

QUALITY OF SERVICE ASSESSMENT

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

for

Haryana Service Area

Assessment of:

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

July 2008

Report Prepared for: TRAI

By:



VOICE

441, Jangpura, Mathura Road,

New Delhi – 110014

Tel: (011) – 24379078 – 80

Fax: (011) – 24379081

E-mail: cvoice@vsnl.net

Index of Contents	
1.1 Preface	11
1.2 Questionnaire Building Process	13
1.2.1 Basic Service (Wireline)	13
1.2.2 Basic Service (Wireless) and Cellular Mobile Telephone Service	14
1.2.3 Broadband Service	14
1.3 Methodology To Calculate Customer Satisfaction on Broadband Parameters	15
1.3.1 Methodology for Calculation of Customer Satisfaction Level	15
1.3.2 Methodology for Calculation of Percentage of Customer Satisfied	15
1.3.3 Comparison with the Benchmarking	16
2.1 Introduction	17
2.2 Sampling Methodology	17
2.2.1 Basic Wireline	17
2.2.1.1 Mode Of Interview	20
2.2.1.2 Typewise Sample Distribution	21
2.2.2 Cellular Mobile	22
2.2.2.1 District wise Sample Distribution	23
2.2.2.2 Area wise Sample Distribution	24
2.2.2.3 Mode Of Interview	25
2.2.2.4 Typewise Sample Distribution	26
2.2.3 Broadband	27
2.2.3.1 Area Wise Distribution	28
2.2.3.2 Mode Of Interview	29
3.1 Executive Summary	30
3.1.1 Customer Satisfaction Survey(Basic Wireline)	30
3.1.1.1 Overall Customer Satisfaction Level	30
3.1.1.2 Network Performance	30
3.1.1.3 Billing	31
3.1.1.4 Maintainability	31
3.1.1.5 Help Services/ Customer Care	31
3.1.1.6 Consumers Protection and Redressal of Grievances	32
3.1.2 Customer Satisfaction Survey (Cellular Mobile)	32
3.1.2.1 Overall Customer Satisfaction Level	32
3.1.2.2 Network Performance	32
3.1.2.3 Billing	33
3.1.2.4 Maintainability	33
3.1.2.5 Help Services/ Customer Care	33
3.1.2.6 Consumers Protection and Redressal of Grievances	34
3.1.3 Customer Satisfaction Survey (Broadband)	35
3.1.3.1 Overall Customer Satisfaction Level	35
3.1.3.2 Network Performance	35
3.1.3.3 Billing	35
3.1.3.4 Maintainability	36
3.1.3.5 Help Services/ Customer Care	36

3.1.3.6 Consumers Protection and Redressal of Grievances	36
4. Detail Report	37
4.1 Performance Compliance	38
4.1.1 Basic Wireline	39
4.1.1.1 Consumer Satisfaction Level On Various Service Parameters	39
4.1.1.2 Percentage Of Consumer Satisfied On Various Service Parameters	40
4.1.2 Cellular Mobile	41
4.1.2.1 Consumer Satisfaction Level On Various Service Parameters	41
4.1.2.2 Percentage Of Consumer Satisfied On Various Service Parameters	42
4.1.3 Broadband	43
4.1.3.1 Consumer Satisfaction Level On Various Service Parameters	43
4.1.3.2 Percentage Of Consumer Satisfied On Various Service Parameters	44
4.2 Graphical Presentation	45
4.2.1 Basic Wireline	46
4.2.1.1 Customer Satisfaction Level With the Provision Of Service	46
Percentage of Customer Satisfied With Provision Of Service	47
4.2.1.2 Customer Satisfaction Level With Prepaid Billing Services	48
Percentage of Prepaid Customer Satisfied With Billing Services	49
4.2.1.3 Customer Satisfaction Level With Postpaid Billing Services	50
Percentage of Postpaid Customer Satisfied With Billing Services	51
4.2.1.4 Customer Satisfaction Level With Help Services	52
Percentage of Customer Satisfied With Help Services	53
4.2.1.5 Customer Satisfaction Level With Network Performance	54
Percentage of Customer Satisfied With Network Performance	55
4.2.1.6 Customer Satisfaction Level With Maintainability	56
Percentage of Customer Satisfied With Maintainability	57
4.2.1.7 Customer Satisfaction Level With Supplementary Services	58
Percentage of Customer Satisfied With Supplementary Services	59
4.2.1.8 Customer Satisfaction Level With Overall Services	60
Percentage of Customer Satisfied With Overall Services	61
4.2.2 Cellular Service	62
4.2.2.1 Customer Satisfaction Level With the Provision Of Service	62
Percentage of Customer Satisfied With Provision Of Service	63
4.2.2.2 Customer Satisfaction Level With Prepaid Billing Services	64
Percentage of Prepaid Customer Satisfied With Billing Services	65
4.2.2.3 Customer Satisfaction Level With Postpaid Billing Services	66
Percentage of Postpaid Customer Satisfied With Billing Services	67
4.2.2.4 Customer Satisfaction Level With Help Services	68
Percentage of Customer Satisfied With Help Services	69
4.2.2.5 Customer Satisfaction Level With Network Performance	70
Percentage of Customer Satisfied With Network Performance	71
4.2.2.6 Customer Satisfaction Level With Maintainability	72
Percentage of Customer Satisfied With Maintainability	73
4.2.2.7 Customer Satisfaction Level With Supplementary Services	74
Percentage of Customer Satisfied With Supplementary Services	75
4.2.2.8 Customer Satisfaction Level With Overall Services	76
Percentage of Customer Satisfied With Overall Services	77

4.2.3 Broadband Service	78
4.2.3.1 Customer Satisfaction Level With the Provision Of Service	78
Percentage of Customer Satisfied With Provision Of Service	79
4.2.3.2 Customer Satisfaction Level With Prepaid Billing Services	80
Percentage of Prepaid Customer Satisfied With Billing Services	81
4.2.3.3 Customer Satisfaction Level With Postpaid Billing Services	82
Percentage of Postpaid Customer Satisfied With Billing Services	83
4.2.3.4 Customer Satisfaction Level With Help Services	84
Percentage of Customer Satisfied With Help Services	85
4.2.3.5 Customer Satisfaction Level With Network Performance	86
Percentage of Customer Satisfied With Network Performance	87
4.2.3.6 Customer Satisfaction Level With Maintainability	88
Percentage of Customer Satisfied With Maintainability	89
4.2.3.7 Customer Satisfaction Level With Supplementary Services.	90
Percentage of Customer Satisfied With Supplementary Services	91
4.2.3.8 Customer Satisfaction Level With Overall Services	92
Percentage of Customer Satisfied With Overall Services	93
4.3 ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMER PROTECTION AND REDRESSAL OF GRIEVANCES REGULATION, 2007	94
4.3.1 Basic Wireline	94
4.3.1.1 Awareness about redressal system	95
4.3.1.2 Awareness about three stages of redressal system	96
4.3.1.3 Consumers' complaints about services	97
4.3.1.4 Receipt of docket number against complaints	98
4.3.1.5 Feed back from Call Centre	99
4.3.1.6 Satisfaction with the resolution of complaints	100
4.3.1.7 Reasons for dissatisfaction with the resolution of complaints	102
4.3.1.8 Resolution of billing complaints	104
4.3.1.9 Awareness about the contact details of nodal officers	105
4.3.1.10 Complaints to Nodal officer	105
4.3.1.11 Awareness about the contact details of Appellate Authority	105
4.3.1.12 Awareness about item wise charges of prepaid services	106
4.3.1.13 Denial of itemized usage charges detail	107
4.3.1.14 Reason for denial for itemwise usage charges.	107
4.3.1.15 Provision of Manual of Practice by the Service Provider	107
OVERALL SCORES_ BASIC WIRELINE	108
4.3.2 Cellular Mobile	109
4.3.2.1 Awareness about redressal system	109
4.3.2.2 Awareness about three stages of redressal system	110
4.3.2.3 Consumers' complaints about services	111
4.3.2.4 Receipt of docket number against complaints	112
4.3.2.5 Feed back from Call Centre	113
4.3.2.6 Satisfaction with the resolution of complaints	114
4.3.2.7 Reasons for dissatisfaction with the resolution of complaints	116
4.3.2.8 Resolution of billing complaints.	117
4.3.2.9 Awareness about the contact details of nodal officers	118

4.3.2.10 Complaints to Nodal officer	119
4.3.2.11 Awareness about the contact details of Appellate Authority	119
4.3.2.12 Awareness about item wise charges of prepaid services	120
4.3.2.13 Denial of itemized usage charges detail	121
4.3.2.14 Reason for denial of itemized charges	122
4.3.2.15 Provision of Manual of Practice by the Service Provider	123
OVERALL SCORES_ CELLULAR MOBILE	124
4.3.3 Broadband	125
4.3.3.1 Awareness about redressal system	125
4.3.3.2 Awareness about three stages of redressal system	126
4.3.3.3 Consumers' complaints about services	127
4.3.3.4 Receipt of docket number against complaints	128
4.3.3.5 Feed back from Call Centre	129
4.3.3.6 Satisfaction with the resolution of complaints	130
4.3.3.7 Reasons for dissatisfaction with the resolution of complaints	132
4.3.3.8 Resolution of billing complaints	133
4.3.3.9 Awareness about the contact details of nodal officers	134
4.3.3.10 Complaints to Nodal officer	135
4.3.3.11 Awareness about the contact details of Appellate Authority	135
4.3.3.12 Awareness about item wise charges of prepaid services	135
4.3.3.13 Denial of itemized usage charges detail	135
4.3.3.14 Provision of Manual of Practice by the Service Provider	136
OVERALL SCORES_ BROADBAND	137
5. Conclusion and Recommendations	138
6. Annexure - Tables	144
Annexure - Questionnaire	195

ANNEXURE	
6.1 Basic Wire line	145
6.1.1-Service Provision	145
6.1.1.1 When did you last apply for a phone connection?	145
6.1.1.2 How much time was taken to get the telephone connection installed and activated after you applied for it ?	145
6.1.1.3 How satisfied are you with time taken to provide working phone connection?	146
6.1.1.4 How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months?	146
6.1.1.5 In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	147
6.1.2-A-Billing Related (only for postpaid customers)	148
6.1.2.1 How satisfied are you with the timely delivery if bills?	148
6.1.2.2 How satisfied are you with the accuracy of the bills?	148
6.1.2.3 Please specify the reason(s) for your dissatisfaction.	149
6.1.2.4 Have you made any billing related complaints in last 12 months?	149
6.1.2.5 How satisfied are you with the process of resolution of billing complaints?	150
6.1.2.6 How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?	150
6.1.2.7 Please specify the reason(s) for your dissatisfaction; Service Provider Wise	151
6.1.2-B-Billing Related (only for prepaid customers)	151
6.1.2.8 How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	151
6.1.3- Help Service/Customer Care	152
6.1.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider?	152
6.1.3.2 How satisfied are you with the ease of access of call center/customer care or helpline?	152
6.1.3.3 How satisfied are you with the response time taken to answer your call by a customer care executive?	153
6.1.3.4 How satisfied are you with the problem solving ability of the customer care executive(s)?	153
6.1.3.5 How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?	154
6.1.4-Network Performance, Reliability & Availability	155
6.1.4.1 How satisfied are you with the availability of working telephone (dial tone)?	155
6.1.4.2 How satisfied are you with the ability to make or receive calls easily?	155
6.1.4.3 How satisfied are you with the voice quality?	156
6.1.5-Maintainability	157
6.1.5.1 Have you experienced fault in your telephone connection in the last 12 months?	157
6.1.5.2 How many time your telephone became faulty in the last one month?	157

