base</i>	247	168	208	266	203	183	101	92	358	1826

- Only 29% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for Videocon & BSNL.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchm arks	% Customers			
			Airtel	BSNL	You Tele	Overall
% Satisfied with Provision of Service	Urban	≥90%	98	95	99	97
	Rural	≥90%	-	100	-	100
	Overall	≥90%	98	96	99	97
% Satisfied with Billing Performance Prepaid	Urban	≥90%	100	-	93	93
	Rural	≥90%	-	-	-	-
	Overall	≥90%	100	-	93	93
% Satisfied with Billing Performance Postpaid	Urban	≥90%	90	92	89	91
	Rural	≥90%	-	93	-	93
	Overall	≥90%	90	92	89	91
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	85	75	89	83
	Rural	≥90%	-	85	-	85
	Overall	≥90%	85	76	89	83
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	89	83	78	85
	Rural	≥85%	-	84	-	84
	Overall	≥85%	89	83	78	85
% Satisfied with Maintainability	Urban	≥85%	51	24	24	33
	Rural	≥85%	-	-	-	-
	Overall	≥85%	51	24	24	33
% Supplementary and Value Added Services	Urban	≥85%	83	83	-	83
	Rural	≥85%	-	-	-	-
	Overall	≥85%	83	83	-	83
% Satisfied with Overall Service Quality	Urban	≥85%	91	86	86	88
	Rural	≥85%	-	95	-	95
	Overall	≥85%	91	87	86	88
Base			600	600	207	1407

- 88% of all broadband customers were satisfied with overall service quality. All the service providers Airtel, BSNL and You Tele met the benchmark on this parameter.
- All service providers met the benchmarks set for provision of service while none of them met the required standards for Help Services including customer grievance redressal & maintainability, maintainability and value added services.
- You Tele did not meet the benchmark set for postpaid billing performance, network performance and maintainability.
- Only Airtel met the benchmark set for network performance, reliability and availability

3.3.2 % of customers who reported getting a working connection with 7 days.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	96	87	95	92
Rural	-	98	-	98
Overall	96	88	95	93
<i>Base</i>	<i>600</i>	<i>600</i>	<i>207</i>	<i>1407</i>

- 93% of the customers got their working connection within 7 working days. However, this proportion was lower for BSNL.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	31	16	1	20
Rural	-	-	-	100
Overall	31	16	1	20
<i>Base</i>	<i>168</i>	<i>227</i>	<i>102</i>	<i>497</i>

- Only 20% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 84% of BSNL customers reported that their complaints were not resolved within 4 weeks.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Haryana Circle

Customer Satisfaction Survey in the Haryana circle was done among customers of 4 Basic Wire-line Service providers i.e. Airtel and BSNL.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Time taken to provide working connection	Urban	74	54	62
	Rural	-	29	29
	Overall	74	45	53
Ease of understanding	Urban	92	82	86
	Rural	-	93	93
	Overall	92	86	88
Provision of service	Urban	83	68	74
	Rural	-	61	61
	Overall	83	66	70
<i>Base</i>		<i>600</i>	<i>600</i>	<i>1200</i>

- 53% of the customers were satisfied with the time taken to provide a working telephone. This score was pulled down by BSNL customers among whom only 45% were satisfied on this account.
- 88% of the customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.
- BSNL's satisfaction with provision of service was low because of the time taken to provide working connections.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers		
		Airtel	BSNL	Overall
Timely delivery of bills	Urban	91	79	95
	Rural	-	72	72
	Overall	91	77	84
Quality, Accuracy & Completeness of the bills	Urban	92	87	90
	Rural	-	76	76
	Overall	92	84	88
Process of resolution of billing complaints	Urban	37	20	30
	Rural	-	23	23
	Overall	37	21	28
Clarity of the bills in terms of transparency & understandability	Urban	95	93	94
	Rural	-	86	86
	Overall	95	91	93
Billing performance postpaid	Urban	90	83	87
	Rural	-	73	73
	Overall	90	80	85
<i>Base</i>		<i>600</i>	<i>600</i>	<i>1200</i>

- A very low proportion of Both Airtel and BSNL customers were satisfied on account of process of resolution of billing complaints. This dragged down their scores with respect to postpaid billing performance.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Sub Parameters	Type	% Prepaid Customers		
		Airtel	BSNL	Overall
Charges deducted for every call	Urban	100	100	100
	Rural	-	100	100
	Overall	100	100	100
Resolution of billing complaints & resulting refund/Credit/waiver of excess charges	Urban	-	-	-
	Rural	-	-	-
	Overall	-	-	-
Ease of recharging process and the transparency of recharge offer	Urban	100	100	100
	Rural	-	100	100
	Overall	100	100	100
Ease of recharging process and the transparency of recharge offer	Urban	100	100	100
	Rural	-	100	100
	Overall	100	100	100
<i>Base</i>		3	14	17

Note: The sample of prepaid wire-line customers was very low to draw any statistically valid inference.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Ease of access of call centre/customer care or help-line	Urban	85	59	78
	Rural	-	46	46
	Overall	85	56	75
Ease of getting an option for “ talking to a customer care executive”	Urban	87	55	78
	Rural	-	52	52
	Overall	87	54	76
Response time taken to answer the call	Urban	87	61	80
	Rural	-	61	61
	Overall	87	61	78
Problem solving ability of customer care executive	Urban	86	63	79
	Rural	-	48	48
	Overall	86	59	76
Time taken by call centre/customer care /helpline to resolve complaint	Urban	85	64	79
	Rural	-	48	48
	Overall	85	60	76
Help service including customer grievance redressal	Urban	86	60	79
	Rural	-	51	51
	Overall	86	58	80
<i>Base</i>		<i>357</i>	<i>187</i>	<i>544</i>

- BSNL customers in both urban and rural areas were less satisfied with all aspects of help services.
- Less than 90% of Airtel’s wire-line customers were satisfied on different aspects of help services.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Availability of working telephone (dial tone)	Urban	99	95	98
	Rural	-	90	90
	Overall	99	94	97
Ability to make or receive calls easily	Urban	99	94	97
	Rural	-	83	83
	Overall	99	90	95
Voice Quality	Urban	92	87	89
	Rural	-	72	72
	Overall	92	82	87
Network Performance, reliability & availability	Urban	97	92	95
	Rural	-	82	82
	Overall	97	89	93
<i>Base</i>		<i>600</i>	<i>600</i>	<i>1200</i>

- A higher percentage of BSNL’s urban customers were satisfied with the availability of working telephone (dial tone), ability to make or receive calls easily and voice quality.
- BSNL (82%) registered a low percentage of customers satisfied with the voice quality; this was particularly low among rural customers.

4.1.5 Customer Satisfaction with Maintainability

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Fault repair service	Urban	88	71	80
	Rural	-	60	60
	Overall	88	68	77
<i>Base</i>		<i>209</i>	<i>271</i>	<i>480</i>

- A higher percentage of Airtel customers were satisfied with the fault repair service as compared to BSNL customers. However, both the operators did not meet the benchmark score.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Quality of the supplementary services / value added service provided)	Urban	100	100	100
	Rural	-	100	100
	Overall	100	100	100
Process of activating value added services or the process of unsubscribing	Urban	100	100	100
	Rural	-	100	100
	Overall	100	100	100
Supplementary Value added Service	Urban	100	100	100
	Rural	-	50	50
	Overall	100	100	100
<i>Base</i>		<i>6</i>	<i>8</i>	<i>14</i>

Note: The sample of responses on value added services for prepaid wire-line customers was very low to draw any statistically valid inference.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Overall quality of	Urban	96	87	92
Telephone service	Rural	-	84	84
	Overall	96	86	91
<i>Base</i>		600	600	1200

- 91% of the customers were satisfied with the overall quality of telephone service. The satisfaction was low among BSNL customers especially in rural areas.

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

4.2.1 Awareness and experience of Call Centre

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	91	81	87
Rural	-	71	71
Overall	91	78	84
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- 84% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness among BSNL customers were less as compared to Airtel.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 6 months

Type	% Customers		
	Airtel	BSNL	Overall
Urban	44	35	40
Rural		31	31
Overall	44	34	39
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- Approximately 39% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for Airtel customers as well as BSNL's urban customers.

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Docket number received for most of the complaints	Urban	80	65	75
	Rural		22	22
	Overall	80	57	70
No docket number received for most of the complaints	Urban	12	8	11
	Rural		31	31
	Overall	12	14	13
It was received on request	Urban	5	13	8
	Rural		32	32
	Overall	5	18	11
No docket number received even on request	Urban	2	15	7
	Rural		-	-
	Overall	2	11	6
<i>Base</i>		264	203	467

- 70% of the customers who had complained said that they had received a docket number for most of their complaints. This was significantly higher for Airtel customers as compared to BSNL customers.
- 13% of all customers who had complained said that they did not receive docket number for most of their complaints. 6% of all customers who had complained said that they did not receive a docket number for their complaints even on request.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	62	40	54
Rural	-	27	27
Overall	62	36	51
<i>Base</i>	<i>264</i>	<i>203</i>	<i>467</i>

- 51% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- A lower proportion (36%) of BSNL customers were informed about the action taken on their complaint by call centre.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	68	57	64
Rural	-	63	63
Overall	68	59	64
<i>Base</i>	<i>264</i>	<i>203</i>	<i>467</i>

- 64% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	5	7	6
Rural	-	9	9
Overall	5	8	6
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- Only 6% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

Type	% Customers		
	Airtel	BSNL	Overall
Urban	67	90	78
Rural	-	29	29
Overall	67	68	68
<i>Base</i>	<i>30</i>	<i>47</i>	<i>77</i>

- Of those who were aware of the Nodal Officer's contact details, 68% claimed to have complained to the nodal officer.

Table 4.2.2.3 The percentage of customers who were able to contact to the Nodal Officer without difficulty.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	25	15	19
Rural	-	-	-
Overall	25	13	17
<i>Base</i>	<i>30</i>	<i>47</i>	<i>77</i>

- Only 17% of the customers who contacted the Nodal Officers, claimed to have been able to do so without any difficulty.

Table 4.2.2.4 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

Type	% Customers		
	Airtel	BSNL	Overall
Urban	15	0	6
Rural	-	-	-
Overall	15	0	6
<i>Base</i>	<i>30</i>	<i>47</i>	<i>77</i>

- Only 6% of those customers, who complained to the Nodal Officer, claimed that they were intimated about the decision taken on their complaints by the Nodal Officer.

Table 4.2.2.5 % of customers satisfied with redressal of complaint by the Nodal Officer

Type	% Customers		
	Airtel	BSNL	Overall
Urban	0	0	0
Rural	0	0	0
Overall	0	0	0
<i>Base</i>	<i>30</i>	<i>47</i>	<i>77</i>

- None of those customers, who complained to the Nodal Officer contact details, claimed that they satisfied with redressal of complaint by the Nodal Officer.

4.2.3 Awareness and experience of Appellate Authority

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	2	1	1
Rural	-	17	17
Overall	2	3	3
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- Only 3% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	33	53	44
Rural		-	-
Overall	33	40	38
<i>Base</i>	12	20	32

Note: The above sample size is too small for any statistical inference

- 38% of all the basic wire-line service customers who were aware of the contact details of Appellate Authority claimed to have filed an appeal in last the 6 months.

4.2.3.3 Percentage of Customers who filed an appeal with the Appellate & Received an Acknowledgement

Type	% Customers		
	Airtel	BSNL	Overall
Urban	50	-	17
Rural	-	-	-
Overall	50	-	17
<i>Base</i>	4	8	12

Note: The above sample size is too small for any statistical inference

4.2.3.4 Percentage of Customers who filed an appeal with the Appellate & for Whom a Decision was taken within 3 months

Type	% Customers		
	Airtel	BSNL	Overall
Urban	0	-	0
Rural	-	-	-
Overall	0	-	0
<i>Base</i>	2		2

4.2.4 General Information

Table 4.2.4.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact details of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	30	15	24
Rural	-	8	8
Overall	30	13	21
Base	600	600	1200

- 21% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.4.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	0	0	0
Rural	-	0	0
Overall	0	0	0
Base	3	14	17

- None of the prepaid wire-line customers were aware that they can get itemized billing.

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

- None of the prepaid customers had requested item-wise usage charge details.

Table 4.2.4.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

- Since none of the prepaid wireline customers had requested itemized billing, this table is not relevant.

Table 4.2.4.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months.

Type	% Customer		
	Airtel	BSNL	Overall
Urban	0.3	1	1
Rural	-	-	-
Overall	0	1	1
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- Only 1% of the prepaid customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.4.6 The following table shows the percentage of customers who terminated a telephone connection of a particular service provider in the last 6 months.

- The earlier connections were also primarily either Airtel or BSNL.

4.2.4.7 The following table shows the days taken for termination of a telephone connection.

- Majority of the few customers who terminated their earlier connection, had theirs terminated within 7 days.

4.2.4.8 The following table shows the percentage of customers who are aware about getting rent rebate in case fault is not repaired within 3 days

Type	% Customers		
	Airtel	BSNL	Overall
Urban	9	8	9
Rural		15	15
Overall	9	10	10
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- Only 10% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

4.2.5.1 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	58	44	52
Rural	-	36	36
Overall	58	42	50
<i>Base</i>	<i>600</i>	<i>600</i>	<i>1200</i>

- 50% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.2 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

Type	% Customers		
	Airtel	BSNL	Overall
Urban	6	2	5
Rural	-	-	-
Overall	6	2	4
<i>Base</i>	<i>345</i>	<i>249</i>	<i>594</i>

- Only 4% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.3 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
No change	Urban	9	-	8
	Rural	-	-	-
	Overall	-	-	-
Slight decrease	Urban	-	-	-
	Rural	-	-	-
	Overall	-	-	-
Considerable decrease	Urban	-	-	-
	Rural	-	-	-
	Overall	-	-	-
Stopped receiving	Urban	91	100	92
	Rural	-	-	-
	Overall	91	100	92
<i>Base</i>		22	4	26

4.2.5.4 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number.

- None of them had lodged a complaint for unwanted tele-marketing calls/ SMS after registering their telephone numbers.

4.2.5.5 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.

	Type	Customer Ranking		
		Airtel	BSNL	Overall
Mean Score	Urban	7.62	6.78	7.23
	Rural	-	6.04	6.04
	Overall	7.62	6.66	7.14
<i>Base</i>		<i>600</i>	<i>600</i>	<i>1200</i>

- Airtel received a higher rating than BSNL (7.62 VS. 6.66).

4.3 Cellular Mobile Telephone Service – Haryana Circle

Customer Satisfaction Survey in the Haryana circle was done among customers of 7 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTSL, Idea, Vodafone, MTS, Videocon and Aircel.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Process & time taken to activate connection	Urban	97	95	98	98	97	96	97	98	93	97
	Rural	97	94	96	99	96	96	95	98	90	96
	Overall	97	95	98	98	97	96	97	98	92	96
Ease of understanding	Urban	100	97	99	98	96	98	95	100	94	97
	Rural	100	96	95	98	94	94	78	100	100	93
	Overall	99	98	98	98	96	98	91	100	94	97
Provision of service	Urban	99	96	99	98	97	97	96	99	94	97
	Rural	98	96	97	99	96	96	89	99	91	96
	Overall	98	96	98	98	97	97	94	99	93	97
<i>Base</i>		<i>600</i>	<i>600</i>	<i>603</i>	<i>601</i>	<i>600</i>	<i>601</i>	<i>599</i>	<i>601</i>	<i>599</i>	<i>5404</i>

- Most customers were satisfied with the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed. All the operators met the quality benchmark.
- A lower % of MTS customers in rural areas were satisfied with the ease of understanding or with provision of all relevant information related to tariff plans & charges.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Timely delivery of bills	Urban	87	86	100	94	96	91	-	-	-	91
	Rural	90	100	100	63	50	88	-	100	-	84
	Overall	88	88	100	88	90	90	-	100	-	89
Clarity of the bills in terms of transparency and understandability	Urban	98	100	82	94	96	96	-	-	-	96
	Rural	100	100	100	88	75	88	-	100	-	94
	Overall	98	100	87	93	93	93	-	100	-	96
Accuracy & completeness of the bills	Urban	93	100	82	94	77	96	-	-	-	91
	Rural	100	100	100	50	100	88	-	100	-	90
	Overall	94	100	87	86	80	93	-	100	-	91
Process of resolution of billing complaints	Urban	62	100	33	54	33	100	-	-	-	56
	Rural	-	-	-	33	-	-	-	-	-	14
	Overall	*58	*100	*33	*50	*33	*33	-	-	-	52
Billing performance postpaid	Urban	91	95	83	90	86	94	-	-	-	90
	Rural	93	100	100	63	75	81	-	100	-	86
	Overall	*91	*96	*88	*85	*84	*90	-	100	-	89
Base		172	17	30	42	30	30		1		322

- Process of billing complaint resolution registered the lowest satisfaction levels on an aggregate level.
- Highest % of BSNL's postpaid customers were satisfied on account of clarity of the bills in terms of transparency and understandability, accuracy & completeness of the bills.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Prepaid Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Accuracy of charges	Urban	94	98	96	88	88	92	79	93	93	91
	Rural	96	99	91	86	90	94	93	98	85	92
	Overall	95	98	94	87	89	93	83	95	90	92
Refund/Credit/Waiver of excess charges	Urban	19	14	36	36	29	26	26	52	10	26
	Rural	21	8	46	49	33	43	44	57	0	33
	Overall	19	13	39	40	30	32	31	54	7	28
Ease of recharging process & the transparency of recharge offer	Urban	96	99	99	96	98	97	80	97	97	95
	Rural	99	100	98	91	99	99	80	93	97	95
	Overall	97	99	98	95	99	98	80	96	97	95
<i>Base</i>		428	583	573	559	570	571	599	600	599	508 2

- Airtel, BSNL & Aircel had the highest of prepaid customers satisfied on account of accuracy of charges.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers.
- A lower % of MTS customers were satisfied on account of ease of recharging process & the transparency of recharge offer.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Ease of access of call centre/customer care or help-line	Urban	75	66	70	69	71	73	67	82	47	73
	Rural	79	66	74	61	76	83	85	91	73	76
	Overall	80	69	77	66	73	80	73	83	67	74
Ease of getting an option for “ talking to a customer care executive”	Urban	75	66	70	69	71	73	67	82	47	68
	Rural	68	65	73	61	78	76	54	95	78	72
	Overall	73	65	71	67	73	74	64	87	56	69
Response time taken	Urban	71	60	68	56	69	73	58	80	45	63
	Rural	69	54	73	59	73	73	82	94	60	70
	Overall	70	58	70	56	70	73	64	84	49	65
Problem solving ability	Urban	75	65	76	68	67	73	70	84	57	69
	Rural	76	62	81	67	70	74	63	86	56	71
	Overall	75	64	77	67	68	73	68	84	57	70
Time taken to resolve complaint	Urban	78	68	74	62	66	73	64	82	47	67
	Rural	75	65	78	63	73	75	63	86	61	71
	Overall	77	67	75	63	68	73	64	83	51	68
Help services including customer grievance redressal	Urban	60	52	59	53	56	60	53	67	43	55
	Rural	59	49	60	50	61	62	58	74	53	58
	Overall	75	65	74	64	70	75	66	84	56	69
<i>Base</i>		388	277	380	431	327	364	254	225	450	309

- Aircel had the highest of customers satisfied on all the sub parameters of help service
- Videocon had very low satisfaction on account of response time taken by the customer care executive to answer the call.
- Operators registered low satisfaction scores on all aspects of Help Services, especially response time.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Availability of signal of your service provider in your locality	Urban	91	81	90	79	93	93	85	90	51	84
	Rural	90	76	87	84	95	92	94	87	75	87
	Overall	91	80	89	80	94	93	90	89	59	85
Ability to make or receive calls easily	Urban	93	80	92	81	96	94	88	93	69	87
	Rural	90	72	88	84	98	91	88	89	81	87
	Overall	92	77	91	82	97	93	88	92	73	87
Voice quality	Urban	95	83	92	88	93	92	90	96	80	90
	Rural	92	77	89	90	95	92	78	93	90	89
	Overall	94	82	91	89	94	92	87	95	83	90
Network performance, reliability & availability	Urban	93	81	92	83	94	93	89	93	67	87
	Rural	90	75	88	86	96	92	86	90	82	87
	Overall	92	79	90	84	95	92	88	92	72	87
Base		600	600	603	601	600	601	599	601	599	5404

- Availability of signal as well as the ability to make/ receive calls registered lower satisfaction scores across operators.
- Idea had the highest percentage of satisfied customers on availability of signal in the locality and ability to make or receive calls easily.
- Higher % of Aircel customers were satisfied with the voice quality of their connections.
- A much lower % of Videocon customers were satisfied with the ability to make or receive calls easily as well as availability of signals in their locality.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Availability of network (signal)	Urban	93	84	91	83	95	94	93	93	69	88
	Rural	89	77	89	85	95	92	100	88	82	89
	Overall	92	81	90	83	95	93	95	91	73	88
Restoration of network (signal) problems	Urban	92	83	90	80	93	93	90	92	62	86
	Rural	88	75	89	83	95	92	95	92	82	88
	Overall	91	81	90	81	94	93	92	92	68	87
Maintainability	Urban	93	83	90	81	94	93	92	92	65	87
	Rural	88	76	89	84	95	92	97	90	82	88
	Overall	91	81	90	82	94	93	93	92	70	87
<i>Base</i>		<i>600</i>	<i>600</i>	<i>603</i>	<i>601</i>	<i>600</i>	<i>601</i>	<i>599</i>	<i>601</i>	<i>599</i>	<i>5404</i>

- BSNL, Reliance and Videocon registered much lower satisfaction scores on maintainability.
- Satisfaction of Videocon customers was lowest on all aspects.
- Higher proportion of Idea (94%) customers were satisfied with restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Quality of supplementary service	Urban	88	77	87	86	90	72	100	96	100	88
	Rural	100	100	93	80	83	100	100	100	0	84
	Overall	88	78	88	84	89	78	100	96	88	87
Process of activating VAS	Urban	86	83	87	90	86	80	67	82	87	84
	Rural	100	100	87	80	89	100	100	100	100	93
	Overall	86	84	87	87	86	84	75	85	88	86
Value added service	Urban	87	80	87	88	88	76	83	89	93	86
	Rural	100	100	90	80	86	100	100	100	50	89
	Overall	87	81	87	86	87	81	88	91	88	87
<i>Base</i>		181	74	116	69	151	95	40	81	85	892

- MTS had the highest percentage of satisfied customers on quality of supplementary service but had the lowest satisfaction (75%) on the process of activating VAS.

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

4.4.1 Awareness and experience of Call Centre

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	79	77	78	82	73	75	48	51	93	73
Rural	83	70	74	77	62	65	63	61	89	72
Overall	80	75	77	81	70	72	53	54	92	73
<i>Base</i>	<i>600</i>	<i>600</i>	<i>603</i>	<i>601</i>	<i>600</i>	<i>601</i>	<i>599</i>	<i>601</i>	<i>599</i>	<i>5404</i>

- 73% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among Aircel and MTS customers.

4.4.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	40	30	35	39	39	31	19	17	66	35
Rural	43	24	34	56	24	30	12	13	47	31
Overall	41	28	35	44	34	30	17	15	60	34
<i>Base</i>	<i>600</i>	<i>600</i>	<i>603</i>	<i>601</i>	<i>600</i>	<i>601</i>	<i>599</i>	<i>601</i>	<i>599</i>	<i>5404</i>

- 34% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among both MTS and Aircel customers.

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

		% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Complaint was registered and Docket number received	Urban	68	61	46	56	55	46	51	64	48	54
	Rural	42	52	61	57	55	43	48	83	51	53
	Overall	60	59	50	57	55	45	51	69	49	54
Complaint was registered and Docket number not received	Urban	12	2	15	23	21	19	13	16	3	13
	Rural	6	2	20	17	14	25	0	13	14	13
	Overall	10	2	16	21	20	21	10	15	6	13
Complaint was registered and docket number provided on request	Urban	11	17	16	6	9	20	13	4	24	15
	Rural	25	30	5	14	25	14	0	0	19	17
	Overall	15	20	13	9	12	18	10	3	23	15
Complaint was registered and docket number not provided even on request	Urban	9	20	19	10	9	13	0	13	25	15
	Rural	27	16	8	11	5	7	0	0	16	12
	Overall	15	19	16	11	8	11	0	10	23	14
Refused to register the complaint	Urban	1	0	4	4	6	3	23	3	0	4
	Rural	0	0	7	2	2	11	52	4	0	5
	Overall	0	0	5	3	5	6	30	3	0	4
Base		247	168	208	266	203	183	101	92	358	1826

- 96% of the customers reported complaint registration. Only in the case of MTS, a substantial % claimed that the complaint was not registered.
- 54% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 14% of those who had complained did not receive docket numbers even on request.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Videocon	Overall
Urban	55	28	44	54	57	46	74	78	17	45
Rural	41	34	77	59	64	59	52	100	35	54
Overall	50	30	54	56	58	50	69	84	21	48
<i>Base</i>	247	168	208	266	203	183	101	92	358	1826

- 48% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. The proportion was higher among rural customers but much lower for Videocon.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Videocon	Overall
Urban	32	14	24	44	38	17	77	65	10	30
Rural	13	7	34	52	30	36	48	52	0	28
Overall	26	12	27	47	36	22	70	62	8	29
<i>Base</i>	247	168	208	266	203	183	101	92	358	1826

- Only 29% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

4.4.2 Awareness and experience of Nodal Officer

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	4	3	4	8	3	4	4	5	-	4
Rural	1	2	7	6	1	1	7	5	-	3
Overall	3	3	5	8	2	3	5	5	-	4
<i>Base</i>	<i>600</i>	<i>600</i>	<i>603</i>	<i>601</i>	<i>600</i>	<i>601</i>	<i>599</i>	<i>601</i>	<i>599</i>	<i>5404</i>

- Only 4% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 8% among Reliance customers.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	11	-	19	37	17	20	-	-	-	16
Rural	-	-	15	-	-	-	-	-	-	4
Overall	-	-	17	28	14	18	-	-	-	12
<i>Base</i>	<i>-</i>	<i>16</i>	<i>29</i>	<i>46</i>	<i>14</i>	<i>17</i>	<i>31</i>	<i>30</i>	<i>-</i>	<i>203</i>

- Only 12% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Videocon	Overall
Urban	100	-	100	62	100	100	-	-	-	78
*Rural	-	-	100	-	-	-	-	-	-	100
Overall	100	-	100	62	100	100	-	-	-	80
<i>Base</i>	2	-	5	13	2	3	-	-	-	25

4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Airtel	Videocon	Overall
Urban	100	-	-	62	100	67	-	-	-	55
Rural	-	-	50	-	-	-	-	-	-	50
Overall	100	-	20	62	100	67	-	-	-	58
<i>Base</i>	2	-	5	13	1	3	-	-	-	24

- Only 58% of those who had complained to the Nodal Officer were satisfied with the action taken/ response.

4.4.3 Awareness and experiences with Appellate Authority

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	1	2	2	2	2	1	2	4	0	2
Rural	0	0	2	0	0	0	0	3	0	1
Overall	1	2	2	1	1	1	2	4	0	1
<i>Base</i>	600	600	603	601	600	601	599	601	599	5404

- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Urban	-	-	22	25	-	-	-	-	-	6
Rural	-	-	-	-	-	-	-	-	-	-
Overall	-	-	18	25	-	-	-	-	-	5
<i>Base</i>	6	11	11	8	6	5	10	21	-	78

- Only 5% of those who were aware, had filed an appeal with the Appellate Authority.

4.4.3.3 Received any acknowledgement

- Of the 4 customers who had filed an appeal, 2 claimed to have received an acknowledgement.

4.4.3.4 Reported Decisions by the Appellate Authority

- Of the 4 customers who had filed an appeal, 2 reported a decision by the Appellate Authority.

4.4.4 General Information

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

Type	Service Provider									Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	
Urban	2	3	3	6	6	4	5	6	0	4
Rural	3	4	4	3	4	2	0	4	0	3
Overall	2	3	3	5	5	4	3	5	0	3
<i>Base</i>	428	583	573	559	570	571	599	600	599	5082

- Only 3% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

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

Type	Service Provider									Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	
Urban	-	-	-	2	-	-	2	-	-	1
Rural	-	-	1	1	1	-	-	-	-	-
Overall	-	-	-	1	-	-	2	-	-	-
<i>Base</i>	428	583	573	559	570	571	599	600	599	5082

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

Largely technical problems were cited as reasons for refusing item-wise details.

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

Type	Service Provider									Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	
Urban	77	31	82	70	74	80	77	65	85	71
Rural	77	39	81	65	73	74	58	70	62	66
Overall	77	33	82	68	74	78	71	66	78	70
<i>Base</i>	600	600	603	601	600	601	599	601	599	5404

- Only 70% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

4.5 Broadband Service – Haryana circle

The survey of customer perception of Satisfaction was done in Haryana circle among customers of 3 Broadband service providers i.e. Airtel, BSNL, & You Tele.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service.