6.1.5.3 How long did it take generally for repairing the fault after lodging complaint?	158
6.1.5.4 How satisfied are you with the fault repair service?	158
6.1.6-Supplementary Services	159
6.1.6.1 Do you use services like call waiting, call forwarding, voicemail or any other supplementary services?	159
6.1.6.2 How satisfied are you with the quality of the supplementary services provided?	159
6.1.7-Overall Satisfaction	160
6.1.7.1 How satisfied are you with the overall quality of your telephone service?	160
6.1.8-General Information	161
6.1.8.1 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?	161
6.1.8.2 Have you terminated your mobile phone connection in last 12 months?	161
6.1.8.3 If yes, Please name your previous service provider?	162
6.1.8.4 How many days were taken by previous service provider for termination of your phone connection?	162
6.1.8.5 Did your service provider adjust your security deposit in the bill raised after you requested for termination?	163
6.1.8.6 Have you registered your telephone number for do not call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?	163
6.1.8.7 Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?	164
6.2 Cellular Mobile	165
6.2.1-Service Provision	165
6.2.1.1 When did you last apply for a phone connection?	165
6.2.1.2 How much time was taken to get the telephone connection activated after you applied & Completed all formalities; Service Provider Wise	165
6.2.1.3 How satisfied are you with time taken to activate the mobile connection, after you applied and completed all formalities; Service Provider Wise	166
6.2.1.4 In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	166
6.2.2-A-Billing Related (only for prepaid customers)	167
6.2.2.1 How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?	167
6.2.2.2 Please specify the reason(s) for your dissatisfaction.	167
6.2.2-B-Billing Related (only for postpaid customers)	168
6.2.2.3 How satisfied are you with the timely delivery of bills?	168
6.2.2.4 How satisfied are you with the accuracy of the bills?	168
6.2.2.5 Please specify the reason(s) for your dissatisfaction?	169
6.2.2.6 Have you made any billing related complaints in last 12 months?	169
6.2.2.7 How satisfied are you with the process of resolution of billing complaints; Service Provider Wise	170
6.2.2.8 How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability; Service Provider Wise	170

6.2.2.9 Please specify the reason(s) for your dissatisfaction.	171
6.2.3- Help Service/Customer Care	172
6.2.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise	172
6.2.3.2 How satisfied are you with the ease of access of call center/customer care or helpline?	172
6.2.3.3 How satisfied are you with the response time taken to answer your call by a customer care executive?	173
6.2.3.4 How satisfied are you with the problem solving ability of the customer care executive(s)?	173
6.2.3.5 How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?	174
6.2.4-Network Performance, Reliability & Availability	174
6.2.4.1 How satisfied are you with the availability of signal of your service provider in your locality?	174
6.2.4.2 How satisfied are you with the ability to make or receive calls easily?	175
6.2.4.3 How often does your call drops during conversation?	175
6.2.4.3 How satisfied are you with the voice quality?	176
6.2.5-Maintainability	176
6.2.5.1 How often your mobile handsets faces problem of signal?	176
6.2.5.2 How satisfied are you with the availability of network signal?	177
6.2.5.3 Are you satisfied with the restoration of network (signal) problems?	177
6.2.6-Supplementary Services	178
6.2.6.1 Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services?	178
6.2.6.2 Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, emails/ GPRS, voice mail etc.	178
6.2.6.3 How satisfied are you with the quality of supplementary/ value added?	179
6.2.7-Overall Satisfaction	179
6.1.7.1 How satisfied are you with the overall quality of your mobile service?	179
6.1.7.1 Please specify the reason for your dissatisfaction	180
6.2.8-General Information	180
6.1.8.1 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?	180
6.1.8.2 Have you terminated your mobile phone connection in last 12 months?	181
6.1.8.3 If yes, Please name your previous service provider?	181
6.1.8.4 How many days were taken by previous service provider for termination of your mobile phone connection?	182
6.1.8.5 Did your service provider adjust your security deposit in the bill raised after you requested for termination?	182
6.1.8.6 Have you registered your telephone number for do not call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls / SMS?	83
6.1.8.7 Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?	187

6.3 Broadband	184
6.3.1-Service Provision	184
6.3.1.1 After registration and payment of initial deposit by you within how many working days did the Broadband connection get activated?	184
6.3.1.2 How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	184
6.3.1.3 In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?	184
6.3.2-A-Billing Related (only for postpaid customers)	185
6.3.2.1 How satisfied are you with the timely delivery of bills?	185
6.3.2.2 How satisfied are you with the accuracy of the bills?	185
6.3.2.3 Please specify the reason(s) for your dissatisfaction.	185
6.3.2.4 Have you made any billing related complaints in last 12 months?	186
6.3.2.5 How satisfied are you with the process of resolution of billing complaints?	186
6.3.2.6 How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?	186
6.3.2.7 Please specify the reason(s) for your dissatisfaction; Service Provider Wise	187
6.3.2-B-Billing Related (only for prepaid customers)	187
6.3.2.8 How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	187
6.3.3.2 Please specify the reason(s) for your dissatisfaction	188
6.3.3- Help Service/Customer Care	188
6.3.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise	188
6.3.3.2 How satisfied are you with the ease of access of call center/customer care or helpline?	188
6.3.3.3 How satisfied are you with the response time taken to answer your call by a customer care executive?	189
6.3.3.4 How satisfied are you with the problem solving ability of the customer care executive(s)?	189
6.3.3.5 How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?	189
6.3.4-Network Performance, Reliability & Availability	190
6.3.4.1 How satisfied are you with the speed of the broadband connection?	190
6.3.4.2 How satisfied are you with the amount of time for which service is up and working?	190
6.3.5-Maintainability	191
6.3.5.1 How often do you face a problem with your Broadband connection?	191
6.3.5.2 What was the broadband connection problem face by you in last twelve month related to please specify?	191
6.3.5.3 How satisfied are you with the time taken for restoration of broadband?	192
6.3.6-Supplementary Services	192

6.3.6.1 Do you use any value added services or supplementary services such as sativ/fixed IP addresses-mail, IDs etc?	192
6.3.6.2 How satisfied are you with the quality of the supplementary services provided?	193
6.3.7-Overall Satisfaction	193
6.3.7.1 How satisfied are you with the overall quality of your telephone service?	193
6.3.7.2 Please specify the reason(s) for your dissatisfaction.	194
6.1.8-General Information	194
6.3.8.1 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	194

1.1 PREFACE

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

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operators and ensure the quality of service and conduct the periodical survey of such service provided by the Operators so as to protect interest of the consumers of telecommunication service”^{1, 5}

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

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

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

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

The salient feature of this regulation is listed below:

I. Each Telecom Operators would be required:

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

¹ www.trai.gov.in

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

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

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

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

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

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

Each of the zone comprised of the following Telecom Circle/ Metro Service Areas.

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

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

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

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

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

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

1.2 QUESTIONNAIRE BUILDING PROCESS

VOICE with other successful bidders – IMRB for East and South Zone and Market Pulse for West Zone – submitted their draft questionnaires to TRAI in the month of January 2008. TRAI organised a round table consultation with all the successful bidders and three sets of questionnaires were finalized as per the parameters laid down in the tender documents.

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

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

1.2.1 Basic Service (Wireline)

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

1.2.2 Basic services (wireless) and Cellular Mobile Telephone Service

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

1.2.3 Broadband Service

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

1.3 METHODOLOGY TO CALCULATE CUSTOMER SATISFACTION ON BROAD PARAMETERS.

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

- 1.3.1 Calculation of Consumer satisfaction level
- 1.3.2 Calculation of percentage of Consumers satisfied.

1.3.1 Methodology for calculation of consumer satisfaction level

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

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

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

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

Where:

$A = (\text{No. of subscribers who have given a rating of “very satisfied”} * 4 + \text{No. of subscribers who have given a rating of “satisfied”} * 3 + \text{No. of subscribers who have given a rating of “dissatisfied”} * 2 + \text{No. of subscribers who have given a rating of “very dissatisfied”} * 1)$
 $N = \text{Total sample size achieved}$

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

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

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

1.3.2 Methodology for Calculation of percentage of consumer satisfied.

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

% of satisfied consumers is ascertained using the following formula(s):

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

1.3.3 Comparison with the Benchmarking.

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

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

2.1 INTRODUCTION

It was decided to complete the survey of three Service Areas of Haryana, Punjab and UP (E) in the second quarter of 2008. Accordingly, the survey was carried out in Haryana, Punjab and UP (E) during the months of May – July 2008 for Basic Wireline, Cellular Mobile Telephone and Broadband services.

The present report, deals with Haryana Service Area only.

2.2 SAMPLING METHODOLOGY

2.2.1 Basic Wireline

As per the tender document, survey agencies were supposed to cover a total sample of 1,604 subscribers, to be divided among the four Operators. This is shown in the table below.

Name of the Operators	Sample
Airtel (Bharti Airtel Limited)	570
BSNL (Bharat Sanchar Nigam Limited)	600
TATA (Tata Tele services)	50
Rel Comm. (Reliance Communication)	384
Total	1604

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

As per the tender document, survey agencies were supposed to cover a total of 5% of exchanges of each BSO in the circle, covering a sample of 1,604 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

For the purpose selecting exchange areas to be covered, the BSNL exchanges were considered as the base. In Haryana there are 1172 total BSNL exchanges and 54 SDCAs. Therefore altogether 59 exchanges (5% of total exchanges) to be spread among 6 SDCAs (5% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 6 selected SDAs are as follows:

1. Hissar
2. Karnal
3. Kurushetra
4. Panipat
5. Bahadurgarh and
6. Jajjar

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

Haryana Service Area: Name of SDCAs & Exchanges covered.		
SDCA	Name of Exchanges	
	Urban	Rural
Hissar	Hissar, Hissar Azad Nagar OCB RSU, Hissar DC Colony 283 RSU, Hissar Main Bldg RSU, Hissar Main Bldg XL	Arya Nagar, Balsamand, Dhansu, Ladwa, Talwandi Rukka
Total Hissar	5	5
Karnal	Karnal (Sadar Bazar), Karnal Sec – 6 (1), Karnal – Sec 6 (2), Karnal Sec – 7, Karnal (MT), Karnal (P Nagar), Karnal Sec -3, Karnal Main	Gheer, Kachwa, Khanpur, Madhuban
Total Karnal	8	4
Kurukshetra	Kurushetra Univ, Kurushetra (pipli) Kurushetra RSM, Kurushetra , Ladwa, Ladwa (Anazmandi), Shahabad	Jhansa Masana Thol Umri
Total Kurukshetra	7	4
Panipat	Panipat (Gohana Rd), Panipat (Kutni Rd) Panipat Main, Panipat – MT (RSU 1) Panipat Sec – 25, Samalakha	Israna, Mathlauda Noltha, Sewah Urlana Kalan
Total Panipat	6	5
Bahadurgarh	BDM Main, BDM MIE BDM Sec -6, Ladrawan	Asaudha, Badli Dulhera, Soldha
Total Bahadurgarh	4	4
Jhajjar	Jhajjar	Birohar Chhuchhakwas Dighal, Dujana Hassanpur, Sahlawas
Total Jhajjar	1	6
TOTAL EXCHANGES COVERED	31	28

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

Sample distribution in to SDCAs

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

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

Haryana Service Area: Basic (Wireline): Target Sample distribution in district providers.							
Districts	Population	Population %	BSNL	Bharti	Rel Comm.	Tata Teleservices	All TOTAL
Hissar	1,537,117	27.4%	165	156	105	14	440
Karnal	1,274,183	22.7%	136	130	87	11	365
Kurushetra	825,454	14.7%	88	84	57	7	236
Panipat	967,449	17.3%	104	98	66	9	277
Bahadurgarh	119,839	2.1%	13	12	8	1	34
Jhajjar	880,072	15.7%	94	90	60	8	252
Total:	5604114	100.0%	600	570	384	50	1604

Note: Population Source: Census of India 2001

2.2.1.1 Mode of interview

- Two modes of interview were selected to cover the entire sample. 75% of operator sample was covered through in-depth interview with the consumers' and rest 25% of sample was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:

Haryana Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
Bharti	Count	142	428	570
	% age	24.9%	75.1%	100.0%
BSNL	Count	150	450	600
	% age	25.0%	75.0%	100.0%
Rel Comm.	Count	96	288	384
	% age	25.0%	75.0%	100.0%
Tata Teleservices	Count	12	38	50
	% age	24.0%	76.0%	100.0%
Total	Count	400	1204	1604
	Row %	24.9%	75.1%	100.0%

2.2.1.2 Type wise sample distribution

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

Haryana Service Area: Operator wise and user type wise sample distribution				
Operators		Postpaid	Prepaid	Total
Bharti	Count	438	132	570
	% age	76.8%	23.2%	100.0%
BSNL	Count	499	101	600
	% age	83.2%	16.8%	100.0%
Rel Comm.	Count	289	95	384
	% age	75.3%	24.7%	100.0%
Tata Teleservices	Count	43	7	50
	% age	86.0%	14.0%	100.0%
Total	Count	1269	335	1604
	% age	79.1%	20.9%	100.0%

2.2.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 3,602 subscribers, to be divided among the six Operators. This is shown in the table below.