Sub Parameters	Type	Customers			
		Airtel	BSNL	You Tele	Overall
Time taken	Urban	98	96	99	97
	Rural	-	96	-	96
	Overall	98	96	99	97
<i>Base</i>		<i>600</i>	<i>600</i>	<i>207</i>	<i>1407</i>

- 97% the customers were satisfied with the provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

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

Sub Parameters	Type	Postpaid Customers			
		Airtel	BSNL	You Tele	Overall
Timely delivery of bills	Urban	92	92	89	92
	Rural		89		89
	Overall	92	91	89	92
Clarity of the bills in terms of transparency and understandability	Urban	95	96	92	95
	Rural		96		96
	Overall	95	96	92	95
Accuracy of the bills	Urban	92	95	92	93
	Rural		95		95
	Overall	92	95	92	93
Process of resolution of billing complaints	Urban	44	50	39	45
	Rural		35		35
	Overall	44	45	39	44
Billing performance postpaid	Urban	90	93	89	91
	Rural	-	91	-	91
	Overall	90	92	89	91
<i>Base</i>		<i>598</i>	<i>600</i>	<i>102</i>	<i>1300</i>

- All the service provider registered high satisfaction levels on account of clarity of bills in terms of transparency & understandability and accuracy.
- However, all of them had a low % of satisfied customers on account of resolution of billing complaints; only 44% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

4.5.2.1b The following table shows the % of prepaid customers satisfied with billing performance.

Sub Parameters	Type	Prepaid Customers			
		Airtel	BSNL	You Tele	Overall
Accuracy of Charges	Urban	100	-	95	95
	Rural	-	-	-	-
	Overall	100	-	95	95
Process of resolution of billing complaints	Urban	-	-	50	50
	Rural	-	-	-	-
	Overall	-	-	50	50
Billing performance prepaid	Urban	100	-	93	93
	Rural	-	-	-	-
	Overall	100	-	93	93
<i>Base</i>		2		105	107

4.5.3 Customer Satisfaction with Help Services

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

Sub Parameters	Type	% Customers			
		Airtel	BSNL	You Tele	Overall
Ease of access of call centre/ customer care or helpline	Urban	87	82	91	87
	Rural	-	64	-	64
	Overall	87	77	91	85
Ease of getting an option for “ talking to customer care executive”	Urban	86	83	92	87
	Rural	0	68	0	68
	Overall	86	78	92	85
Response time taken by customer executive to answer customer call	Urban	82	74	91	82
	Rural	-	67	-	67
	Overall	82	72	91	80
Problem solving ability of customer care executive(s)	Urban	84	74	89	83
	Rural	-	76	-	76
	Overall	84	75	89	82
Time taken by call centre/ customer care / help-line to resolve your complaint	Urban	85	75	82	81
	Rural	-	90	-	90
	Overall	85	76	82	82
Help service	Urban	85	76	89	82
	Rural	-	76	-	76
	Overall	85	76	89	83
<i>Base</i>		250	363	165	778

- Higher proportion of You Tele customers were satisfied with all the sub parameters of help services except with the time taken by call centre/ customer care / help-line to resolve complaint.
- Airtel (85%) had the highest of customers satisfied with time taken by call centre/ customer care / help-line to resolve complaint.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers			
		Airtel	BSNL	You Tele	Overall
Speed of broadband connection	Urban	87	83	77	83
	Rural	-	76	-	76
	Overall	87	81	77	83
Amount of time for which service is up and working	Urban	91	88	80	88
	Rural	0	79	0	79
	Overall	91	86	80	87
Network performance, Reliability & availability	Urban	89	86	78	86
	Rural	-	78	-	78
	Overall	89	83	78	85
<i>Base</i>		<i>600</i>	<i>600</i>	<i>207</i>	<i>1407</i>

- Airtel had the highest % of satisfied customers with respect to speed of broadband connection and the amount of time for which service is up & working. You Tele scored the lowest on both the parameters.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability

Sub Parameters	Type	%Customers			
		Airtel	BSNL	You Tele	Overall
Time taken for restoration of broadband connection	Urban	51	29	24	37
	Rural	-	16	-	16
	Overall	51	24	24	33
<i>Base</i>		<i>108</i>	<i>83</i>	<i>55</i>	<i>246</i>

- Only 33% of the customers were satisfied with the time taken for restoration of broadband connection. Airtel (51%) had the highest percentage of satisfied customers on this parameter.

4.5.6 Customer Satisfaction with Supplementary Services

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

Sub Parameters	Type	% Customers			
		Airtel	BSNL	You Tele	Overall
Process of activating VAS or process of unsubscribing	Urban	83	75	-	82
	Rural	-	100	-	100
	Overall	83	83	-	83
<i>Base</i>		<i>24</i>	<i>6</i>		<i>30</i>

- 83% of customers satisfied with process of activating VAS or process of unsubscribing among Airtel & BSNL.

4.5.7 Customer Satisfaction with Overall Service Quality

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

Sub Parameters	Type	% Customers			
		Airtel	BSNL	You Tele	Overall
Overall service quality	Urban	91	88	86	89
	Rural	0	83	0	83
	Overall	91	87	86	88
<i>Base</i>		600	600	207	1407

- 89% of the customers were satisfied with the quality of overall service. Airtel (91%) had the highest percentage of satisfied customers on this parameter while the other operators also met the benchmark scores.

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

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	76	60	74	70
Rural	-	50	-	50
Overall	76	57	74	68
<i>Base</i>	<i>600</i>	<i>600</i>	<i>207</i>	<i>1407</i>

- 68% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query.

4.6.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	50	47	66	52
Rural	-	55	-	55
Overall	50	49	66	52
<i>Base</i>	<i>342</i>	<i>456</i>	<i>154</i>	<i>952</i>

- 52% of broadband customers who were of the call centre number claimed to have complained in the last 6 months.

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

Customers	Type of Users	% Customers			
		Airtel	BSNL	You Tele	Overall
Docket number received for most of the complaints	Urban	79	82	96	84
	Rural	-	86	-	86
	Overall	79	83	96	84
No Docket number received for most of the complaints	Urban	12	3	1	7
	Rural	-	10	-	10
	Overall	12	5	1	7
It was received on request	Urban	7	9	3	6
	Rural	-	2	-	17
	Overall	7	7	3	6
No Docket number received even on request	Urban	2	6	-	2
	Rural	-	2	-	-
	Overall	2	5	-	2
<i>Base</i>		168	227	102	497

- 84% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 7% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	99	98	98	98
Rural	-	96	-	96
Overall	99	98	98	98
<i>Base</i>	168	227	102	497

- 98% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	73	68	75	72
Rural	-	67	-	67
Overall	73	67	75	72
<i>Base</i>	168	227	102	497

- 72% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.

4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/ customer care within 4 weeks of lodging their complaints.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	18	16	1	20
Rural	-	10	-	10
Overall	31	16	1	20
<i>Base</i>	168	227	102	497

- Only 20% of the billing complaints were satisfactorily resolved. You Tele registered an absence of any satisfaction score on this account.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	12	7	10	9
Rural	-	3	0	3
Overall	12	6	10	9
<i>Base</i>	600	600	207	1407

- Only 9% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	17	18	30	18
Rural	-	-	-	-
Overall	17	14	30	18
<i>Base</i>	35	72	20	127

- 18% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were able to connect to the Nodal Officer without any difficulty.

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	75	40	50	61
Rural	-	-	-	-
Overall	75	40	50	61
<i>Base</i>	5	12	6	23

Note: The above sample is too small for any statistical inference

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	67	60	50	61
Rural	-	-	-	-
Overall	67	60	50	61
<i>Base</i>	5	12	6	23

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	58	40	50	52
Rural	-	-	-	-
Overall	58	40	50	52
<i>Base</i>	5	12	6	23

Note: The above sample is too small for any statistical inference

- 61% of the customers who contacted the respective Nodal Officers reported having no access difficulty as well as intimation of the decision taken by the Nodal Officer.
- 52% of them were satisfied with the redressal of the complaint by the Nodal Officer.

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	4	2	3	3
Rural		1		1
Overall	4	2	3	3
<i>Base</i>	600	600	207	1407

- Only 3% of the customers were aware of the Appellate Authority's contact details.

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	17	-	17	12
Rural	-	-	-	-
Overall	17	-	17	12
<i>Base</i>	12	24	6	42

- Of those who were aware, only 12% had filed an appeal to the Appellate Authority.

4.6.4.3 Incidence of Acknowledgement Receipt

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	100	-	100	100
Rural	-	-	-	-
Overall	100	-	100	100
<i>Base</i>	4	-	1	5

4.6.4.4 Reported Incidence of Decision by the Appellate Authority

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	50	-	100	60
Rural	-	-	-	-
Overall	50	-	100	60
<i>Base</i>	4	-	1	5

- Of the 5 customers who had filed an appeal with Appellate Authority, all claimed to have received an acknowledgement receipt while 3 claimed to have received a decision

4.6.5 General Information

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	-	-	1	1
Rural	-	-	-	-
Overall	-	-	1	-
<i>Base</i>	2	-	105	107

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

There was no request for item-wise usage charges details.

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

There was no request for item-wise usage charges details.

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

Type	% Customers			
	Airtel	BSNL	You Tele	Overall
Urban	34	16	9	24
Rural	-	20	-	20
Overall	34	17	9	24
<i>Base</i>	<i>600</i>	<i>600</i>	<i>207</i>	<i>1407</i>

- Only 24% of the customers claimed to have got the Manual of Practice while taking the connection.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- While 91% of the basic wire-line service customers in Haryana circle were satisfied with their service providers with overall service quality, a lower proportion of rural customers (75%) were satisfied.
- BSNL did not meet the benchmarks on most parameters. In fact, it had very low satisfaction with respect to provision of service and help services including customer grievance redressal.
- Airtel did not meet the benchmark for postpaid billing performance, Help Services and Maintainability.
- 64% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- 82% of all customers reported that the fault was repaired within 3 days. A significantly lower proportion of BSNL customers in rural areas reported that the fault was repaired within 3 days.

Grievance Redressal

- Approximately 39% of the aware customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. A substantial proportion of 30% of them had not received a docket number for most of their complaints.
- Only 6% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. None of those customers, who complained to the Nodal Officer contact details, claimed that they were satisfied with redressal of complaint by the Nodal Officer.
- Only 3% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

5.2 Cellular Mobile Service

- 88% of all cellular mobile customers were satisfied with overall service quality. Airtel, TTSL, Idea, Vodafone, MTS & Aircel met the benchmark set for overall service quality.
- None of the service provider met the benchmark set for prepaid billing performance. None of the service providers with the exception of BSNL met the benchmark for postpaid billing performance.
- BSNL, Reliance, Videocon and MTS did not meet the benchmark set for Network Performance. BSNL & Reliance also performed weakly on maintainability.
- All the service provider fell short on value added services.

Grievance Redressal

- 29% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging.
- 34% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number.
- Only 4% of the cellular mobile customers were aware of the contact details of the nodal officer. While 12% of them had complained to the Nodal Officer, only 58% were satisfied with the action taken/ response.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority. 5% of those who were aware, had filed an appeal with the Appellate Authority. Of the 4 customers who had filed an appeal, 2 reported a decision by the Appellate Authority.

5.3 Broadband Service

- All the service providers Airtel, BSNL and You Tele met the benchmark on this parameter.
- None of the service providers met the required standards for Help Services including customer grievance redressal, maintainability and value added services.
- You Tele did not meet the benchmark set for postpaid billing performance, network performance and maintainability.
- 20% of the billing complaints were satisfactorily resolved. You Tele registered an absence of any satisfaction score on this account.
- 93% of the customers got their working connection within 7 working days. However, this proportion was lower for BSNL.

Grievance Redressal Mechanism

- Only 20% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 84% of BSNL customers reported that their complaints were not resolved within 4 weeks.
- 52% of broadband customers who were of the call centre number claimed to have complained in the last 6 months. 84% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 72% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- Only 9% of the broadband customers said that they were aware of the contact details of the Nodal Officer. 52% of them were satisfied with the redressal of the complaint by the Nodal Officer.
- Only 3% of the customers were aware of the Appellate Authority's contact details. Of those who were aware, only 12% had filed an appeal to the Appellate Authority. Of the 5 customers who had filed an appeal with Appellate Authority, all claimed to have received an acknowledgement receipt while 3 claimed to have received a decision

6. RECOMMENDATIONS

6.1 Quality of Service

6.1.1 Basic Wire-line

- Both Airtel and BSNL need to improve provision of service, especially in time taken for providing the connection.
- Airtel and BSNL need to improve their process of resolution of billing complaints
- Maintainability needs to be improved in the case of BSNL.
- Voice quality need to be improved.
- BSNL need to improve on help services including customer grievance redressal. Accessibility to the call centre needs to be improved.

6.1.2 Cellular Mobile

- Process of resolution of billing complaints need to be improved by all service providers.
- BSNL, Reliance & Videocon need to improve on maintainability. Restoration of network problems needs to be hastened.
- MTS need to improve on process of activating VAS.
- All service providers need to improve their Help services including customer grievance redressal.

6.3 Broadband

- Process of resolution of billing complaints need to be improved by all the service providers.
- You Tele needs to improve their network performance, reliability and availability, particularly speed of broadband.
- All the service providers need to improve on maintainability – quick restoration of broadband connection.
- BSNL need to improve their help services including customer grievance redressal, particularly accessibility and ability to solve the problem by the customer care need to be improved.

6.2 Grievance Redressal Mechanism

- Service providers should make their customers aware about the contact details of their Customer care, Nodal officer and appellate Authority.
- The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed to the satisfaction of the customers.
- All the customers should be informed about the facility whereby they can get item-wise usage charges on request.
- Delivery of the manual practice should be strengthened.

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

A. Service Provision

Q1(a). Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	39	97	136
		%	6.50	19.20	12.30
	Rural	Count		12	12
		%		12.50	12.50
	Overall	Count	39	109	148
		%	6.50	18.20	12.30
No	Urban	Count	561	407	968
		%	93.50	80.80	87.70
	Rural	Count		84	84
		%		87.50	87.50
	Overall	Count	561	491	1052
		%	93.50	81.80	87.70

Q (2). 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?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	4	3	7
		%	10.30	3.10	5.10
	Rural	Count		4	4
		%		33.30	33.30
	Overall	Count	4	7	11
		%	10.30	6.40	7.40
No	Urban	Count	35	94	129
		%	89.70	96.90	94.90
	Rural	Count		8	8
		%		66.70	66.70
	Overall	Count	35	102	137
		%	89.70	93.60	92.60

Q 5 (b) Please specify the reason(s) for your dissatisfaction with the quality, accuracy & completeness of the bills ?

	Type		Airtel	BSNL	Overall
Charges not as per tariff plan	Urban	Count	10	20	30
		%	7.7	15.4	23.1
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	10	20	30
		%	7	14.1	21.1
Charged for calls/services not made	Urban	Count	4	--	4
		%	3.1	--	3.1
	Rural	Count	--	8	8
		%	--	66.7	66.7
	Overall	Count	4	8	12
		%	2.8	5.6	8.5
Details like item wise charges are not provided	Urban	Count	2	14	16
		%	1.5	10.8	12.3
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	2	14	16
		%	1.4	9.9	11.3
Calculation are not clear	Urban	Count	4	--	4
		%	3.1	--	3.1
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	4	--	4
		%	2.8		2.8
Others	Urban	Count	27	49	76
		%	20.8	37.7	58.5
	Rural	Count	--	4	4
		%	--	33.3	33.3
	Overall	Count	27	53	80
		%	19	37.3	56.3

Qus.6 Have you made any billing related complaints in the last 6 months?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	94	98	192
		%	15.70	19.80	17.60
	Rural	Count	--	20	20
		%	--	21.70	21.70
	Overall	Count	94	118	212
		%	15.70	20.10	17.90
No	Urban	Count	503	396	899
		%	84.30	80.20	82.40
	Rural	Count	--	72	72
		%	--	78.30	78.30
	Overall	Count	503	468	971
		%	84.30	79.90	82.10

Qus.9 Please specify the reason(s) for your dissatisfaction with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		Airtel	BSNL	Overall
Difficult to read the bill	Urban	Count	4	3	7
		%	5	3.8	8.8
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	4	3	7
		%	4.8	3.6	8.3
Calculations not clear	Urban	Count	8	10	18
		%	10	12.5	22.5
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	8	10	18
		%	9.5	11.9	21.4
Item-wise charges not given	Urban	Count	2	27	29
		%	2.5	33.8	36.3
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	2	27	29
		%	2.4	32.1	34.5
Calculation are not clear	Urban	Count	8	10	18
		%	10	12.5	22.5
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	8	10	18
		%	9.5	11.9	21.4

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

None of the customer is dissatisfied.

Qus. 10(c) Have you made any complaint related to charging/ credit/waiver/validity/ adjustments in the last 6 months?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	--	10	10
		%	--	100.00	100.00
	Rural	Count	--	4	4
		%	--	100.00	100.00
	Overall	Count	--	14	14
		%	--	100.00	100.00
No	Urban	Count	--	13	13
		%	--	100.00	100.00
	Rural	Count	--	4	4
		%	--	100.00	100.00
	Overall	Count	--	17	17
		%	--	100.00	100.00

Qus.11 In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	357	129	486
		%	59.50	25.60	44.00
	Rural	Count	243	375	618
		%	40.50	74.40	56.00
	Overall	Count	357	189	546
		%	59.50	31.50	45.50
No	Urban	Count	--	60	60
		%	--	62.50	62.50
	Rural	Count	--	36	36
		%	--	37.50	37.50
	Overall	Count	243	411	654
		%	40.50	68.50	54.50

Qus 19. How many times has your telephone connection required repair in the last 6 months?

	Type		Airtel	BSNL	Overall
Nil	Urban	Count	391	313	704
		%	65.20	62.10	63.80
	Rural	Count	--	16	16
		%	--	16.70	16.70
	Overall	Count	391	329	720
		%	65.20	54.80	60.00
Once	Urban	Count	129	58	187
		%	21.50	11.50	16.90
	Rural	Count	--	12	12
		%	--	12.50	12.50
	Overall	Count	129	70	199
		%	21.50	11.70	16.60
2-3 times	Urban	Count	56	84	140
		%	9.30	16.70	12.70
	Rural	Count	--	32	32
		%	--	33.30	33.30
	Overall	Count	56	116	172
		%	9.30	19.30	14.30
More than 3 times	Urban	Count	24	49	73
		%	4.00	9.70	6.60
	Rural	Count	--	36	36
		%	--	37.50	37.50
	Overall	Count	24	85	109
		%	4.00	14.20	9.10

Qus.22 Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	6	8	14
		%	1.00	1.60	1.30
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	6	8	14
		%	1.00	1.30	1.20
No	Urban	Count	594	496	1090
		%	99.00	98.40	98.70
	Rural	Count	--	96	96
		%	--	100.00	100.00
	Overall	Count	594	592	1186
		%	99.00	98.70	98.80

Qus.25 . In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	9	3	12
		%	1.50	0.60	1.10
	Rural	Count	--	4	4
		%	--	4.20	4.20
	Overall	Count	9	7	16
		%	1.50	1.20	1.30
No	Urban	Count	591	501	1092
		%	98.50	99.40	98.90
	Rural	Count	--	92	92
		%	--	95.80	95.80
	Overall	Count	591	593	1184
		%	98.50	98.80	98.70

Qus.25a . How satisfied are you with the resolution of your complaint for deactivation of VAS?

	Type		Airtel	BSNL	Overall
Very Dissatisfied	Urban	Count	--	--	--
		%	--	--	--
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	--	--	--
		%	--	--	--
Dissatisfied	Urban	Count	3	--	3
		%	33.30	--	25.00
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	3	--	3
		%	33.30	--	18.80
Satisfied	Urban	Count	6	3	9
		%	66.70	100.00	75.00
	Rural	Count	--	4	4
		%	--	100.00	100.00
	Overall	Count	6	7	13
		%	66.70	100.00	81.30
Very Satisfied	Urban	Count	--	--	--
		%	--	--	--
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	--	--	--
		%	--	--	--

Qus.26b . Please tell me the reason for dissatisfaction with the overall quality of your telephone service.

	Type		Airtel	BSNL	Overall
Billing service is not good	Urban	Count	--	4	4
		%	--	6.80	4.80
	Rural	Count	--	4	4
		%	--	16.70	16.70
	Overall	Count	--	8	8
		%	--	9.60	7.50
Poor customer care	Urban	Count	--	4	4
		%	--	6.80	4.80
	Rural	Count	--	8	8
		%	--	33.30	33.30
	Overall	Count	--	12	12
		%	--	14.50	11.20
Poor Network	Urban	Count	--	8	8
		%	--	13.60	9.60
	Rural	Count	--	0	0
		%	--	0.00	0.00
	Overall	Count	--	8	8
		%	--	9.60	7.50
No complaint resolution	Urban	Count	--	0	0
		%	--	0.00	0.00
	Rural	Count	--	8	8
		%	--	33.30	33.30
	Overall	Count	--	8	8
		%	--	9.60	7.50
No Reason Given	Urban	Count	24	43	67
		%	100.00%	72.90	80.70
	Rural	Count	--	4	4
		%	--	16.70	16.70
	Overall	Count	24	47	71
		%	100.00%	56.60	66.40

Qus.27 . What kind of other services are you also taking from this service provider?

	Type		Airtel	BSNL	Overall
Broadband	Urban	Count	441	188	629
		%	73.5	31.3	52.4
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	441	188	629
		%	73.5	31.3	52.4
Mobile	Urban	Count	133	139	272
		%	22.2	23.2	22.7
	Rural	Count	--	16	16
		%	--	2.7	1.3
	Overall	Count	133	155	288
		%	22.2	25.8	24
Others	Urban	Count	--	--	--
		%	--	--	--
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	--	--	--
		%	--	--	--
None	Urban	Count	28	177	205
		%	4.7	29.5	17.1
	Rural	Count	--	80	80
		%	--	13.3	6.7
	Overall	Count	28	257	285
		%	4.7	42.8	23.8

Qus.42. Please specify the reason for your dissatisfaction with the redressal of the complaint by the Nodal Officer

	Type		Airtel	BSNL	Overall
Difficult to connect to the Nodal office	Urban	Count	1	--	1
		%	2.3	--	2.3
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	1	--	1
		%	1.9	--	1.9
Nodal officer not polite/courteous	Urban	Count	--	--	--
		%	--	--	--
	Rural	Count	--	4	4
		%	--	50	50
	Overall	Count	--	4	4
		%	--	7.7	7.7
Time taken by Nodal Officer for redressal of complaint is too long	Urban	Count	4	--	4
		%	9.1	--	9.1
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	4	--	4
		%	7.7	--	7.7
Unable to understand the problem	Urban	Count	2	8	10
		%	4.5	18.2	22.7
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	2	8	10
		%	3.8	15.4	19.2

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

A. Service Provision

A.1. (Q 2) 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?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	335	342	288	265	182	311	112	81	431	2347
		%	58.90	59.20	52.80	56.30	38.00	63.10	24.50	16.10	73.20	50.10
	Rural	Count	20	12	16	36	30	36	42	10	10	212
		%	64.50	54.50	27.60	27.70	24.80	33.30	29.60	10.30	100	29.50
	Overall	Count	355	354	304	301	212	347	154	91	441	2559
		%	59.20	59.00	50.40	50.10	35.30	57.70	25.70	15.10	73.60	47.40
No	Urban	Count	234	236	257	206	297	182	345	423	158	2338
		%	41.10	40.80	47.20	43.70	62.00	36.90	75.50	83.90	26.80	49.90
	Rural	Count	11	10	42	94	91	72	100	87	0	507
		%	35.50	45.50	72.40	72.30	75.20	66.70	70.40	89.70	0.00	70.50
	Overall	Count	245	246	299	300	388	254	445	510	158	2845
		%	40.80	41.00	49.60	49.90	64.70	42.30	74.30	84.90	26.40	52.60

B. Billing Process - Prepaid Customers

B.2. (Q 4b) Please specify the reason(s) for your dissatisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Charges not as per tariff plan subscribed	Urban	Count	13	--	3	16	11	10	10	--	20	83
		%	3.6	--	0.8	4.4	3.1	2.8	2.8	--	5.6	23.1
	Rural	Count	--	--	1	6	5	3	--	--	--	15
		%	--	--	1.3	7.9	6.6	3.9	--	--	--	19.7
	Overall	Count	13	--	4	22	16	13	10	--	20	98
%		3	--	0.9	5	3.7	3	2.3	--	4.6	22.5	
Tariff plan changed without information	Urban	Count	4	3	4	16	14	15	20	--	--	76
		%	1.1	0.8	1.1	4.4	3.9	4.2	5.6	--	--	21.1
	Rural	Count	--	--	1	--	3	2	--	--	10	16
		%	--	--	1.3	--	3.9	2.6	--	--	13.2	21.1
	Overall	Count	4	3	5	16	17	17	20	--	10	92
%		0.9	0.7	1.1	3.7	3.9	3.9	4.6	--	2.3	21.1	
Charged for value added services not requested	Urban	Count	--	--	6	4	--	4	30	30	--	74
		%	--	--	1.7	1.1	--	1.1	8.3	8.3	--	20.6
	Rural	Count	--	--	7	--	--	3	--	--	--	10
		%	--	--	9.2	--	--	3.9	--	--	--	13.2
	Overall	Count	--	--	13	4	--	7	30	30	--	84
%		--	--	3	0.9	--	1.6	6.9	6.9	--	19.3	

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Charged for call/services not made	Urban	Count	2	6	2	15	16	4	40	--	18	103
		%	0.6	1.7	0.6	4.2	4.4	1.1	11.1	--	5	28.6
	Rural	Count	--	--	2	8	6	2	--	--	--	18
		%	--	--	2.6	10.5	7.9	2.6	--	--	--	23.7
	Overall	Count	2	6	4	23	22	6	40	--	18	121
		%	0.5	1.4	0.9	5.3	5	1.4	9.2	--	4.1	27.8
Others	Urban	Count	4	2	5	17	11	6	20	3	10	78
		%	1.1	0.6	1.4	4.7	3.1	1.7	5.6	0.8	2.8	21.7
	Rural	Count	--	--	5	6	1	--	10	--	--	22
		%	--	--	6.6	7.9	1.3	--	13.2	--	--	28.9
	Overall	Count	4	2	10	23	12	6	30	3	10	100
		%	0.9	0.5	2.3	5.3	2.8	1.4	6.9	0.7	2.3	22.9

B.2. (Q 5a) Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	167	101	158	183	147	137	91	82	248	1314
		%	41.00	18.00	30.40	42.30	32.70	29.30	19.90	16.30	42.10	30.00
	Rural	Count	8	2	22	48	28	30	10	9	0	157
		%	38.10	9.10	40.70	38.10	23.10	28.80	7.00	9.40	0.00	22.60
	Overall	Count	175	103	180	231	175	167	101	91	248	1471
		%	40.90	17.70	31.40	41.30	30.70	29.20	16.90	15.20	41.40	28.90
No	Urban	Count	240	460	361	250	302	330	366	422	341	3072
		%	59.00	82.00	69.60	57.70	67.30	70.70	80.10	83.70	57.90	70.00
	Rural	Count	13	20	32	78	93	74	132	87	10	539
		%	61.90	90.90	59.30	61.90	76.90	71.20	93.00	90.60	100.00	77.40
	Overall	Count	253	480	393	328	395	404	498	509	351	3611
		%	59.10	82.30	68.60	58.70	69.30	70.80	83.10	84.80	58.60	71.10

B.3. (Q 5d) Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer.

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Lack of complete information about the offer	Urban	Count	4	2	2	3	1	2	--	--	9	23
		%	2.2	1.1	1.1	1.7	0.6	1.1	--	--	5	12.7
	Rural	Count	--	--	1	2	--	--	--	--	--	3
		%	--	--	1.7	3.3	--	--	--	--	--	5
	Overall	Count	4	2	3	5	1	2	--	--	9	26
%		1.7	0.8	1.2	2.1	0.4	0.8	--	--	3.7	10.8	
Charges/Services not as per the offer	Urban	Count	--	--	--	2	2	--	--	--	--	4
		%	--	--	--	1.1	1.1	--	--	--	--	2.2
	Rural	Count	--	--	--	4	--	--	--	--	--	4
		%	--	--	--	6.7	--	--	--	--	--	6.7
	Overall	Count	--	--	--	6	2	--	--	--	--	8
%		--	--	--	2.5	0.8	--	--	--	--	3.3	
Delay in activation of recharge	Urban	Count	6	--	1	2	--	--	20	--	--	29
		%	3.3	--	0.6	1.1	--	--	11	--	--	16
	Rural	Count	--	--	1	4	--	--	--	--	--	5
		%	--	--	1.7	6.7	--	--	--	--	--	8.3
	Overall	Count	6	--	2	6	--	--	20	--	--	34
%		2.5	--	0.8	2.5	--	--	8.3	--	--	14.1	

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Non availability of all denomination recharge coupons	Urban	Count	--	4	--	--	--	6	50	7	--	67
		%	--	2.2	--	--	--	3.3	27.6	3.9	--	37
	Rural	Count	--	--	1	4	1	--	20	11	--	37
		%	--	--	1.7	6.7	1.7	--	33.3	18.3	--	61.7
	Overall	Count	--	4	1	4	1	6	70	18	--	104
		%	--	1.7	0.4	1.7	0.4	2.5	29	7.5	--	43.2
Others	Urban	Count	8	1	5	8	4	6	21	7	9	69
		%	4.4	0.6	2.8	4.4	2.2	3.3	11.6	3.9	5	38.1
	Rural	Count	--	--	--	6	--	--	20	--	--	26
		%	--	--	--	10	--	--	33.3	--	--	43.3
	Overall	Count	8	1	5	14	4	6	41	7	9	95
		%	3.3	0.4	2.1	5.8	1.7	2.5	17	2.9	3.7	39.4