Operators	Haryana Service Area
Airtel (Bharti Airtel Limited)	600
Vodafone	600
IDEA (Idea Cellular)	600
BSNL (Bidesh Sanchar Nigam Limited)	601
TATA (Tata Teleservices)	600
Rel Comm. (Reliance Communication)	601
Total	3,602

The above sample represents the total operator wise subscribers in Haryana service area with 95% confidence level and 4% interval.

2.2.2.1 District wise sample distribution

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

In Haryana there are altogether 19 districts. Therefore 2 districts – Ambal and Karnal were selected. Therefore, Operators wise sample was distributed in the two districts of Haryana on the basis of their proportionate population.

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

Haryana Service Area: Cellular Mobile : Target sample distribution of Haryana in to districts/ Operators wise									
Districts	Popula- tion	Popula- tion %	Total sample size	Bharti	Vodafone	Idea Cell ular	Rel Comm.	Tata Tele- services	BSNL
Karnal	1,013,660	44.3%	1596	266	266	266	266	266	266
Ambala	1,274,843	55.7%	2006	334	334	334	335	334	335
Total	2,288,503	100.0%	3600	600	600	600	601	600	601

Note: Population Source: Census of India 2001

2.2.2.2 Area wise sample distribution

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

Haryana Service Area: Cellular Mobile: Coverage Area	
District Headquarter	Areas Covered
KARNAL	Sec-6, Sec-7, Sec-8, Sec-13, Model Town, Char Chaman, Arjun Gate, Sadar Bazar, Kisan basti, Shiv colony, Hospital Area, GT Road, Railway Road and R.K Puram
AMBALA	Nicholson Road, Sec-7, Jagdhari Road, Panjabi Mohalla, Kuldip Nagar, Preet Nagar, Durga Charan Road, Housing Board Colony, Moti Nagar, Palam Vihar, Patel Nagar, Sadar Bazar, Mohra Mandi and A.P.O

2.2.2.3 Mode of interview

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

Haryana Service Area: Operator wise sample distribution with mode of interview				
		Telephonic (CATI)	In-Person	Total
Bharti	Count	145	455	600
	% age	24.2%	75.8%	100.0%
Vodafone	Count	150	450	600
	% age	25.0%	75.0%	100.0%
Idea cellular	Count	150	450	600
	% age	25.0%	75.0%	100.0%
BSNL	Count	145	456	601
	% age	24.1%	75.9%	100.0%
Rel comm.	Count	151	450	601
	% age	25.1%	74.9%	100.0%
Tata Teleservices	Count	133	467	600
	% age	22.2%	77.8%	100.0%
Total	Count	874	2728	3602
	% age	24.3%	75.7%	100.0%

2.2.2.4 Type wise sample distribution

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

Haryana Service Area: Operator wise and user type wise sample distribution				
		Prepaid	Postpaid	Total
Bharti	Count	565	35	600
	% age	94.2%	5.8%	100.0%
Vodafone	Count	588	12	600
	% age	98.0%	2.0%	100.0%
Idea cellular	Count	564	36	600
	% age	94.0%	6.0%	100.0%
BSNL	Count	588	13	601
	% age	97.8%	2.2%	100.0%
Rel comm.	Count	511	90	601
	% age	85.0%	15.0%	100.0%
Tata Teleservices	Count	522	78	600
	% age	87.0%	13.0%	100.0%
Total	Count	3338	264	3602
	% age	92.7%	7.3%	100.0%

2.2.3 Broadband

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

VOICE contacted the broadband Operators to ascertain their number POPs (Point of Presence) in Haryana. It was found that only two providers – Bharti and BSNL – had substantial numbers of consumers in Haryana. In the case of Rel Comm, the concerned nodal officer communicated that there were less than 100 subscribers in Haryana, therefore Rel Comm. was not included in the survey. Similarly VSNL and You telcom also communicated that their services were not available in Haryana. Therefore subscribers of only Bharti and BSNL were included in the survey.

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

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

Operator	Total
Bharti	559
BSNL	600
Total	1159

The operator wise sample achieved represents the total operator wise subscribers in the Haryana with 95% confidence level and 4% confidence interval.

2.2.3.1 Area wise distribution:

Altogether seven districts were selected for the broadband survey, where the providers had their PoPs. However, Bharti had the presence in only three out of these seven selected districts. The following table shows the district wise and provider wise sample which was covered during the survey.

Haryana Service Area: Broadband: District wise and provider wise actual sample covered.			
S.No.	District	BSNL	Bharti
1	Hissar	139	0
2	Karnal	116	195
3	Kurushetra	75	0
4	Panipat	88	286
5	Bahadurgarh	11	0
6	Jhajjar	80	0
7	Ambala	92	78
Total:		600	559

2.2.3.2 Mode of Interview

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

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

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

Haryana Service Area: Operator wise sample distribution with mode of interviews				
Operators		In-Person	Web/ Online	Total
Bharti	Count	536	23	559
	%age	95.9%	4.1%	100.0%
BSNL	Count	575	25	600
	%age	95.8%	4.2%	100.0%
Total	Count	1111	48	1159
	%age	95.9%	4.1%	100.0%

- The table above shows that out of the total sample of 1159, only 48 (4.1%) responses could be collected through web based online mechanism.
- **The possible reason, for such a low responses could be that the data base of email addresses were either non functional or not valid.**
- Therefore, VOICE decided to meet the entire sample through In-person interview. Accordingly 95.9% of the total sample covered using In-person interview technique.

3.1 EXECUTIVE SUMMARY

3.1.1 Customer Satisfaction Survey -Basic Service (Wireline)

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

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

The customer perception of overall satisfaction level is poor in Haryana Service Area as out of 4 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 68.0% to 78.0%.
- The **highest overall satisfaction level** was attained by Rel Com followed by Bharti with 77.4%.
- The lowest overall satisfaction level was achieved by Tata Teleservices with 68%, followed by BSNL with 71%.

3.1.1.2: Network Performance (Benchmark >95%)

- The customer perception of the parameter network performance is poor in Haryana Service Area as out of 4 operators none of them meet the benchmark of 95%.
- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 73.1% to 78.9%
- The highest **consumer satisfaction level** on network performance was shared by Bharti and Tata Teleservices with 78.9% each followed by Rel Comm. (75.7%).
- The lowest level of satisfaction was attained by the consumers of BSNL with 73.1%.

3.1.1.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of pre-paid segment, none of the 4 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 4 operators meet the benchmark of 90%.

- The achievement level of the operators, in the case of pre-paid segment, ranged from 65.7% to 67.9%. Whereas in the case of post-paid, it ranged from 68.3% to 75.5%
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Bharti with 67.9%, followed by Rel Comm. and Tata Teleservices (66.3% each). In the case of **post paid segment** the highest consumer satisfaction level was attained by Bharti with 75.5% followed by Rel Comm. with 72.9%.

- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by BSNL with 65.7%. In the case of **post-paid segment** the **lowest consumer satisfaction** level was attained by Tata Teleservices with 68.3% followed by BSNL (68.9%).

3.1.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Haryana Service Area as out of 4 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 66.2% to 70.8%.
- The highest consumer satisfaction level on maintainability was achieved by Tata Teleservices with 70.8%, followed by Rel Comm. with 69.5%.
- The lowest consumer satisfaction level on maintainability was achieved by BSNL with 66.2%, followed by Bharti with 67.0%.

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

The customer perception of the parameter help service/ customer care is significantly poor in Haryana Service Area as out of 4 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 68.4% to 76.1%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Bharti with 76.1%, followed by Rel Comm. with 75.0%.
- The lowest consumer satisfaction level on help services/ customer care was achieved by BSNL with 68.4%, followed by Tata Teleservices (71.8%)

3.1.1.6: Consumers Protection and Redressal of Grievances

- **Awareness about the three stages of grievance redressal mechanism** set up by their Operators was found to be low as this was reported by only 18.6% of consumers surveyed. The highest percentage of aware subscribers were found in the case of Rel Comm. (29.9%), followed by Tata Teleservices (24.0%). The lowest percentage of aware consumers were found in the case of BSNL (13.3%) followed by Bharti (16.1%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 99.3% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by 2.8% and 3.2% of consumers respectively.
- Highest number of complaints to the call centre, within last six months, were made by BSNL subscribers (69.5%), followed by Rel Comm. (66.4%), Bharti (58.4%) and Tata Teleservices (56.0%).
- Overall 69.1% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of Tata Teleservices (92.9%), followed by BSNL (81.8%), Rel Comm. (60.4%) and Bharti (58.0%)
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Bharti (98.8%) followed by Rel Comm. (97.3%), BSNL (94.0%) and Tata Teleservices (92.9%).
- **Out of 34 (2.8%) respondents who were aware of Nodal Officers, 16 (47.1%) respondent confirmed that they knew (were aware) about the contact details of Nodal Officers.**

3.1.2 Customer Satisfaction Survey (Cellular Mobile)

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

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

The customer perception of overall satisfaction level is poor in Haryana Service Area as out of 6 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 69.8% to 72.8%.
- The highest overall satisfaction level was achieved by Tata Teleservices at 72.8%, followed by Idea Cellular (72.3%), Rel Comm. (71.9%) and Bharti (71.3%).
- The lowest overall satisfaction level was achieved by BSNL at 69.8%, followed by Vodafone (70.0%).

3.1.2.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in Haryana Service Area as out of 6 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 69.1% to 70.5%.
- The highest consumer satisfaction level on network performance was shared by Bharti and Tata Teleservices with 70.5% each, followed by Rel Comm. with 69.9% and BSNL (69.6%).
- The lowest consumer satisfaction level on network performance was achieved by Vodafone (69.1%), closely followed by Idea Cellular (69.2%).

3.1.2.3: Billing (Benchmark >90%)

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

In the case of pre-paid segment, none of the 6 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 6 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case pre-paid segment, ranged from 65.9% to 69.3%. Whereas in the case of post-paid, it ranged from 63.5% to 73.2%
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Bharti with 69.3%, closely followed by BSNL (69.2%) and Rel comm. (68.4%).

In the case of **post paid segment** the highest consumer satisfaction level was attained by Vodafone with 73.2%, followed by Tata Teleservices (69.5%), BSNL and Bharti (66.7% each).

- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by Vodafone with 65.9%, followed by Tata Teleservices (67.9%) and Idea Cellular (68.1%). In the case of **post-paid segment** the **lowest consumer satisfaction level** was attained by Idea Cellular with 63.5%, followed by Rel Comm. (66.0%).

3.1.2.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Haryana Service Area as out of 6 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 67.9% to 73.7%.
- The highest consumer satisfaction level on maintainability was achieved by Rel Comm. with 73.7%, followed by BSNL (71.4%), Bharti (71.2%) and Tata Teleservices (70.6%).
- The lowest consumer satisfaction level on maintainability was achieved by Idea Cellular with 67.9%, followed by Vodafone (68.1%).