B.4. (Q 5e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	400	549	493	303	430	459	275	468	589	3966
		%	98.30	97.90	95.00	70.00	95.80	98.30	60.20	92.90	100	90.40
	Rural	Count	21	22	44	74	110	97	51	96	10	525
		%	100	100	81.50	58.70	90.90	93.30	35.90	100	100	75.40
	Overall	Count	421	571	537	377	540	556	326	564	599	4491
%		98.40	97.90	93.70	67.40	94.70	97.40	54.40	94.00	100.00	88.40	
No	Urban	Count	7	12	26	130	19	8	182	36	0	420
		%	1.70	2.10	5.00	30.00	4.20	1.70	39.80	7.10	0.00	9.60
	Rural	Count	0	0	10	52	11	7	91	0	0	171
		%	0.00	0.00	18.50	41.30	9.10	6.70	64.10	0.00	0.00	24.60
	Overall	Count	7	12	36	182	30	15	273	36	0	591
		%	1.60	2.10	6.30	32.60	5.30	2.60	45.60	6.00	0.00	11.60

C. Billing Process - Postpaid Customers

C.1. (Q 7b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability. (Multiple Code)

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Difficult to understand the language	Urban	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	14.3	--	--	--	--	--	--	14.3
	Rural	Count	--	--		--	--	--	--	--	--	
		%	--	--		--	--	--	--	--	--	
	Overall	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	14.3	--	--	--	--	--	--	14.3
Calculations not clear	Urban	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	14.3	--	--	--	--	--	--	14.3
	Rural	Count	--	--		--	--	--	--	--	--	
		%	--	--		--	--	--	--	--	--	
	Overall	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	14.3	--	--	--	--	--	--	14.3
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	2		2	1	2	2	--	--	--	9
		%	14.3		14.3	7.1	14.3	14.3	--	--	--	64.3
	Rural	Count	--	--	--	--	--	--	--	--	--	
		%	--	--	--	--	--	--	--	--	--	
	Overall	Count	2		2	1	2	2	--	--	--	9
		%	14.3	--	14.3	7.1	14.3	14.3	--	--	--	64.3
Others	Urban	Count	1	--	--	2	--	--	--	--	--	3
		%	7.1	--	--	14.3	--	--	--	--	--	21.4
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	1	--	--	2	--	--	--	--	--	3
		%	7.1	--	--	14.3	--	--	--	--	--	21.4

C.1. (Q 8b) Please specify the reason(s) for your dissatisfaction with the accuracy & completeness of the bills

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Charges not as per tariff plan subscribed r	Urban	Count	4	--	2	1	--	--	--	--	--	7
		%	15.4	--	7.7	3.8	--	--	--	--	--	26.9
	Rural	Count	--	--	--	2	--	--	--	--	--	2
		%	--	--	--	66.7	--	--	--	--	--	66.7
	Overall	Count	4	--	2	3	--	--	--	--	--	9
		%	13.8	--	6.9	10.3	--	--	--	--	--	31
Tariff Plan changed without information	Urban	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	7.7	--	--	--	--	--	--	7.7
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	6.9	--	--	--	--	--	--	6.9
Charged for value added services not subscribed	Urban	Count	--	--	--	1	--	--	--	--	--	3
		%	--	--	--	3.8	--	--	--	--	--	11.5
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	1	--	--	--	--	--	3
		%	--	--	--	3.4	--	--	--	--	--	10.3

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Charged for calls/services not made/used	Urban	Count	6	--	2	3.8	11.5	7.7	--	--	--	53.8
		%	23.1	--	7.7	1	--	--	--	--	--	1
	Rural	Count	--	--	--	33.3	--	--	--	--	--	33.3
		%	--	--	--	2	3	2	--	--	--	15
	Overall	Count	6	--	2	6.9	10.3	6.9	--	--	--	51.7
		%	20.7	--	6.9	1	2	--	--	--	--	4
Calculations are not clear	Urban	Count	1	--	2	3.8	7.7	--	--	--	--	15.4
		%	3.8	--	7.7	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	1	2	--	--	--	--	4
	Overall	Count	1	--	2	3.4	6.9	--	--	--	--	13.8
		%	3.4	--	6.9	3.8	11.5	7.7	--	--	--	53.8

(Q 9a) Have you made any billing related complaints in the last 6 months?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	29	2	6	14	6	3	--	--	--	60
		%	94	100	100	88	100	100	--	--	--	20
	Rural	Count	2	--	--	2	--	--	--	--	--	4
		%	7	--	--	13	--	--	--	--	--	17
	Overall	Count	31	2	6	16	6	3	--	--	--	64
		%	100	100	100	100	100	100	--	--	--	20
No	Urban	Count	133	15	20	24	24	23	--	--	--	239
		%	94	100	83	92	100	85	--	--	--	80
	Rural	Count	8	--	4	2	--	4	--	1	--	19
		%	6	--	17	8	--	15	--	100	--	83
	Overall	Count	141	15	24	26	24	27	--	1	--	258
		%	100	100	100	100	100	100	--	100	--	80

Q 10 In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	376	272	343	337	275	309	213	183	450	2758
		%	66.1	47.1	62.9	71.5	57.4	62.7	46.6	36.3	76.4	58.9
	Rural	Count	193	306	202	134	204	184	244	321	139	1927
		%	33.9	52.9	37.1	28.5	42.6	37.3	53.4	63.7	23.6	41.1
	Overall	Count	388.0	277	380	431	327	364	254	225	450	3096
		%	64.7	46.2	63.0	71.7	54.5	60.6	42.4	37.4	75.1	57.3
No	Urban	Count	12	5	37	94	52	55	41	42	0	338
		%	38.7	22.7	63.8	72.3	43.0	50.9	28.9	43.3	0.0	47.0
	Rural	Count	19	17	21	36	69	53	101	55	10	381
		%	61.3	77.3	36.2	27.7	57.0	49.1	71.1	56.7	100.0	53.0
	Overall	Count	212	323	223	170	273	237	345	376	149	2308
		%	35.3	53.8	37.0	28.3	45.5	39.4	57.6	62.6	24.9	42.7

C.2. (Q 18) How often does your call drops during conversation?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Very Frequently	Urban	Count	3	6	1	6	3	4	30	3	--	56
		%	0.50	1.00	0.20	1.30	0.60	0.80	6.60	0.60	--	1.20
	Rural	Count	--	--	1	4	4	--	--	--	--	9
		%	--	--	1.70	3.10	3.30	--	--	--	--	1.30
	Overall	Count	3	6	2	10	7	4	30	3	--	65
%		0.50	1.00	0.30	1.70	1.20	0.70	5.00	0.50	--	1.20	
Frequently	Urban	Count	38	109	36	72	78	24	30	27	139	553
		%	6.70	18.90	6.60	15.30	16.30	4.90	6.60	5.40	23.60	11.80
	Rural	Count	4	5	7	12	17	11	21	7	--	84
		%	12.90	22.70	12.10	9.20	14.00	10.20	14.80	7.20	--	11.70
	Overall	Count	42	114	43	84	95	35	51	34	139	637
%		7.00	19.00	7.10	14.00	15.80	5.80	8.50	5.70	23.20	11.80	
Occasionally	Urban	Count	228	358	291	269	201	262	136	282	330	2357
		%	40.10	61.90	53.40	57.10	42.00	53.10	29.80	56.00	56.00	50.30
	Rural	Count	11	14	17	55	31	16	70	56	10	280
		%	35.50	63.60	29.30	42.30	25.60	14.80	49.30	57.70	100.00	38.90
	Overall	Count	239	372	308	324	232	278	206	338	340	2637
%		39.80	62.00	51.10	53.90	38.70	46.30	34.40	56.20	56.80	48.80	
Never	Urban	Count	300	105	217	124	197	203	261	192	120	1719
		%	52.70	18.20	39.80	26.30	41.10	41.20	57.10	38.10	20.40	36.70
	Rural	Count	16	3	33	59	69	81	51	34	0	346
		%	51.60	13.60	56.90	45.40	57.00	75.00	35.90	35.10	0.00	48.10
	Overall	Count	316	108	250	183	266	284	312	226	120	2065
%		52.70	18.00	41.50	30.40	44.30	47.30	52.10	37.60	20.00	38.20	

C.2. (Q 20) How often do you face signal problems?

	Type		% Customers									
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Very Frequently	Urban	Count	3	10	3	21	3	4	20	3	0	67
		%	0.50	1.70	0.60	4.50	0.60	0.80	4.40	0.60	0.00	1.40
	Rural	Count	0	0	0	2	2	0	0	0	0	4
		%	0.00	0.00	0.00	1.50	1.70	0.00	0.00	0.00	0.00	0.60
	Overall	Count	3	10	3	23	5	4	20	3	0	71
%		0.50	1.70	0.50	3.80	0.80	0.70	3.30	0.50	0.00	1.30	
Frequently	Urban	Count	47	106	43	60	40	28	21	26	129	500
		%	8.30	18.30	7.90	12.70	8.40	5.70	4.60	5.20	21.90	10.70
	Rural	Count	2	7	11	16	15	10	31	7	0	99
		%	6.50	31.80	19.00	12.30	12.40	9.30	21.80	7.20	0.00	13.80
	Overall	Count	49	113	54	76	55	38	52	33	129	599
%		8.20	18.80	9.00	12.60	9.20	6.30	8.70	5.50	21.50	11.10	
Occasionally	Urban	Count	301	405	340	311	266	281	176	380	431	2891
		%	52.90	70.10	62.40	66.00	55.50	57.00	38.50	75.40	73.20	61.70
	Rural	Count	13	13	12	57	43	19	50	62	10	279
		%	41.90	59.10	20.70	43.80	35.50	17.60	35.20	63.90	100.00	38.80
	Overall	Count	314	418	352	368	309	300	226	442	441	3170
%		52.30	69.70	58.40	61.20	51.50	49.90	37.70	73.50	73.60	58.70	
Never	Urban	Count	218	57	159	79	170	180	240	95	29	1227
		%	38.30	9.90	29.20	16.80	35.50	36.50	52.50	18.80	4.90	26.20
	Rural	Count	16	2	35	55	61	79	61	28	0	337
		%	51.60	9.10	60.30	42.30	50.40	73.10	43.00	28.90	0.00	46.90
	Overall	Count	234	59	194	134	231	259	301	123	29	1564
%		39.00	9.80	32.20	22.30	38.50	43.10	50.30	20.50	4.80	28.90	

G.1. (Q 23) Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

	Type		% Customers									
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	174	71	101	49	133	76	30	67	75	776
		%	30.6	12.3	18.50	10.40	27.80	15.40	6.60	13.30	12.70	16.60
	Rural	Count	7	3	15	20	18	19	10	14	10	116
		%	22.60	13.60	25.90	15.40	14.90	17.60	7.00	14.40	100	16.10
	Overall	Count	181	74	116	69	151	95	40	81	85	892
		%	30.20	12.30	19.20	11.50	25.20	15.80	6.70	13.50	14.20	16.50
No	Urban	Count	395	507	444	422	346	417	427	437	514	3909
		%	69.40	87.70	81.50	89.60	72.20	84.60	93.40	86.70	87.30	83.40
	Rural	Count	24	19	43	110	103	89	132	83	0	603
		%	77.40	86.40	74.10	84.60	85.10	82.40	93.00	85.60	0.00	83.90
	Overall	Count	419	526	487	532	449	506	559	520	514	4512
		%	69.80	87.70	80.80	88.50	74.80	84.20	93.30	86.50	85.80	83.50

C.3. (Q 25b) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Not informed of charges	Urban	Count	1	2	2	3	1	5	--	--	--	14
		%	0.8	1.7	1.7	2.5	0.8	4.1	--	--	--	11.6
	Rural	Count	--	--	--	2	1	--	--	--	--	3
		%	--	--	--	25	12.5	--	--	--	--	37.5
	Overall	Count	1	2	2	5	2	5	--	--	--	17
		%	0.8	1.6	1.6	3.9	1.6	3.9	--	--	--	13.2
Activated without consent	Urban	Count	1	2	2	--	--	2	--	--	--	7
		%	0.8	1.7	1.7	--	--	1.7	--	--	--	5.8
	Rural	Count	--	--	2	--	--	--	--	--	--	2
		%	--	--	25	--	--	--	--	--	--	25
	Overall	Count	1	2	4	--	--	2	--	--	--	9
		%	0.8	1.6	3.1	--	--	1.6	--	--	--	7
Not informed about toll free number for unsubscribing	Urban	Count	17	7	1	--	13	2	--	12	--	52
		%	14	5.8	0.8	--	10.7	1.7	--	9.9	--	43
	Rural	Count	--	--	--	--	1	--	--	--	--	1
		%	--	--	--	--	12.5	--	--	--	--	12.5
	Overall	Count	17	7	1	--	14	2	--	12	--	53
		%	13.2	5.4	0.8	--	10.9	1.6	--	9.3	--	41.1
Others	Urban	Count	7	3	10	2	5	6	10	--	10	53
		%	5.8	2.5	8.3	1.7	4.1	5	8.3	--	8.3	43.8
	Rural	Count	--	--	--	2	--	--	--	--	--	2
		%	--	--	--	25	--	--	--	--	--	25
	Overall	Count	7	3	10	4	5	6	10	--	10	55
		%	5.4	2.3	7.8	3.1	3.9	4.7	7.8	--	7.8	42.6

C.4. (Q 26) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	205	126	165	196	150	152	132	128	266	1520
		%	36.00	21.80	30.30	41.60	31.30	30.80	28.90	25.40	45.20	32.40
	Rural	Count	364	452	380	275	329	341	325	376	323	3165
		%	64.00	78.20	69.70	58.40	68.70	69.20	71.10	74.60	54.80	67.60
	Overall	Count	212	130	189	269	180	195	132	152	266	1725
		%	35.30	21.70	31.30	44.80	30.00	32.40	22.00	25.30	44.40	31.90
No	Urban	Count	7	4	24	73	30	43	0	24	0	205
		%	22.60	18.20	41.40	56.20	24.80	39.80	0.00	24.70	0.00	28.50
	Rural	Count	24	18	34	57	91	65	142	73	10	514
		%	77.40	81.80	58.60	43.80	75.20	60.20	100	75.30	100	71.50
	Overall	Count	388	470	414	332	420	406	467	449	333	3679
		%	64.70	78.30	68.70	55.20	70.00	67.60	78.00	74.70	55.60	68.10

C.4. (Q 27) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	184	113	149	176	141	137	101	93	257	1351
		%	89.80	89.70	90.30	89.80	94.00	90.10	76.50	72.70	96.60	88.90
	Rural	Count	6	2	23	69	27	36	--	24	--	187
		%	85.70	50.00	95.80	94.50	90.00	83.70	--	100	--	91.20
	Overall	Count	190	115	172	245	168	173	101	117	257	1538
		%	89.60	88.50	91.00	91.10	93.30	88.70	76.50	77.00	96.60	89.20
No	Urban	Count	21	13	16	20	9	15	31	35	9	169
		%	10.20	10.30	9.70	10.20	6.00	9.90	23.50	27.30	3.40	11.10
	Rural	Count	1	2	1	4	3	7		0		18
		%	14.30	50.00	4.20	5.50	10.00	16.30		0.00		8.80
	Overall	Count	22	15	17	24	12	22	31	35	9	187
		%	10.40	11.50	9.00	8.90	6.70	11.30	23.50	23.00	3.40	10.80