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

The customer perception of the parameter help service/ customer care is significantly poor in Haryana Service Area as out of 6 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 62.6% to 68.8%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Rel Comm. with 68.8%, followed by Bharti (68.0%) and Tata Teleservices and BSNL (67.9% each).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Idea Cellular with 62.6%, followed by Vodafone (66.6%).

3.1.2.6: Consumers Protection and Redressal of Grievances

- In the case of cellular mobile service, **awareness about the three stages of grievance redressal mechanism** set up by their Operators was found to be low as this was reported by only 12.5% of consumers surveyed. The highest percentage of aware subscribers were found in the case of Bharti (21.8%), followed by Vodafone (15.8%), BSNL (12.3%) and Rel Comm. (12%). Whereas, the lowest percentage of aware subscribers were reported from Tata Teleservices with 4.5%, followed by Idea Cellular (8.5%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 95.8% of consumers surveyed. Awareness about the Nodal Officers and Appellate Authority was reported by only 4.9% and 1.5% of consumers respectively.
- Highest number of complaints to the call centre, within last six months, were made by Bharti subscribers (34.3%) followed by the subscribers of Vodafone (32.5%), BSNL (31.3%) and Idea Cellular (25%). The lowest number of complaints to the call centre, within last six months were made by the subscribers of Tata Teleservices (12.2%), followed by Rel Comm. (19.5%).
- Overall 42.3% confirmed that they received the docket number for most of their complaints. This was reported highest in the case of Idea Cellular (55.3%), followed by Vodafone (52.8%), Tata Teleservices (49.3%), Bharti (45.1%), Rel Comm. (41.0%) and BSNL (16%).
- **Maximum percentage of satisfied consumers (Very Satisfied and Satisfied) with the resolution of complaints by call centre** was found in the case of Bharti and Rel Comm. (100% each), followed by Idea Cellular and Tata Teleservices (98.6% each), BSNL (97.4%) and Vodafone (97%).
- **Out of 131 (4.9%) respondents who were aware of Nodal Officers, only 6 (4.6%) respondent confirmed that they knew (were aware) about the contact details of Nodal Officers.**

3.1.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of broadband service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **Haryana Service Area** performance of operators, none of the operators are meeting the prescribed parameter's benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

3.1.3.1: Overall Customer Satisfaction Level (Benchmark 85%)

The customer perception of overall satisfaction level, in the case of broadband, is poor in Haryana Service Area as out of 2 operators none of them meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 62.8% to 64.4%.
- The highest overall satisfaction level was achieved by BSNL with 64.4%.
- The lowest overall satisfaction level was achieved by Bharti with 62.8%.

3.1.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in Haryana Service Area as out of 2 operators none of them meet the benchmark of 85%.

- In terms of **customer satisfaction level with the network performance**, the achievement level of the operators ranged from 66.9% to 72.5%.
- The highest satisfaction level with the network performance was scored by BSNL with 72.5%.
- The lowest customer satisfaction level on network performance was achieved by Bharti with 66.9%.

3.1.3.3: Billing (Benchmark >90%)

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

In the case of pre-paid segment, none of the 2 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 2 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 59.0% to 73.0%. Whereas in the case of post-paid, it ranged from 77.5% to 78%
- The **highest customer satisfaction level** with billing services, in **pre-paid segment** was achieved by BSNL with 73.0%. In the case of **post paid segment** the highest customer satisfaction level was again attained by BSNL with 78%.
- Bharti attained **lowest customer satisfaction level** with billing service in both the **pre-paid and post-paid segments** at 59% and 77.5% respectively.

3.1.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in Haryana Service Area as out of 2 operators none of them meets the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 56.4% to 61.5%.
- The highest customer satisfaction level on maintainability was achieved by Bharti with 61.5%.
- The lowest customer satisfaction level on maintainability was achieved by BSNL with 56.4%.

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

The customer perception of the parameter help service/ customer care is poor in Haryana Service Area as out of 2 operators none of them meets the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 80.5% to 88.6%.
- The highest customer satisfaction level on help service/ customer care was achieved by Bharti with 88.6%.
- The lowest customer satisfaction level on help services/ customer care was achieved by BSNL with 80.5%.

3.1.3.6: Consumers Protection and Redressal of Grievances

- **Awareness about all the three stages of grievance redressal mechanism** set up by their Operators was found to be low as this was reported by only 5.8% of consumers surveyed. The higher percentage of aware subscribers was found in the case of BSNL (6.7%) as compared to Bharti (4.8%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 96.6% of consumers surveyed. Awareness about the nodal officer and Appellate authority was reported by only 1.1% and 0.7% of consumers respectively.
- Higher numbers of complaints to the call centre, within last six months, were made by BSNL subscribers (60%) as compared to the percentage of Bharti subscribers (55.6%).
- Overall only 43.4% confirmed that they received the docket number of most of their complaints. This was reported higher in the case of Bharti (55.6%) as compared to BSNL (32.8%).
- Higher percentage of satisfied customers (Very satisfied and Satisfied) with the resolution of complaints by call centre was found in the case of Bharti (75.9%) as compared to BSNL (63.3%).
- **Out of 13 (1.1%) respondents who were aware of Nodal Officers, 4 (30.8%) respondent confirmed that they knew (were aware) about the contact details of Nodal Officers.**

4 DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

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

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

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Haryana Service Area

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

Basic Service (Wireline) (SERVICE AREA - HARYANA) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% Satisfacti on With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfacti on with Maintain -ability	% Satisfacti on with Supple- mentary services	% Satisfaction with overall services
			Postpai d	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Service Area - Haryana									
HARYANA	1604								
Bharti	570	67.7%	75.5%	67.9%	76.1%	78.9%	67.0%	81.6%	77.4%
BSNL	600	63.3%	68.9%	65.7%	68.4%	73.1%	66.2%	73.2%	71.0%
Rel Comm.	384	67.5%	72.9%	66.3%	75.0%	75.7%	69.5%	80.6%	78.0%
Tata Teleservices	50	63.0%	68.3%	66.3%	71.8%	78.9%	70.8%	66.7%	68.0%

- The table above shows that none of the Operators were able to meet the benchmark set up by the TRAI.
- However, performance of Bharti was found to be better than others, as it has achieved highest score on 6 out of 7 parameters, excluding the satisfaction with maintainability, listed in the above table. On satisfaction with maintainability it has scored the second lowest score.
- Bharti was followed by Rel Comm. as it has achieved the second highest score on all the 7 parameters.
- Tata Teleservices achieved highest score on 2 out of 7 parameters and second highest on one parameter, third highest on another one parameter and lowest on three parameters.
- BSNL could not achieve highest or second highest score on any of the 7 parameter listed in the above table. It attained third highest score on 5 out of 7 parameters and lowest on the rest of the 2 parameters.
- **Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Bharti Basic Service (wireline) were found to be better than the other Operators in Haryana Service Area.**

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

Basic Service (Wireline) (SERVICE AREA - HARYANA) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
Service Area - Haryana									
HARYANA	1604								
Bharti	570	88.1%	98.6%	98.5%	99.1%	95.7%	95.1%	100.0%	94.4%
BSNL	600	85.4%	93.5%	96.0%	93.5%	96.3%	95.0%	99.2%	92.5%
Rel Comm.	384	98.7%	98.2%	97.9%	96.8%	97.6%	99.3%	100.0%	97.7%
Tata Teleservices	50	88.9%	98.6%	97.9%	90.3%	98.0%	100.0%	100.0%	94.0%

- The analysis reveal that in terms of satisfied customers, services of Rel Comm. and Tata Teleservices were considered better than Bharti and BSNL.
- Tata Teleservices achieved the highest score in 4 out of 7 parameters, second highest in other 2 parameters. However it attained lowest score on satisfaction with help services.
- Rel Comm. has achieved highest percentage of satisfied consumers in 3 out of 7 parameters and second highest in another 4 parameter.
- Bharti has also achieved the highest percentage of satisfied consumers on 4 out of 7 parameters. On other 2 parameters it achieved third highest percentage of satisfied consumers. But with regard to satisfaction on network performance Bharti had the lowest percentage of satisfied consumers as compared to other three providers.
- In the case of BSNL, highest percentage of satisfied consumers was found in none of the parameters. It achieved the second highest on 1 parameter, third highest on 4 parameters and also achieved the lowest number of satisfied consumers on 2 parameters.

The analysis reveals that in terms of percentage of satisfied consumers, Tata Teleservices and Rel Comm. jointly emerged as the number one Operators, followed by Bharti. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of customer satisfaction.

4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Haryana Service Area

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

Cellular Mobile (Haryana Service Area) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% Satisfaction with Provision of service	% Satisfaction with Billing Performance		% Satisfaction with Help Service	% Satisfaction with Network Performance, Reliability and Availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary service	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Service Area - Haryana									
HARYANA	3602								
Bharti	600	73.6%	66.7%	69.3%	68.0%	70.5%	71.2%	72.1%	71.3%
Vodafone	600	79.6%	73.2%	65.9%	66.6%	69.1%	68.1%	84.8%	70.0%
Idea Cellular	600	66.4%	63.5%	68.1%	62.6%	69.2%	67.9%	72.1%	72.3%
BSNL	601	66.8%	66.7%	69.2%	67.9%	69.6%	71.4%	73.5%	69.8%
Rel Comm.	601	72.5%	66.0%	68.4%	68.8%	69.9%	73.7%	77.6%	71.9%
Tata Teleservices	600	75.0%	69.5%	67.9%	67.9%	70.5%	70.6%	77.2%	72.8%

- The table above shows that none of the Operators were able to meet the benchmark on any of the parameter, set up by the TRAI.
 - However, performance of Bharti was found to be better than others, as it has achieved highest score on 2 out of 7 parameters, excluding the satisfaction on overall services, listed in the above table. Similarly, it has achieved second highest on 2 out of 7 parameters and third highest on other 2 out of 7 parameters. Only on one parameter it has scored below average.
 - Bharti was followed by Rel Comm. as it has also achieved highest score on 2 parameters, but the second highest on 1 parameter. It also attained third and fourth highest on 2 parameters each and fourth highest on other 2 parameters.
 - Tata Teleservices achieved highest score on 1 out of 7 parameters and second highest on 2 parameters, third highest on 2 parameters, fourth highest on 1 parameter and fifth highest on another one.
 - Vodafone although achieved highest score on 3 parameters, it's score on other 4 parameters was not even third highest. The score on other 4 parameters ranged from fourth to the lowest.
 - BSNL could not achieve the highest ranking on any of the 7 parameters. It achieved second highest on only one parameter, third highest on 2 parameters, fourth highest on 3 parameters and fifth on other 1 parameter.
 - In the case of Idea Cellular, it could achieve, fourth to the lowest ranking in all the parameters.
- Therefore, it can be safely concluded that although none of the operators were able to meet the benchmark on any of the parameters, however, overall the services of Bharti Cellular mobile were found to be better than the other Operators.**

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

CSS Cellular (HARYANA SERVICE AREA) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% of Satisfied customers With Provision of service	% of Satisfied customers with Billing performance		% of Satisfied customers with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customers with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Prepaid	Postpaid					
Service Area - Haryana									
HARYANA	3602								
Bharti	600	98.7%	98.8%	98.1%	94.8%	86.8%	98.8%	100.0%	97.5%
Vodafone	600	98.8%	95.6%	85.4%	93.7%	83.4%	98.5%	100.0%	99.8%
Idea Cellular	600	90.0%	96.1%	89.6%	86.0%	90.7%	97.8%	100.0%	98.3%
BSNL	601	93.3%	99.1%	95.0%	92.8%	90.0%	98.3%	98.2%	98.7%
Rel Comm.	601	95.8%	94.7%	96.5%	92.0%	87.7%	97.7%	98.6%	97.2%
Tata Teleservices	600	93.5%	93.9%	94.7%	89.1%	91.2%	99.3%	98.9%	99.0%

- The analysis reveals that in terms of satisfied customers, Bharti achieved the highest percentage of satisfied consumers in 3 out of 7 parameters. On other 3 parameters it has achieved second highest percentage and on other 1 parameter it has fourth highest percentage of satisfied consumers.
- Bharti is followed by Vodafone. It has achieved highest percentage of satisfied consumers on 2 parameters and second and third highest percentage on other 1 parameter each. On rest of the parameters, Vodafone has achieved relatively lower percentages.
- Tata Teleservices could also achieve highest percentage of satisfied consumers on 2 of the parameters and second highest on another one. In the rest of the parameters, it achieved lower to the lowest percentage
- BSNL could achieve highest percentage of satisfied consumers on only 1 parameter – postpaid billing performance.
- In the case of other two providers –Idea Cellular and Rel Comm. – the achievement level, with regard to percentage of satisfied consumers – was relatively low. It was only in the case of Idea Cellular that on 1 of the parameter –satisfaction with supplementary services – it had the highest number of satisfied consumers.

The analysis reveals that in terms of percentage of satisfied consumers, Bharti emerged as the number one Operators, followed by Vodafone and Tata Teleservices. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of customer satisfaction.

4.1.3: PERFORMANCE COMPLIANCE CSS – Broadband, HARYANA SERVICE AREA

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

Broadband (SERVICE AREA - HARYANA) - Parameter Based Performance Compliance									
Name of the Operators	Sample Size	% Satisfaction With Provision of service	% Satisfaction with Billing performance		% Satisfaction with Help Services	% Satisfaction with Network performance reliability and availability	% Satisfaction with Maintainability	% Satisfaction with Supplementary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
Service Area - Haryana									
Haryana	1159								
Bharti	559	68.1%	77.5%	59.0%	88.6%	66.9%	61.5%	64.7%	62.8%
BSNL	600	69.9%	78.0%	73.0%	80.5%	72.5%	56.4%	72.7%	64.4%

- The table above shows that none of the Operators were able to meet the benchmark on any of the parameter, set up by the TRAI.
- However, performance of BSNL was found to be better than Bharti, as it has achieved higher score on 5 out of 7 parameters, excluding the satisfaction on overall services, listed in the above table. It has achieved lower score on only 2 of the parameters – satisfaction with help services and satisfaction with maintainability.
- Therefore, the analysis reveals that broadband service provided by BSNL in Haryana Service Area is definitely better than Bharti.

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

Broadband (SERVICE AREA - HARYANA) - Parameter Based Performance Compliance									
Name of the Operator s	Sample Size	% of Satisfied customer s With Provision of service	% of atisfied customers with Billing performance		% of Satisfied customer s with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customer s with Maintain -ability	% of Satisfied customer s with Supple- mentary services	% of Satisfie d custom ers with overall services
			Postpai d	Prepaid					
Service Area - Haryana									
Haryana	1159								
Bharti	559	75.1%	98.9%	69.2%	97.9%	86.2%	81.9%	90.6%	84.8%
BSNL	600	84.3%	97.0%	90.5%	93.8%	90.4%	61.2%	83.4%	90.0%

- The analysis reveals that in terms of satisfied customers, Bharti achieved the highest scores in 4 out of 7 parameters, it has attained higher percentage of satisfied consumers as compared to BSNL. On 3 other parameter it has achieved lower percentage of satisfied consumers as compared to BSNL. These parameters are - satisfaction with provision of service, satisfaction with pre paid billing service and satisfaction with network performance.

The analysis reveals that in terms of percentage of satisfied consumers, Bharti had the higher percentage of satisfied consumers on 4 parameters where as BSNL had on 3 parameters. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of Customer satisfaction.

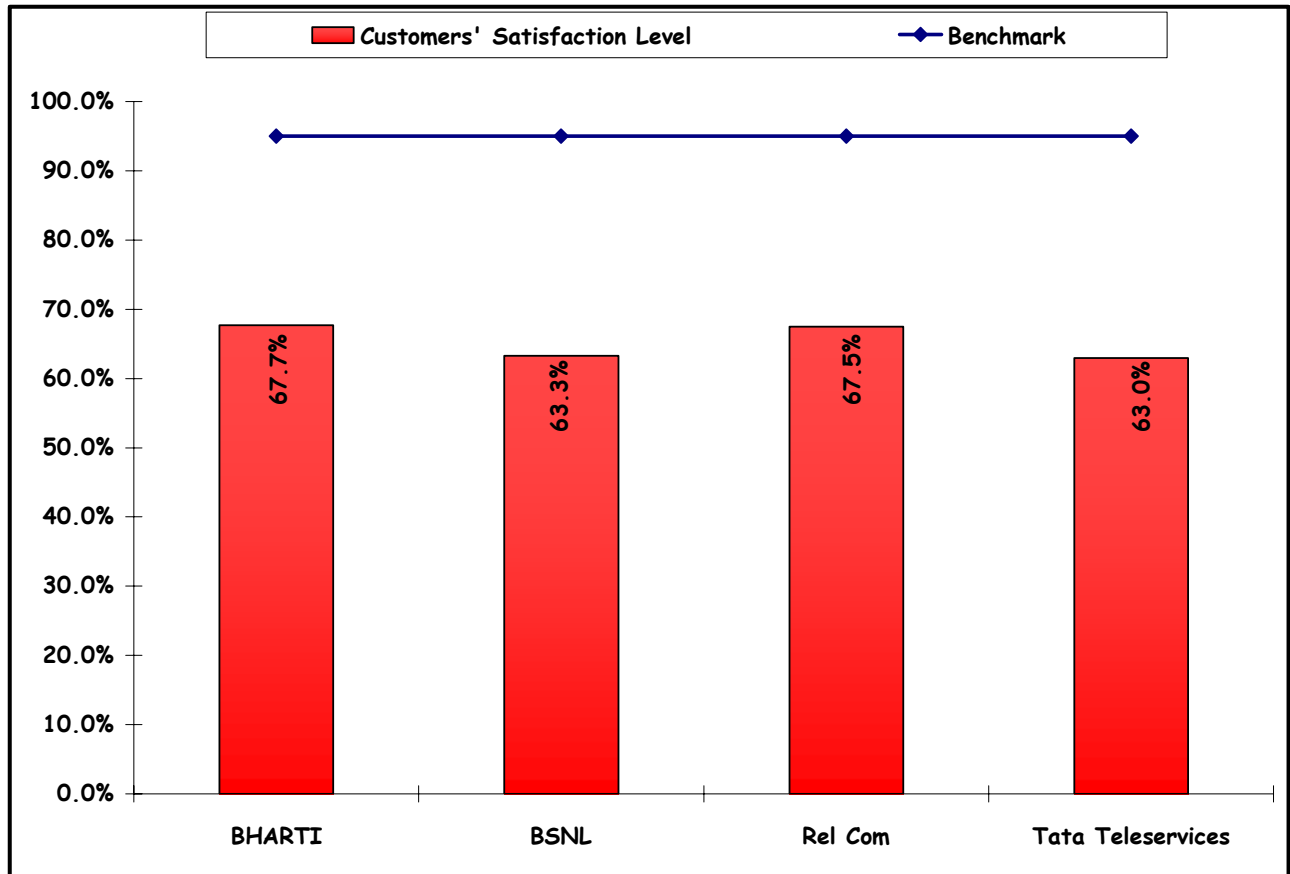
4.2 Graphical Presentation

4.2.1 BASIC WIRE LINE – HARYANA SERVICE AREA

4.2.1.1 SATISFIED WITH PROVISION OF SERVICES

Consumer satisfaction level

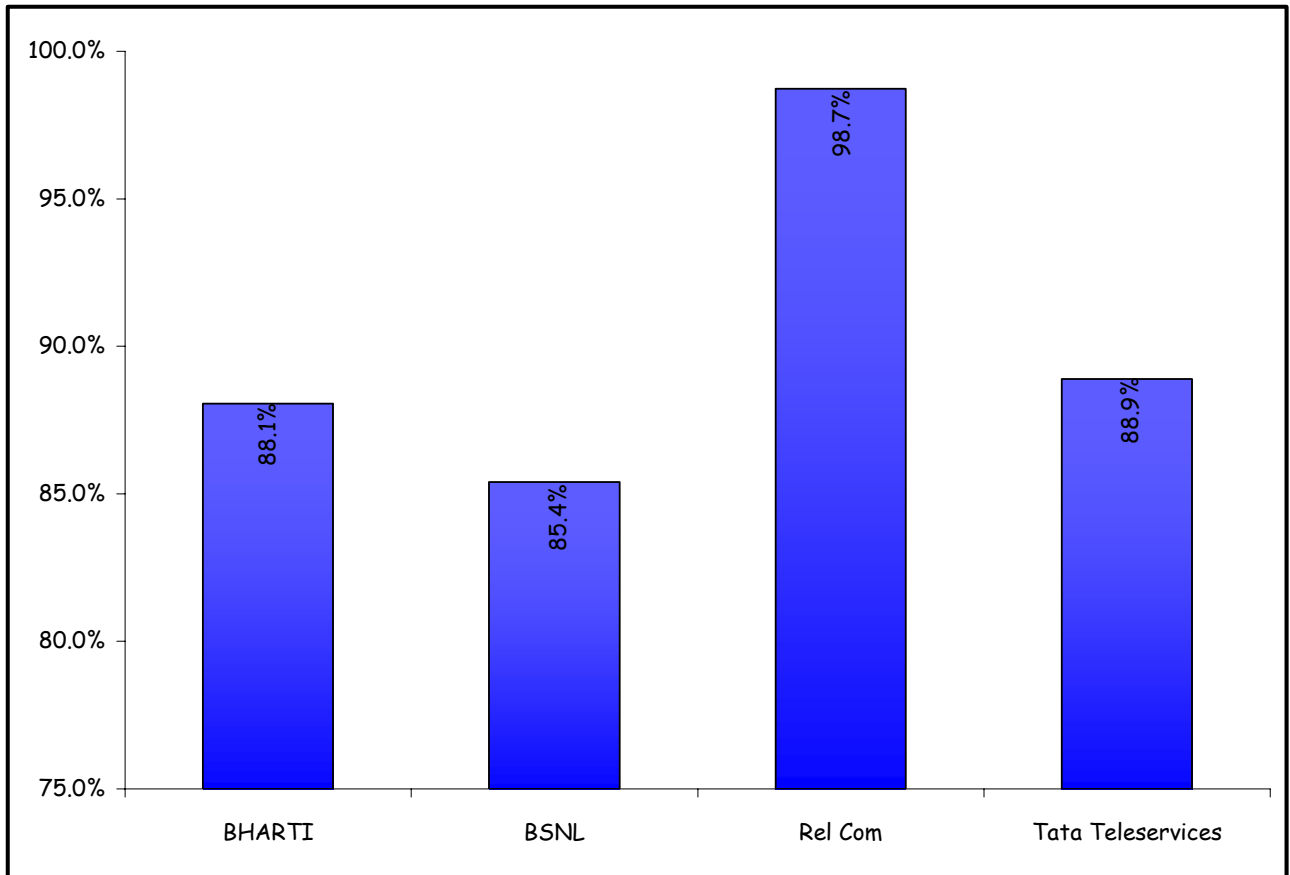
The following graph shows the consumer satisfaction level with the provision of service.



- Audit conducted for 4 operators providing services in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the four operators ranged from 63% to 67.7%
- Highest level of satisfaction was found by the consumers of Bharti (67.7%), followed by Rel Comm. (67.5%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (63%), followed by BSNL (63.3%).