(Q 28 a) What difficulties have you faced while deactivating of such services and refund of charges levied?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
None	Urban	Count	80	22	89	79	55	59	61	22	20	487
		%	5.9	1.6	6.6	5.8	4.1	4.4	4.5	1.6	1.5	36
	Rural	Count	2	--	10	35	16	32	--	17	--	112
		%	1.1	--	5.3	18.7	8.6	17.1	--	9.1	--	59.9
	Overall	Count	82	22	99	114	71	91	61	39	20	599
%		5.3	1.4	6.4	7.4	4.6	5.9	4	2.5	1.3	38.9	
Delay in deactivation resulting in repeat complaints	Urban	Count	102	89	58	74	82	72	30	38	237	782
		%	7.5	6.6	4.3	5.5	6.1	5.3	2.2	2.8	17.5	57.9
	Rural	Count	4	2	7	25	9	3	--	3	--	53
		%	2.1	1.1	3.7	13.4	4.8	1.6	--	1.6	--	28.3
	Overall	Count	106	91	65	99	91	75	30	41	237	835
		%	6.9	5.9	4.2	6.4	5.9	4.9	2	2.7	15.4	54.3
Customer care refused to register the complaint	Urban	Count	--	--	5	11	1	4	10	27	--	58
		%	--	--	0.4	0.8	0.1	0.3	0.7	2	--	4.3
	Rural	Count	--	--	3	4		1	--	--	--	8
		%	--	--	1.6	2.1		0.5	--	--	--	4.3
	Overall	Count	--	--	8	15	1	5	10	27	--	66
%		--	--	0.5	1	0.1	0.3	0.7	1.8	--	4.3	
Not aware of whom to contact	Urban	Count	--	--	--	--	--	2	--	3	--	5
		%	--	--	--	--	--	0.1	--	0.2	--	0.4
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	2	--	3	--	5
		%	--	--	--	--	--	0.1	--	0.2	--	0.3

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Others	Urban	Count	129	85	79	57	65	85	--	15	211	726
		%	9.5	6.3	5.8	4.2	4.8	6.3	--	1.1	15.6	53.7
	Rural	Count	4	--	3	5	9	6	--	7	--	34
		%	2.1	--	1.6	2.7	4.8	3.2	--	3.7	--	18.2
	Overall	Count	133	85	82	62	74	91	--	22	211	760
		%	8.6	5.5	5.3	4	4.8	5.9	--	1.4	13.7	49.4

.3. (Q 28 b) What difficulties have you faced while deactivating of such services and refund of charges levied?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Very Dissatisfied	Urban	Count	9	5	13	15	16	17		7	20	102
		%	4.90	4.40	8.70	8.50	11.30	12.40		7.50	7.80	7.50
	Rural	Count	1	0	5	10	2	3		0		21
		%	16.70	0.00	21.70	14.50	7.40	8.30		0.00		11.20
	Overall	Count	10	5	18	25	18	20		7	20	123
%		5.30	4.30	10.50	10.20	10.70	11.60		6.00	7.80	8.00	
Dissatisfied	Urban	Count	137	94	88	97	78	95	20	45	219	873
		%	74.50	83.20	59.10	55.10	55.30	69.30	19.80	48.40	85.20	64.60
	Rural	Count	5	2	8	32	16	19		13		95
		%	83.30	100.00	34.80	46.40	59.30	52.80		54.20		50.80
	Overall	Count	142	96	96	129	94	114	20	58	219	968
%		74.70	83.50	55.80	52.70	56.00	65.90	19.80	49.60	85.20	62.90	
Satisfied	Urban	Count	38	14	41	56	46	24	81	35	18	353
		%	20.70	12.40	27.50	31.80	32.60	17.50	80.20	37.60	7.00	26.10
	Rural	Count	0	0	10	21	6	11		8		56
		%	0.00	0.00	43.50	30.40	22.20	30.60		33.30		29.90
	Overall	Count	38	14	51	77	52	35	81	43	18	409
%		20.00	12.20	29.70	31.40	31.00	20.20	80.20	36.80	7.00	26.60	
Very Satisfied	Urban	Count			7	8	1	1		6		23
		%			4.70	4.50	0.70	0.70		6.50		1.70
	Rural	Count			0	6	3	3		3		15
		%			0.00	8.70	11.10	8.30		12.50		8.00
	Overall	Count			7	14	4	4		9		38
%				4.10	5.70	2.40	2.30		7.70		2.50	

(Q 29 b) Please specify the reason(s) for your dissatisfaction with the overall quality of your mobile service?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon
No reason given	Urban	Count	23	34	18	25	14	20	--	15	100
		%	42.60	47.90	40.00	32.90	31.80	40.80	--	50.00	59.50
	Rural	Count	0	6	2	2	3	0	--	0	
		%	0.00	100	66.70	12.50	37.50	0.00	--	0.00	
	Overall	Count	23	40	20	27	17	20	--	15	100
		%	41.10	51.90	41.70	29.30	32.70	35.70	--	39.50	59.50
Automatic balance Deduction	Urban	Count	2	4	7	8	11	2	0	--	--
		%	3.70	5.60	15.60	10.50	25.00	4.10	0.00	--	--
	Rural	Count	0	0	1	2	0	1	10	--	--
		%	0.00	0.00	33.30	12.50	0.00	14.30	50.00	--	--
	Overall	Count	2	4	8	10	11	3	10	--	--
		%	3.60	5.20	16.70	10.90	21.20	5.40	16.70	--	--
Unauthorized activation of VAS	Urban	Count	--	4	--	2	3	1	10	4	--
		%	--	5.60	--	2.60	6.80	2.00	25.00	13.30	--
	Rural	Count	--	0	--	0	0	0	0	0	--
		%	--	0.00	--	0.00	0.00	0.00	0.00	0.00	--
	Overall	Count	--	4	--	2	3	1	10	4	--
%	--	5.20	--	2.20	5.80	1.80	16.70	10.50	--		
Poor customer Care	Urban	Count	5	2	2	3	2	3	--	--	19
		%	9.30	2.80	4.40	3.90	4.50	6.10	--	--	11.30
	Rural	Count	0	0	0	0	1	2	--	--	--
		%	0.00	0.00	0.00	0.00	12.50	28.60	--	--	--
	Overall	Count	5	2	2	3	3	5	--	--	19
		%	8.90	2.60	4.20	3.30	5.80	8.90	--	--	11.30

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Poor Network	Urban	Count	7	23	12	25	5	13	10	11	29	7
		%	13.00	32.40	26.70	32.90	11.40	26.50	25.00	36.70	17.30	13.00
	Rural	Count	0	0	0	8	1	4	10	8	--	0
		%	0.00	0.00	0.00	50.00	12.50	57.10	50.00	100	--	0.00
	Overall	Count	7	23	12	33	6	17	20	19	29	7
		%	12.50	29.90	25.00	35.90	11.50	30.40	33.30	50.00	17.30	12.50
Others	Urban	Count	16	4	6	10	8	8	--	--	--	16
		%	29.60	5.60	13.30	13.20	18.20	16.30	--	--	--	29.60
	Rural	Count	0	0	0	4	2	0	--	--	--	0
		%	0.00	0.00	0.00	25.00	25.00	0.00	--	--	--	0.00
	Overall	Count	16	4	6	14	10	8	--	--	--	16
		%	28.60	5.20	12.50	15.20	19.20	14.30	--	--	--	28.60

3. (Q 30) What kind of other services are you also taking from this service provider?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Broadband	Urban	Count	39	36	51	28	44	54	60	65	29	406
		%	6.5	6	8.5	4.7	7.3	9	10	10.8	4.8	7.5
	Rural	Count	5	4	5	2	17	18	10	9	10	80
		%	0.8	0.7	0.8	0.3	2.8	3	1.7	1.5	1.7	1.5
	Overall	Count	44	40	56	30	61	72	70	74	39	486
		%	7.3	6.7	9.3	5	10.2	12	11.7	12.3	6.5	9
Wireline	Urban	Count	12	88	7	11	4	4	40	25	9	200
		%	2	14.7	1.2	1.8	0.7	0.7	6.7	4.2	1.5	3.7
	Rural	Count	4	1	10	10		3		4		32
		%	0.7	0.2	1.7	1.7		0.5		0.7		0.6
	Overall	Count	16	89	17	21	4	7	40	29	9	232
		%	2.7	14.8	2.8	3.5	0.7	1.2	6.7	4.8	1.5	4.3
Others	Urban	Count										
		%										
	Rural	Count										
		%										
Overall	Count											
	%											
None	Urban	Count	518	473	487	434	431	435	377	414	569	4138
		%	86.3	78.8	80.8	72.2	71.8	72.4	62.9	68.9	95	76.6
	Rural	Count	22	17	43	118	104	87	132	84		607
		%	3.7	2.8	7.1	19.6	17.3	14.5	22	14		11.2
	Overall	Count	540	490	530	552	535	522	509	498	569	4745
		%	90	81.7	87.9	91.8	89.2	86.9	85	82.9	95	87.8

C.4. (Q 42b)Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	2	--	4	9	--	3	--	--	--	18
		%	100	--	100	69.20	--	100.	--	--	--	75.00
	Rural	Count	--	--	1	--	--	--	--	--	--	1
		%	--	--	100	--	--	--	--	--	--	100.00
	Overall	Count	2	--	5	--	--	--	--	--	--	19
		%	100	--	100	--	--	--	--	--	--	76.00
No	Urban	Count	--	--	--	4	2	--	--	--	--	6
		%	--	--	--	30.80	100.	--	--	--	--	25.00
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	4	2	--	--	--	--	6
		%	--	--	--	30.80	100.00	--	--	--	--	24.00

Q31 The following table shows the percentage of customers who aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS.

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	248	186	236	248	161	190	142	203	319	1933
		%	43.60	32.20	43.30	52.70	33.60	38.50	31.10	40.30	54.20	41.30
	Rural	Count	8	6	10	67	20	10	21	30	0	172
		%	25.80	27.30	17.20	51.50	16.50	9.30	14.80	30.90	0.00	23.90
	Overall	Count	256	192	246	315	181	200	163	233	319	2105
		%	42.70	32.00	40.80	52.40	30.20	33.30	27.20	38.80	53.30	39.00
No	Urban	Count	321	392	309	223	318	303	315	301	270	2752
		%	56.40	67.80	56.70	47.30	66.40	61.50	68.90	59.70	45.80	58.70
	Rural	Count	23	16	48	63	101	98	121	67	10	547
		%	74.20	72.70	82.80	48.50	83.50	90.70	85.20	69.10	100.00	76.10
	Overall	Count	344	408	357	286	419	401	436	368	280	3299
		%	57.30	68.00	59.20	47.60	69.80	66.70	72.80	61.20	46.70	61.00

Q32 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	110	52	118	112	63	80	60	43	137	775
		%	44.40	28.00	50.00	45.20	39.10	42.10	42.30	21.20	42.90	40.10
	Rural	Count	7	2	4	56	9	4	0	11		93
		%	87.50	33.30	40.00	83.60	45.00	40.00	0.00	36.70		54.10
	Overall	Count	117	54	122	168	72	84	60	54	137	868
		%	45.70	28.10	49.60	53.30	39.80	42.00	36.80	23.20	42.90	41.20
No	Urban	Count	138	134	118	136	98	110	82	160	182	1158
		%	55.60	72.00	50.00	54.80	60.90	57.90	57.70	78.80	57.10	59.90
	Rural	Count	1	4	6	11	11	6	21	19		79
		%	12.50	66.70	60.00	16.40	55.00	60.00	100	63.30		45.90
	Overall	Count	139	138	124	147	109	116	103	179	182	1237
		%	54.30	71.90	50.40	46.70	60.20	58.00	63.20	76.80	57.10	58.80

Q33A The following table shows the percentage of customers who significant reduction in number of unwanted tele marketing calls/SMS received even after registering

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
No change	Urban	Count	12	9	12	7	9	11	0	0	45	105
		%	10.90	17.30	10.20	6.30	14.30	13.80	0.00	0.00	32.80	13.50
	Rural	Count	0	0	0	0	1	0		0		1
		%	0.00	0.00	0.00	0.00	11.10	0.00		0.00		1.10
	Overall	Count	12	9	12	7	10	11	0	0	45	106
		%	10.30	16.70	9.80	4.20	13.90	13.10	0.00	0.00	32.80	12.20
Slight decrease	Urban	Count	10	5	10	19	1	5	0	3	9	62
		%	9.10	9.60	8.50	17.00	1.60	6.30	0.00	7.00	6.60	8.00
	Rural	Count	0	2	0	4	1	0		0		7
		%	0.00	100	0.00	7.10	11.10	0.00		0.00		7.50
	Overall	Count	10	7	10	23	2	5	0	3	9	69
		%	8.50	13.00	8.20	13.70	2.80	6.00	0.00	5.60	6.60	7.90
Considerable decrease	Urban	Count	7	0	2	3	6	10	0	0	10	38
		%	6.40	0.00	1.70	2.70	9.50	12.50	0.00	0.00	7.30	4.90
	Rural	Count	0	0	1	6	1	0		0		8
		%	0.00	0.00	25.00	10.70	11.10	0.00		0.00		8.60
	Overall	Count	7	0	3	9	7	10	0	0	10	46
		%	6.00	0.00	2.50	5.40	9.70	11.90	0.00	0.00	7.30	5.30
Stopped receiving	Urban	Count	81	38	94	83	47	54	60	40	73	570
		%	73.60	73.10	79.70	74.10	74.60	67.50	100.00	93.00	53.30	73.50
	Rural	Count	7	0	3	46	6	4		11		77
		%	100.00	0.00	75.00	82.10	66.70	100.00		100.00		82.80
	Overall	Count	88	38	97	129	53	58	60	51	73	647
		%	75.20	70.40	79.50	76.80	73.60	69.00	100.00	94.40	53.30	74.50

Q33b The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number.

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	19	10	8	8	4	8	0	--	45	102
		%	61.30	71.40	33.30	27.60	25.00	30.80	0.00	--	70.30	49.30
	Rural	Count		0	0	0	1			--		1
		%		0.00	0.00	0.00	33.30			--		6.30
	Overall	Count	19	10	8	8	5	8	0	--	45	103
		%	61.30	62.50	32.00	20.50	26.30	30.80	0.00	--	70.30	46.20
No	Urban	Count	12	4	16	21	12	18	3	--	19	105
		%	38.70	28.60	66.70	72.40	75.00	69.20	100	--	29.70	50.70
	Rural	Count		2	1	10	2			--		15
		%		100.00	100.00	100.00	66.70			--		93.80
	Overall	Count	12	6	17	31	14	18	3	--	19	120
		%	38.70	37.50	68.00	79.50	73.70	69.20	100	--	29.70	53.80

Q33c The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number and...