Percent of satisfied consumers

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

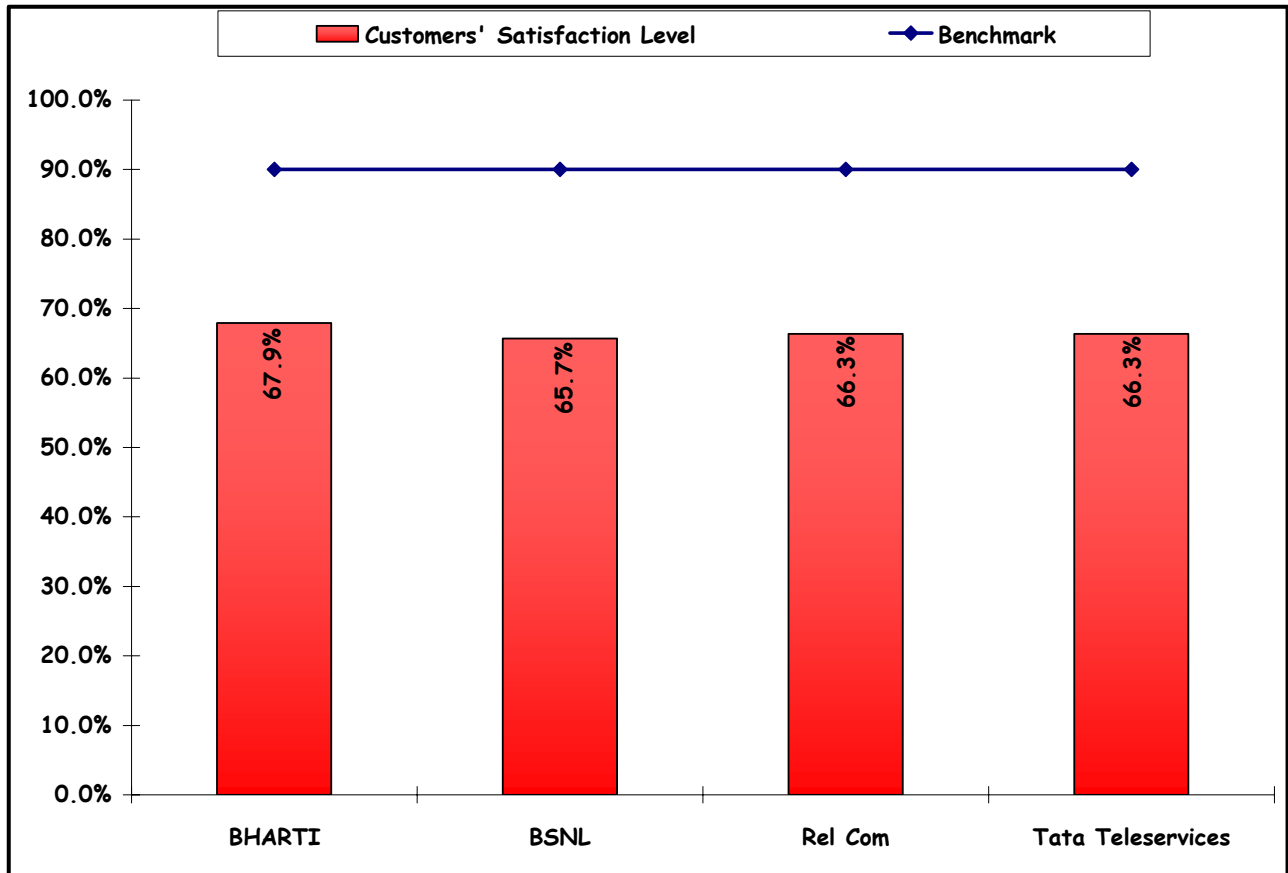


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of only one operator, >95% of customers were satisfied with the provision of services.
- Highest percentage of satisfied customers were found in the case of Rel Comm. (98.7%), followed by Tata Teleservices (88.9%) and Bharti (88.1%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL (85.4%)

4.2.1.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

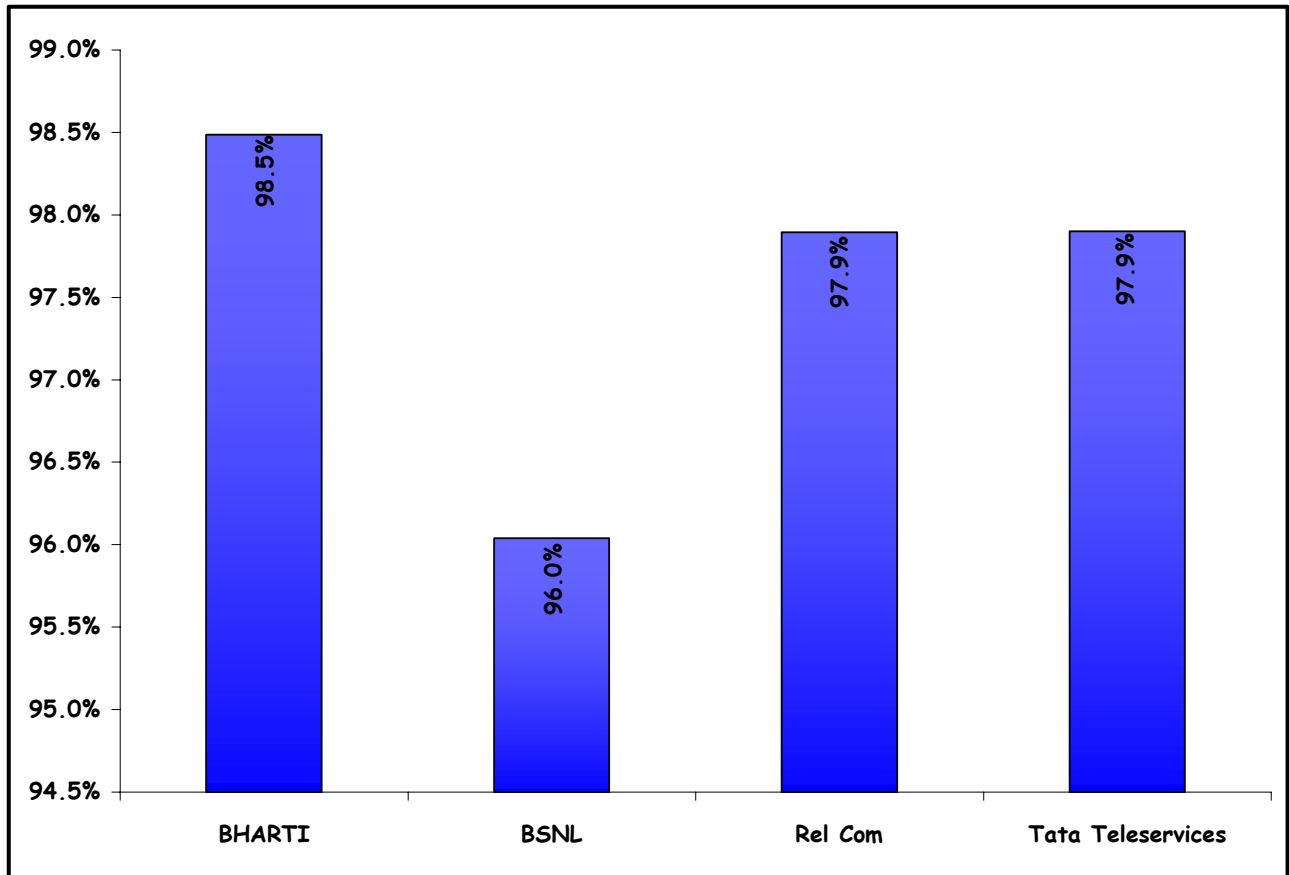
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 4 operators providing services in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 4 operators ranged from 65.7% to 67.9%
- Highest level of satisfaction was found by the consumers of Bharti (67.9%), followed by Rel Comm. and Tata Teleservices (66.3% each).
- The lowest level of satisfaction was attained by the consumers of BSNL (65.7%)

Percent of satisfied consumers

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

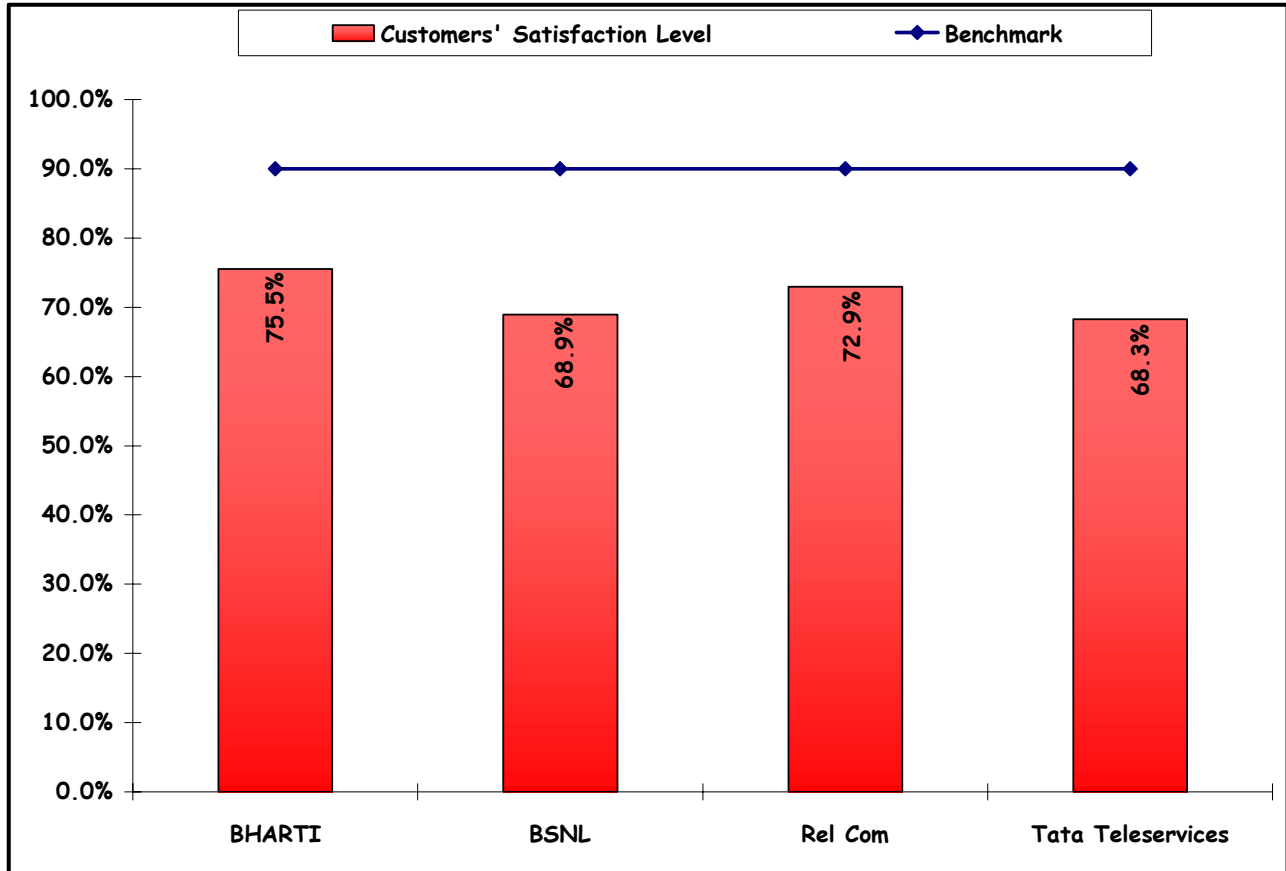


- Audit conducted for 4 operators providing basic service (wireline) in Haryana Service Area.
- In the case of all the operators, >95% of customers were satisfied with the billing service, in the pre paid segment.
- Highest percentage of satisfied customers were found in the case of Bharti (98.5%), followed by Tata Teleservices and Rel Comm. (97.9% each).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (96%).

4.2.1.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

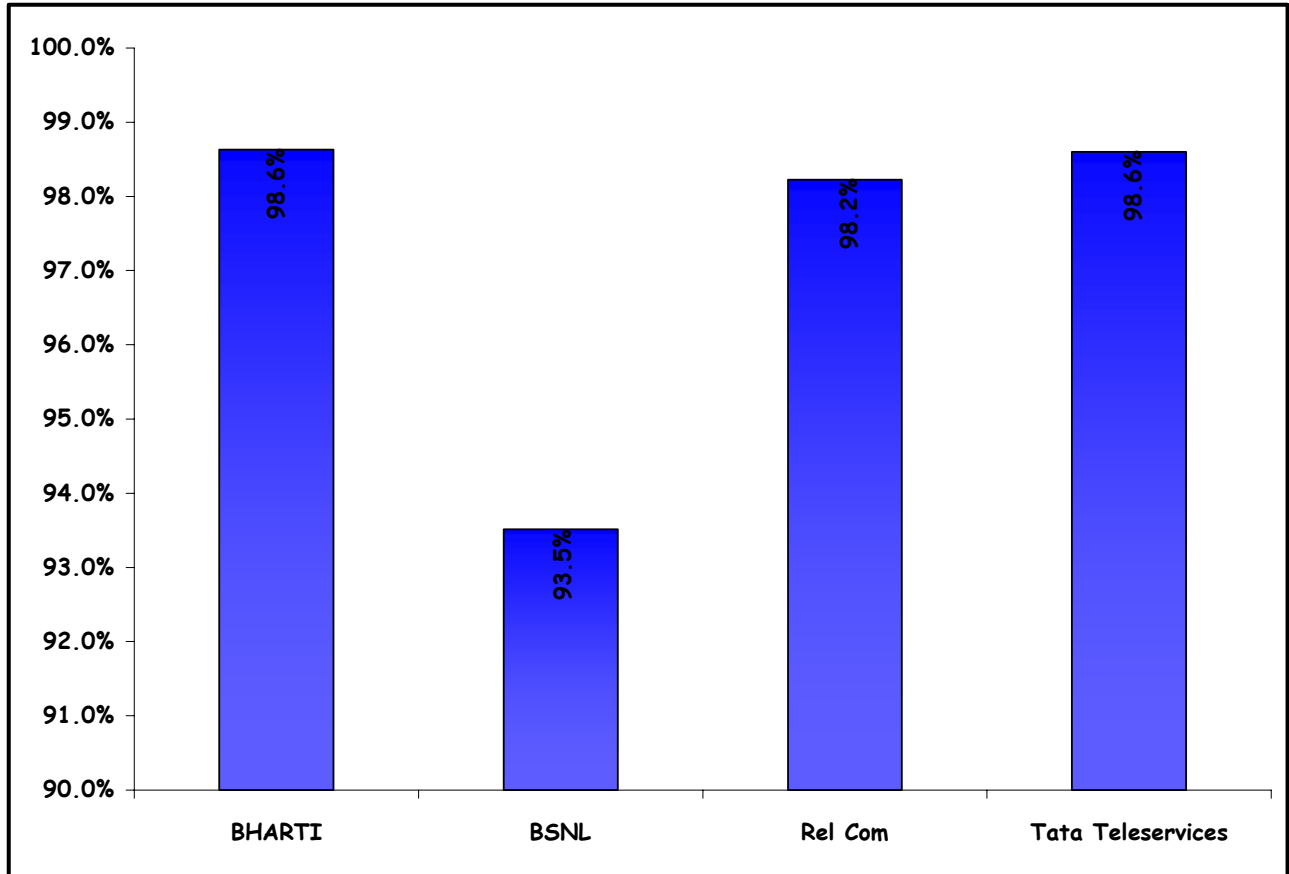
The following graph shows the consumer satisfaction level with the post-paid billing services.



- Audit conducted for 4 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 4 operators ranged from 68.3% to 75.5%
- Highest level of satisfaction was found by the consumers of Bharti (75.5%) followed by Rel Comm. (72.9%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (68.3%) followed by BSNL (68.9%)

Percent of satisfied consumers

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

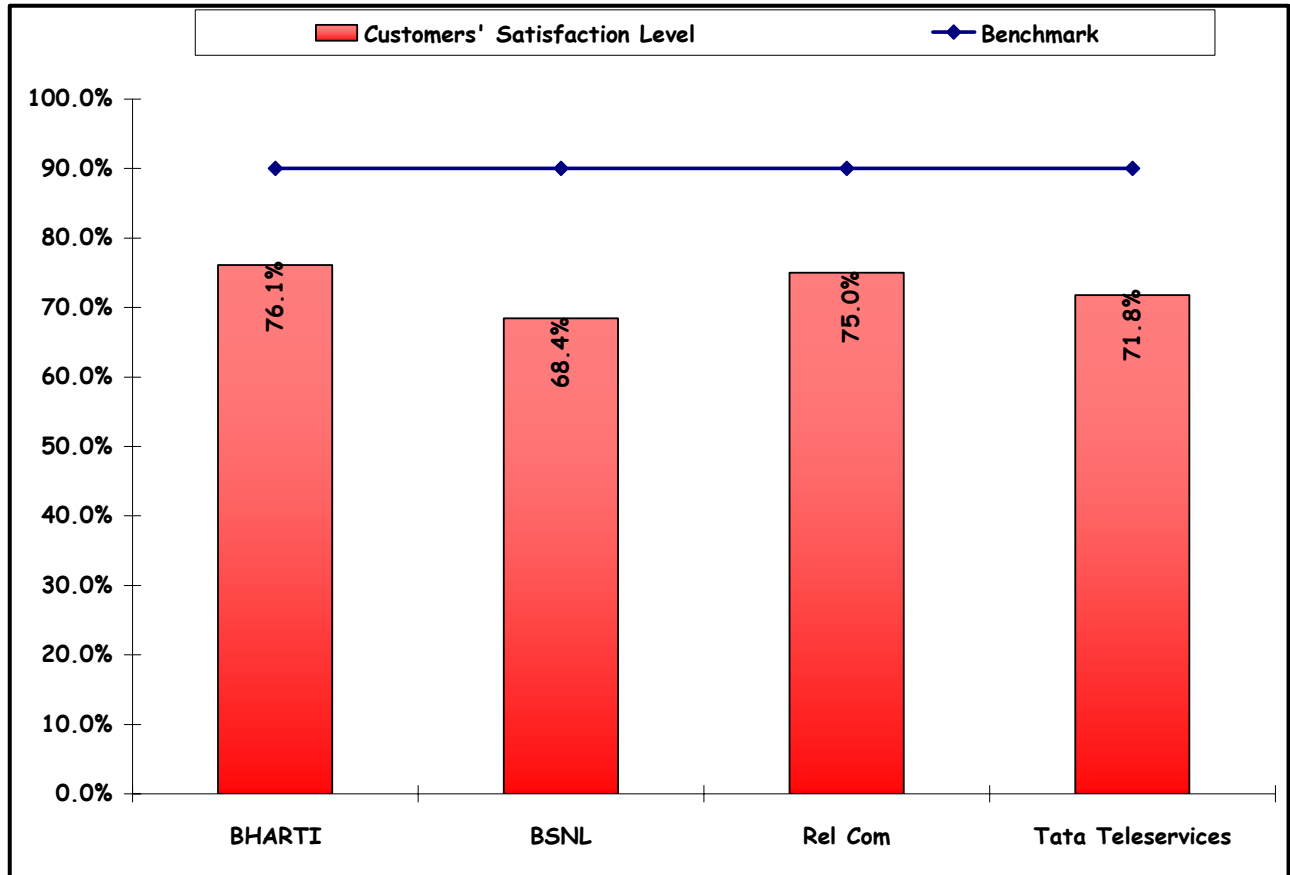


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of all the operators, >90% of customers were satisfied with the billing service, in the post-paid segment.
- Highest percentage of satisfied customers were found in the case of Bharti and Tata Teleservices (98.6% each), followed by Rel Comm. (98.2%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (93.5%).

4.2.1.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

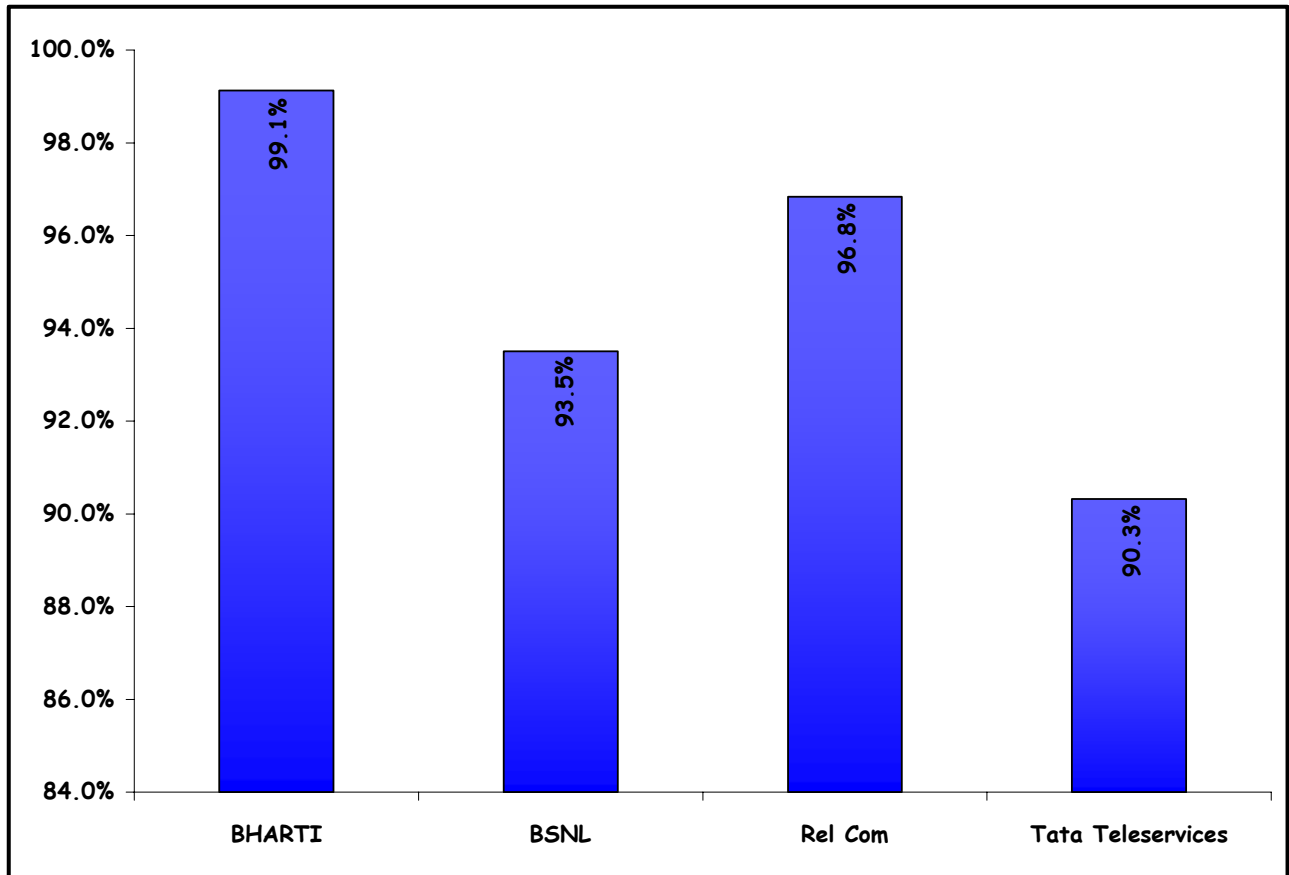
The following graph shows the consumer satisfaction level with the help service.



- Audit conducted for 4 operators providing services in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- In the case of customer satisfaction level with help service, achievement level of all the 4 operators ranged from 68.4% to 76.1%
- Highest level of satisfaction was found by the consumers of Bharti (76.1%), followed by Rel Comm. (75%).
- The lowest level of satisfaction was attained by the consumers of BSNL (68.4%) followed by Tata Teleservices (71.8%).