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	5	2	2	0	1	1	--	--	9	20
		%	26.30	20.00	25.00	0.00	25.00	12.50	--	--	20.00	19.60
	Rural	Count					1		--	--		1
		%					100		--	--		100.00
	Overall	Count	5	2	2	0	2	1	--	--	9	21
		%	26.30	20.00	25.00	0.00	40.00	12.50	--	--	20.00	20.40
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	12	5	6	2	1	7	--	--	0	33
		%	63.20	50.00	75.00	25.00	25.00	87.50	--	--	0.00	32.40
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	12	5	6	2	1	7	--	--	0	33
		%	63.20	50.00	75.00	25.00	20.00	87.50	--	--	0.00	32.00
Service Provider refused to register the complaint	Urban	Count	1	1	0	3	2	0	--	--	36	43
		%	5.30	10.00	0.00	37.50	50.00	0.00	--	--	80.00	42.20
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	1	1	0	3	2	0	--	--	36	43
		%	5.30	10.00	0.00	37.50	40.00	0.00	--	--	80.00	41.70
Difficult to lodge the complaint	Urban	Count	1	2	0	3	0	0	--	--	0	6
		%	5.30	20.00	0.00	37.50	0.00	0.00	--	--	0.00	5.90
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	1	2	0	3	0	0	--	--	0	6
		%	5.30	20.00	0.00	37.50	0.00	0.00	--	--	0.00	5.80

Q34a The following table shows the percentage of customers who aware of facility by which you can change your service provider without changing your mobile number

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	447	475	444	356	301	391	274	373	524	3585
		%	78.60	82.20	81.50	75.60	62.80	79.30	60.00	74.00	89.00	76.50
	Rural	Count	21	18	30	74	58	59	51	73	10	394
		%	67.70	81.80	51.70	56.90	47.90	54.60	35.90	75.30	100	54.80
	Overall	Count	468	493	474	430	359	450	325	446	534	3979
%		78.00	82.20	78.60	71.50	59.80	74.90	54.30	74.20	89.10	73.60	
No	Urban	Count	122	103	101	115	178	102	183	131	65	1100
		%	21.40	17.80	18.50	24.40	37.20	20.70	40.00	26.00	11.00	23.50
	Rural	Count	10	4	28	56	63	49	91	24	0	325
		%	32.30	18.20	48.30	43.10	52.10	45.40	64.10	24.70	0.00	45.20
	Overall	Count	132	107	129	171	241	151	274	155	65	1425
%		22.00	17.80	21.40	28.50	40.20	25.10	45.70	25.80	10.90	26.40	

Q34b The following table shows the percentage of customers who Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Yes	Urban	Count	25	13	66	26	26	58	30	13	19	276
		%	5.60	2.70	14.90	7.30	8.60	14.80	10.90	3.50	3.60	7.70
	Rural	Count	4	1	1	2	4	6	0	11	0	29
		%	19.00	5.60	3.30	2.70	6.90	10.20	0.00	15.10	0.00	7.40
	Overall	Count	29	14	67	28	30	64	30	24	19	305
		%	6.20	2.80	14.10	6.50	8.40	14.20	9.20	5.40	3.60	7.70
No	Urban	Count	422	462	378	330	275	333	244	360	505	3309
		%	94.40	97.30	85.10	92.70	91.40	85.20	89.10	96.50	96.40	92.30
	Rural	Count	17	17	29	72	54	53	51	62	10	365
		%	81.00	94.40	96.70	97.30	93.10	89.80	100	84.90	100.00	92.60
	Overall	Count	439	479	407	402	329	386	295	422	515	3674
		%	93.80	97.20	85.90	93.50	91.60	85.80	90.80	94.60	96.40	92.30

Q34d The following table shows the percentage of customers If they have utilized the service of MNP, you satisfied with its entire process

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Very dissatisfied	Urban	Count	0	0	0	2	2	0	0	3	0	7
		%	0.00	0.00	0.00	7.70	7.70	0.00	0.00	23.10	0.00	2.50
	Rural	Count	2	1	0	0	1	2		7		13
		%	50.00	100.00	0.00	0.00	25.00	33.30		63.60		44.80
	Overall	Count	0	0	0	2	2	0	0	3	0	7
		%	0.00	0.00	0.00	7.10	6.70	0.00	0.00	12.50	0.00	2.30
Dissatisfied	Urban	Count	11	9	9	10	11	18	0	0	0	68
		%	44.00	69.20	13.60	38.50	42.30	31.00	0.00	0.00	0.00	24.60
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	13	10	9	10	12	20	0	7	0	81
		%	44.80	71.40	13.40	35.70	40.00	31.30	0.00	29.20	0.00	26.60
Satisfied	Urban	Count	12	4	44	14	13	40	30	10	19	186
		%	48.00	30.80	66.70	53.80	50.00	69.00	100.00	76.90	100.00	67.40
	Rural	Count	2	0	1	2	3	3		4		15
		%	50.00	0.00	100.00	100.00	75.00	50.00		36.40		51.70
	Overall	Count	14	4	45	16	16	43	30	14	19	201
		%	48.30	28.60	67.20	57.10	53.30	67.20	100.00	58.30	100.00	65.90
Very satisfied	Urban	Count	2	0	13	0	0	0	0	0	0	15
		%	8.00	0.00	19.70	0.00	0.00	0.00	0.00	0.00	0.00	5.40
	Rural	Count	0	0	0	0	0	1		0		1
		%	0.00	0.00	0.00	0.00	0.00	16.70		0.00		3.40
	Overall	Count	2	0	13	0	0	1	0	0	0	16
		%	6.90	0.00	19.40	0.00	0.00	1.60	0.00	0.00	0.00	5.20

34 (C) When did you get 'Unique Porting Code' from your existing service provider

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Within 5 minutes	Urban	Count	12	4	49	8	8	35	20	13	9	158
		%	48.00	30.80	74.20	30.80	30.80	60.30	66.70	100	47.40	57.20
	Rural	Count	2	0	1	0	3	4		0		10
		%	50.00	0.00	100.00	0.00	75.00	66.70		0.00		34.50
	Overall	Count	14	4	50	8	11	39	20	13	9	168
		%	48.30	28.60	74.60	28.60	36.70	60.90	66.70	54.20	47.40	55.10
After 5 to 10 minutes	Urban	Count	6	4	12	8	8	17	10	0	0	65
		%	24.00	30.80	18.20	30.80	30.80	29.30	33.30	0.00	0.00	23.60
	Rural	Count	2	0	0	0	0	0		4		6
		%	50.00	0.00	0.00	0.00	0.00	0.00		36.40		20.70
	Overall	Count	8	4	12	8	8	17	10	4	0	71
		%	27.60	28.60	17.90	28.60	26.70	26.60	33.30	16.70	0.00	23.30
After 10 minutes	Urban	Count	3	0	4	4	6	3	0	0	10	30
		%	12.00	0.00	6.10	15.40	23.10	5.20	0.00	0.00	52.60	10.90
	Rural	Count	0	0	0	2	0	0		0		2
		%	0.00	0.00	0.00	100	0.00	0.00		0.00		6.90
	Overall	Count	3	0	4	6	6	3	0	0	10	32
		%	10.30	0.00	6.00	21.40	20.00	4.70	0.00	0.00	52.60	10.50
Never	Urban	Count	4	5	1	6	4	3	0	0	0	23
		%	16.00	38.50	1.50	23.10	15.40	5.20	0.00	0.00	0.00	8.30
	Rural	Count	0	1	0	0	1	2		7		11
		%	0.00	100.00	0.00	0.00	25.00	33.30		63.60		37.90
	Overall	Count	4	6	1	6	5	5	0	7	0	34
		%	13.80	42.90	1.50	21.40	16.70	7.80	0.00	29.20	0.00	11.10

Q35 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Videocon	Overall
Average score	Urban	Count	569	578	545	471	479	493	457	504	589	4685
		Mean	7.53	7.1	7.58	7.03	7.61	7.62	8.18	7.83	5.78	7.33
	Rural	Count	31	22	58	130	121	108	142	97	10	719
		Mean	7.35	6.64	7.81	7.68	8.24	8.44	7.97	8.15	8	7.98
	Overall	Count	600	600	603	601	600	601	599	601	599	5404
		Mean	7.52	7.08	7.6	7.17	7.74	7.77	8.13	7.88	5.82	7.41

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

	Type		Airtel	BSNL	You tele	Overall
More than 7 to 15 days ago	Urban	Count	3	4	0	7
		%	1	1	0	1
	Rural	Count	3	4	0	7
		%	1	1	0	1
	Overall	Count	--	--	--	--
		%	--	--	--	--
More than 15 day to 30 days ago	Urban	Count	2	2	1	5
		%	0	0	1	0
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	2	2	1	5
		%	0	0	1	0
More than 30 days ago	Urban	Count	595	534	206	1335
		%	99	99	100	99
	Rural	Count		60		60
		%		100		100
	Overall	Count	595	594	206	1395
		%	99	99	100	99

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

	Type		Airtel	BSNL	You tele	Overall
Within 24 hrs	Urban	Count	31	15	--	46
		%	5	3	--	3
	Rural	Count	--	3	--	3
		%	--	5	--	5
	Overall	Count	31	18	--	49
		%	5	3	--	4
2-3 days	Urban	Count	25	21	--	46
		%	4	4	--	3
	Rural	Count	--	7	--	7
		%	--	12	--	12
	Overall	Count	25	28	--	53
		%	4	5	--	4
4-7 days	Urban	Count	16	7	4	27
		%	3	1	2	2
	Rural	Count	--	5	--	5
		%	--	8	--	8
	Overall	Count	16	12	4	32
		%	3	2	2	2
More than 7 days	Urban	Count	26	10	10	46
		%	4	2	5	3
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	26	10	10	46
		%	4	2	5	3
Not applicable	Urban	Count	502	487	193	1182
		%	84	90	93	88
	Rural	Count	--	45	--	45
		%	--	75	--	75
	Overall	Count	502	532	193	1227
		%	84	89	93	87

Qus.5(b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability

	Type		Airtel	BSNL	You tele	Overall
Difficult to read the bill	Urban	Count	1	4		5
		%	2	7		9
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	4		5
		%	2	7		8
Difficult to understand the language	Urban	Count	3	--	2	5
		%	5	--	3	9
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	2	5
		%	5		3	8
Calculation-on not clear	Urban	Count	11	4	--	15
		%	19	7	--	25
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	11	4	--	15
		%	18	7	--	25
Item-wise charges not given	Urban	Count	4	8	--	12
		%	7	14	--	20
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	8	--	12
		%	7	13	--	20
others	Urban	Count	16	9	13	38
		%	27	15	22	64
	Rural	Count	--	2	--	2
		%	--	100	--	100
	Overall	Count	16	11	13	40
		%	26	18	21	66

Qus.6(b) Please specify the reason(s) for your dissatisfaction with the accuracy/completeness of the bills?

	Type		Airtel	BSNL	You tele	Overall
Charges not as per tariff plan subscribed	Urban	Count	13	4	2	19
		%	15	5	2	22
	Rural	Count				
		%				
	Overall	Count	13	4	2	19
		%	15	5	2	22
Tariff plan changed without information	Urban	Count	7	2	2	11
		%	8	2	2	13
	Rural	Count				
		%				
	Overall	Count	7	2	2	11
		%	8	2	2	13
Charged for value added services not requested	Urban	Count	1			1
		%	1			1
	Rural	Count				
		%				
	Overall	Count	1			1
		%	1			1
Charged for calls not made	Urban	Count	13	9	4	26
		%	15	10	5	30
	Rural	Count				
		%				
	Overall	Count	13	9	4	26
		%	15	10	5	30
others	Urban	Count	23	20	6	49
		%	26	23	7	56
	Rural	Count		1		1
		%		100		100
	Overall	Count	23	21	6	50
		%	26	24	7	57

Qus.7 Have you made any billing related complaints in last 6 months?

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	95	69	13	177
		%	16	13	13	14
	Rural			2		2
				3		3
	Overall	Count	95	71	13	179
		%	16	12	13	14
No	Urban	Count	503	471	89	1063
		%	84	87	87	86
	Rural	Count		58		58
		%		97		97
	Overall	Count	503	529	89	1121
		%	84	88	87	86

Qus 9(c) Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	--	--	6	6
		%	--	--	6	6
	Rural		--	--	--	--
			--	--	--	--
	Overall	Count	--	--	6	6
		%	--	--	6	6
No	Urban	Count	--	2	99	101
		%	--	100	94	94
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	2	99	101
		%	--	100	94	94

Qus.10 In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	363	231	165	759
		%	61	43	80	56
	Rural	Count	--	19	--	19
		%	--	32	--	32
	Overall	Count	363	250	165	778
		%	61	42	80	55
No	Urban	Count	237	309	42	588
		%	40	57	20	44
	Rural	Count	--	41	--	41
		%	--	68	--	68
	Overall	Count	237	350	42	629
		%	40	58	20	45

Qus.17 . How often do you face a problem with your Broadband connection?

	Type		Airtel	BSNL	You tele	Overall
Very frequently	Urban	Count	5	11	6	22
		%	1	2	3	2
	Rural	Count				
		%				
	Overall	Count	5	11	6	22
		%	1	2	3	2
Frequently	Urban	Count	78	92	49	219
		%	13	17	24	16
	Rural	Count		5		5
		%		8		8
	Overall	Count	78	97	49	224
		%	13	16	24	16
Occasionally	Urban	Count	454	395	142	991
		%	76	73	69	74
	Rural	Count		36		36
		%		60		60
	Overall	Count	454	431	142	1027
		%	76	72	69	73
Never	Urban	Count	63	42	10	115
		%	11	8	5	9
	Rural	Count		19		19
		%		32		32
	Overall	Count	63	61	10	134
		%	11	10	5	10

Qus.18 What was the broadband connection problem faced by you in last 6 months related to, please specify?

	Type		Airtel	BSNL	You tele	Overall
Problem was related to my computer Hardware/software	Urban	Count	22	17	17	56
		%	27	17	31	23
	Rural		--	4	--	4
			--	80	--	80
	Overall	Count	22	21	17	60
		%	27	19	31	24
Problem was related to broadband and modem provided by the service operator	Urban	Count	61	86	38	185
		%	74	84	69	77
	Rural	Count		1		1
		%		20		20
	Overall	Count	61	87	38	186
		%	74	81	69	76

Qus20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	24	6	0	30
		%	4	1	0	2
	Rural					
	Overall	Count	24	6	0	30
		%	4	1	0	2
No	Urban	Count	576	534	207	1317
		%	96	99	100	98
	Rural	Count		60		60
		%		100		100
	Overall	Count	576	594	207	1377
		%	96	99	100	98

Qus.20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing.

	Type		Airtel	BSNL	You tele	Overall
Not informed of charges	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Activated without consent	Rural	Count	--	1	--	1
		%	--	20	--	20
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	1	--	1
		%	--	20	--	20
Not informed about toll free no. for unsubscribing	Urban	Count	1	--	--	1
		%	20	--	--	20
	Rural	Count		--	--	--
		%		--	--	--
	Overall	Count	1	--	--	1
		%	20	--	--	20
others	Urban	Count	1	--	--	1
		%	20	--	--	20
	Rural	Count		--	--	--
		%		--	--	--
	Overall	Count	1	--	--	1
		%	20	--	--	20

Qus 21(a) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	4	3	--	7
		%	1	1	--	1
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	3	--	7
		%	1	1	--	1
No	Urban	Count	596	537	207	1340
		%	99	99	100	100
	Rural	Count	--	60	--	60
		%	--	100	--	100
	Overall	Count	596	597	207	1400
		%	99	100	100	100

Qus 21(b) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	3	3	--	6
		%	75	100	--	86
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	3	--	6
		%	75	100	--	86
No	Urban	Count	1	--	--	1
		%	25	--	--	14
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	--	--	1
		%	25	--	--	14

Qus21(c) What difficulties you have faced while deactivating of such services and refund of charges levied?

	Type		Airtel	BSNL	You tele	Overall
None	Urban	Count	3	--	--	3
		%	50	--	--	50
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	--	3
		%	50	--	--	50
Delay in deactivation	Rural	Count	--	--	--	--
		%	--	--	--	--
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Customer care refused to register	Rural	Count	--	3	--	3
		%	--	50	--	50
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	3	--	3
		%	--	50	--	50
Not aware of whom to be contacted	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
others	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

Qus22 (b) How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

	Type		Airtel	BSNL	You tele	Overall
Very Dissatisfied	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Dissatisfied	Urban	Count	--	3	--	3
		%	--	100.00	--	50.00
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	3	--	3
		%	--	100.00	--	50.00
Satisfied	Urban	Count	3	--	--	3
		%	100.00	--	--	50.00
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	--	3
		%	100.00	--	--	50.00
Very Satisfied	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

Qus23 (b) Please specify the reason(s) for your dissatisfaction

	Type		Airtel	BSNL	You tele	Overall
No Reason Given	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
bad customer care	Urban	Count	8	16	8	32
		%	15	21	28	20
	Rural	Count	--	2	--	2
		%	--	67	--	67
	Overall	Count	8	18	8	34
		%	15	22	28	21
bill is not clear	Urban	Count	2	2	3	7
		%	4	3	10	4
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	2	2	3	7
		%	4	3	10	4
Connectivity is low	Urban	Count	4	8	2	14
		%	7	10	7	9
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	8	2	14
		%	7	10	7	9
Speed is very slow	Urban	Count	24	41	11	76
		%	44	53	38	47
	Rural	Count	--	1	--	1
		%	--	33	--	33
	Overall	Count	24	42	11	77
		%	44	52	38	47
Others	Urban	Count	6	10	5	21
		%	11	13	17	13
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	6	10	5	21
		%	11	12	17	13

Qus.24 How many persons in your house are using this Broadband connection?

	Type		Airtel	BSNL	You tele
Average score	Urban	Count	52	75	25
		Mean	2	3	2
	Rural	Count	--	2	2
		Mean	--	2	2
	Overall	Count	52	77	25
		Mean	2	3	2

Qus.24(a) What kind of other telecom services are you also taking from your service provider?

	Type		Airtel	BSNL	You tele	Overall
Mobile	Urban	Count	183	241	--	424
		%	30.5	40.2	--	35.2
	Rural	Count	50	--	--	50
		%	8.3	--	--	4.1
	Overall	Count	233	241	--	474
%	38.8	40.2	--	39.3		
Wireline	Urban	Count	406	392	--	798
		%	67.7	65.3	--	66.2
	Rural	Count	12	--	--	12
		%	2	--	--	1
	Overall	Count	418	392	--	810
%	69.7	65.3	--	67.2		
Others	Urban	Count	--	1	--	1
		%	--	0.2	--	0.1
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	1	--	1
%	--	0.2	--	0.1		
None	Urban	Count	86	135	5	226
		%	14.3	22.5	100	18.8
	Rural	Count	2	--	--	2
		%	0.3	--	--	0.2
	Overall	Count	88	135	5	228
%	14.7	22.5	100	18.9		

Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	212	139	41	392
		%	35	26	20	29
	Rural	Count	--	28	--	28
		%	--	47	--	47
	Overall	Count	212	167	41	420
		%	35	28	20	30
No	Urban	Count	388	401	166	955
		%	65	74	80	71
	Rural	Count	--	32	--	32
		%	--	53	--	53
	Overall	Count	388	433	166	987
		%	65	72	80	70

Qus.32 Please specify the reason(s) for your dissatisfaction with the system of resolving of complaints by call centre/customer care/ helpline

	Type		Airtel	BSNL	You tele	Overall
Difficult to connect to the call centre	Urban	Count	6	3	--	9
		%	4.3	2.2	--	6.5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	6	3	--	9
		%	4.3	2.1	--	6.4
Customer care executive not polite	Urban	Count	2	6	--	8
		%	1.4	4.3	--	5.8
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	2	6	--	8
		%	1.4	4.3	--	5.7
Customer care not equipped with adequate information	Urban	Count	4	3	--	7
		%	2.9	2.2	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	3	--	7
		%	2.8	2.1	--	5
Time taken by call centre for redresser of complaint is too long	Urban	Count	24	20	17	61
		%	17.3	14.4	12.2	43.9
	Rural	Count	--	1	--	1
		%	--	50	--	50
	Overall	Count	24	21	17	62
		%	17	14.9	12.1	44
Customer care ex. Was unable to understand the problem	Urban	Count	6	9	4	19
		%	4.3	6.5	2.9	13.7
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	6	9	4	19
		%	4.3	6.4	2.8	13.5
Others	Urban	Count	16	16	--	32
		%	11.5	11.5	--	23
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	16	16	--	32
		%	11.3	11.3	--	22.7
No Reason Given	Urban	Count	8	4	7	19
		%	5.8	2.9	5	13.7
	Rural	Count	--	1	--	1
		%	--	50	--	50
	Overall	Count	8	5	7	20
		%	5.7	3.5	5	14.2

Qus.36(b) Please specify the reason(s) for your dissatisfaction with the redressal of the complaint by the Nodal Officer

	Type		Airtel	BSNL	You tele	Overall
Difficult to connect to the nodal officer	Urban	Count	--	1	--	1
		%	--	9.1	--	9.1
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	--	1	--	1	
	%	--	9.1	--	9.1	
Nodal officer not polite	Urban	Count	--	1	--	1
		%	--	9.1	--	9.1
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	--	1	--	1	
	%	--	9.1	--	9.1	
officer not equipped with adequate information	Urban	Count	--	--	1	1
		%	--	--	9.1	9.1
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	--	--	1	1	
	%	--	--	9.1	9.1	
Time taken by Nodal officer for redresser of complaint is too	Urban	Count	1	--	1	2
		%	9.1	--	9.1	18.2
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	1	--	1	2	
	%	9.1	--	9.1	18.2	
Nodal officer was unable to understand the problem	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	--	--	--	--	
	%	--	--	--	--	
Others	Urban	Count	1	--	1	2
		%	9.1	--	9.1	18.2
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	1	--	1	2	
	%	9.1	--	9.1	18.2	
No reason given	Urban	Count	3	1	1	5
		%	27.3	9.1	9.1	45.5
	Rural	Count	--	--	--	--
		%	--	--	--	--
Overall	Count	3	1	1	5	
	%	27.3	9.1	9.1	45.5	

SURVEY A: Basic Service (WireLine)

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1. Which landline service provider are you using currently? **READ OUT & TICK**

[1] Airtel [2] BSNL [3] Reliance [4] Tata Indicom [5] MTS/ Sistema Shyam [6] HFCL [7] MTNL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2. Name: _____ **S1.3. RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's: _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **S1.5. Age (in years):** Less than 25 25-34 35-44 More than 45

STD Code	Telephone Number

S1.6 Please tell us your Occupation: Service Business/self employed
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana [6] Delhi [7] Uttar Pradesh(East) [8] Uttar Pradesh(West)

S1.11. RECORD District _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: Telephonic In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes ADMINISTER Q.NOS. 1 - 3 [2] No SKIP TO SECTION B
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
2. 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?	[1] Yes [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

B. BILLING RELATED (Only for Postpaid Customers) (For Pre-Paid customers go to Q 10)

4. How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No → (If No, go to Q 8)
7. How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

<p>8. How satisfied are you with the clarity of the bills sent 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 (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q 9(a)) 9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</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>

For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call 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 Q10(a)) 10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</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 subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes (If Yes, go to Q 10(d)) <input type="checkbox"/> 2 No</p>
<p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of 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>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

<p>11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 16)</p>
<p>12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. 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</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>14. 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</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

<p>16. How satisfied are you with the availability of working telephone (dial tone)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>17. How satisfied are you with the ability to make or receive calls easily?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>18. How satisfied are you with the voice quality?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

E. MAINTAINABILITY (FAULT REPAIR)

<p>19. How many times has your telephone connection required repair in the last 6 months?</p>	<p><input type="checkbox"/> 1 Nil <input type="checkbox"/> 2 One time</p> <p><input type="checkbox"/> 3 2-3 times <input type="checkbox"/> 4 More than 3 times</p>
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20. How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 day	<input type="checkbox"/> 2-3 days
	<input type="checkbox"/> 4 - 7 days	<input type="checkbox"/> more than 7 days
21. How satisfied are you with the fault repair service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> Not informed of charges <input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify		
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 26(a))
(Ask only If Yes in Q25)			
25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
	(Ask Q 26(b) only if 1 OR 2 is coded)	

<p>(Ask this question only if 1 OR 2 is coded in Q25(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>
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H. GENERAL INFORMATION

<p>27. What kind of other services are you also taking from this service provider?</p>	<p><input type="checkbox"/> Broadband <input type="checkbox"/> Mobile</p> <p><input type="checkbox"/> Others <input type="checkbox"/> None</p>
<p>28(a) Have you terminated a telephone connection that you had in the last 6 month?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>28(b) If Yes, Please name your service provider?</p>	<p><input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom</p> <p><input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL</p> <p><input type="checkbox"/> Shyam/MTS <input type="checkbox"/> MTNL</p>
<p>29. How many days were taken for termination of your telephone connection?</p>	<p><input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days</p> <p><input type="checkbox"/> 4-7 days <input type="checkbox"/> more than 7 days</p>
<p>30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(b))</p> <p><input type="checkbox"/> No</p>
<p>(Ask only if Yes in Q 32(a))</p> <p>32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease</p> <p><input type="checkbox"/> Slight decrease <input type="checkbox"/> No change</p> <p>(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))</p> <p>32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(c))</p> <p><input type="checkbox"/> No</p>

<p>(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)</p>

39(a). 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 43)
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. 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 Q 42 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q41) 42. Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____
43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 47)
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 47)
45. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. 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

(Q47 to Q49 are for Prepaid Customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If No, go to Q 50)
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____
50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1 Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? **READ OUT & TICK**

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
 [5] Reliance Telecom [6] Idea [7] Vodafone [8] Dishnet [9] S Tel
 [10] Sistema Shyam [11] Spice Comm [12] MTNL [13] Aircel [13] Unitech

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2Name: _____ **S1.3 RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Please tell us your Mobile/ fixed wireless No. STD Code: _____ Telephone Number: _____

S1.5. Age (in years): 1 Less than 25 2 25-34 3 35-44 4 More than 45

S1.6 Please tell us your Occupation: 1 Service 2 Business/self employed
 3 Student 4 Housewife 5 Retired

S1.7. RECORD Usage Type: 1 Residential 2 Commercial

S1.8. RECORD Area: 1 Rural 2 Urban

S1.9. User Type: 1 Postpaid 2 Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. How satisfied are you with the process and 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
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If Yes go to 5(b))
5(b).ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your 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 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 Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

8(a). How satisfied are you with the accuracy & completeness 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 Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9(b). 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

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 16)
11. 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
12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the 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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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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"/> 1 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 do you face signal problems?	<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 signal in your area?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. 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
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<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

29(a).How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
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31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 miuntes <input type="checkbox"/> 2 After 5 to 10 miuntes <input type="checkbox"/> 3 After 10 miuntes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> Yes <input type="checkbox"/> No
37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 41)
38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> Complaint was registered and Docket number received <input type="checkbox"/> Complaint was registered and Docket number not received <input type="checkbox"/> Complaint was registered and docket number provided on request <input type="checkbox"/> Complaint was registered and docket number not provided even on request <input type="checkbox"/> Refused to register the complaint
39. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
40. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 46)
42(a). 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"/> Yes <input type="checkbox"/> No → (If No, go to Q 46)
42(b). Were you able to connect to the Nodal officer without any difficulty?	<input type="checkbox"/> Yes <input type="checkbox"/> No
43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____</p>
<p>46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
<p>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 53)</p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and</p>	

appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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SURVEY C: BROADBAND SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of TRAI – Telecom Regulatory Authority of India a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

S1.1 Which broadband service provider are you using currently? **READ OUT & TICK**

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2 Name: _____ **S1.3 RECORD Gender:** 1 Male 2 Female

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **Age S1.5. Age (in years):** 1 Less than 25 2 25-60 3 More than 60

STD Code	Telephone Number

S1.6. RECORD Usage Type: 1 Residential 2 Commercial **S1.7.**

RECORD Area: 1 Rural 2 Urban
S1.8. User Type: 1 Postpaid 2 Prepaid
S1.9 E-mail

S1.10 User Type: 1 Prepaid 2 Postpaid

S1.11. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.12. RECORD District: _____

S1.13. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.15 RECORD Name of POP: _____

S1.16 RECORD Mode of interview: 1 Telephonic 2 In-person 3 E-mail 4 Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month-1 month <input type="checkbox"/> 3 more than 1
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 2 More than 7 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"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 More than 7 days <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. 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
5(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 Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)_____
6(a). How satisfied are you with the accuracy/completeness 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 Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<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) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 15)
11(a). How satisfied are you with the ease of access of 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

11(b). How satisfied are you with the ease of getting an option for “talking to 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
12. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 4 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .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 23(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> Mobile <input type="checkbox"/> Wireline <input type="checkbox"/> Others

	<input type="checkbox"/> 4 None
25. 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
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 31)
28. 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 34(a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. 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 Q 32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 28) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to

	<p>understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q37)</p>
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 37)</p>
34(c). Were you able to connect to the nodal officer without any difficulty?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 36(b) only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q36(a))</p> <p>36(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 41)</p>
38. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes</p>

	<input type="checkbox"/> 2 No → (if no go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. 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
(Q41 to Q43 are for prepaid customers only)	
41. 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
42. 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 44)
43. 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) _____
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

THANKS

Name of the interviewer: _____
Name of the scrutinizer: _____
Back-check done by: _____
Name of field officer: _____

Date: _____
Date: _____
Date of back-check: _____