Percent of satisfied consumers

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

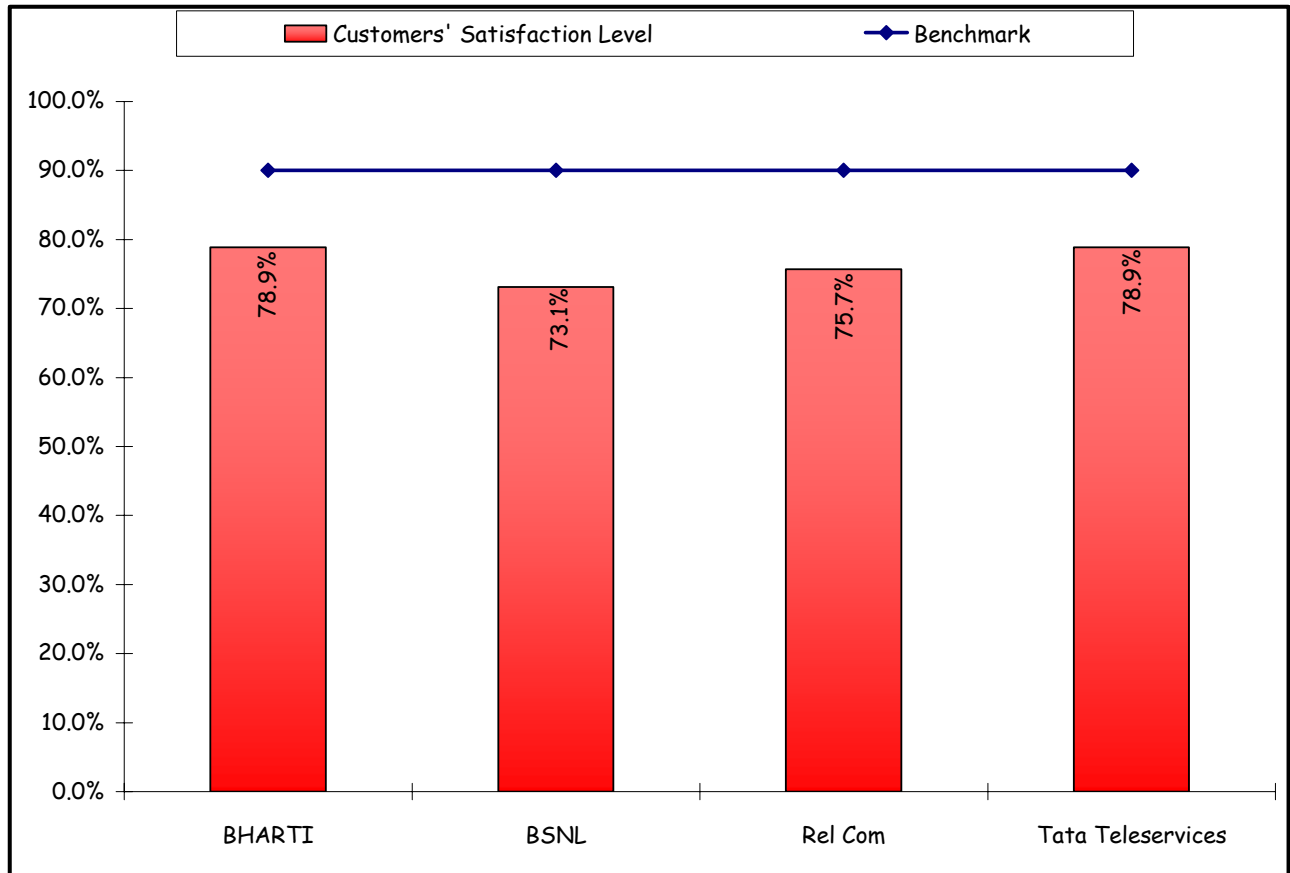


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of all operators, >90% of customers were satisfied with the help service.
- Highest percentage of satisfied customers were found in the case of Bharti (99.1%), followed by Rel Comm. (96.8%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Tata Teleservices (90.3%) and BSNL (93.5%).

4.2.1.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

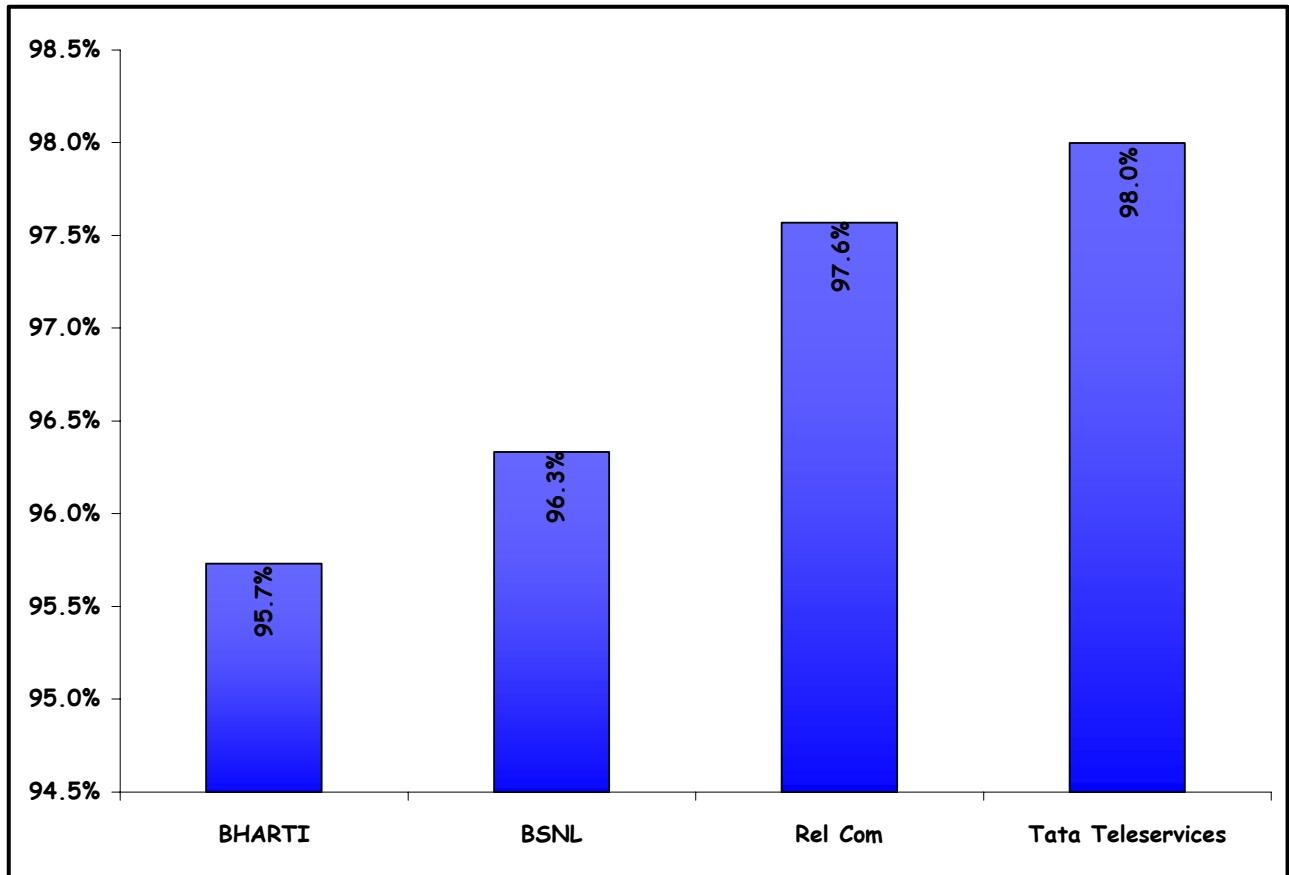
The following graph shows the consumer satisfaction level with network performance.



- Audit conducted for 4 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 4 operators ranged from 73.1% to 78.9%
- Highest level of satisfaction was found by the consumers of Bharti and Tata Teleservices (78.9% each) followed by Rel Comm. (75.7%).
- The lowest level of satisfaction was attained by the consumers of BSNL (73.1%).

Percent of satisfied consumers

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

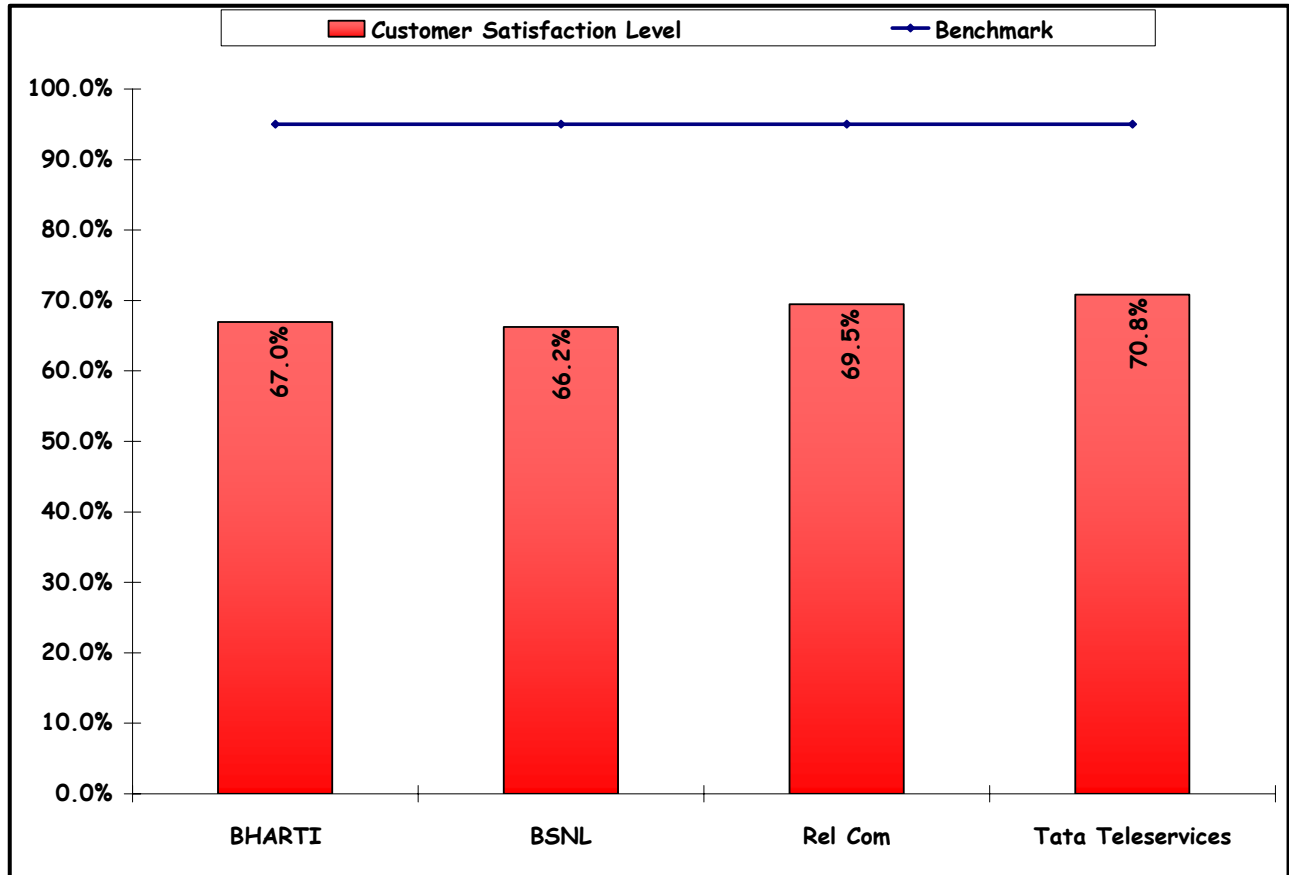


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of all the operators, >95% of customers were satisfied with the network performance.
- Highest percentage of satisfied customers were found in the case of Tata Teleservices (98%), followed by Rel Comm. (97.6%).
- Whereas, the lowest percentage of satisfied customers was found in the case of Bharti (95.7%) followed by BSNL (96.3%).

4.2.1.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

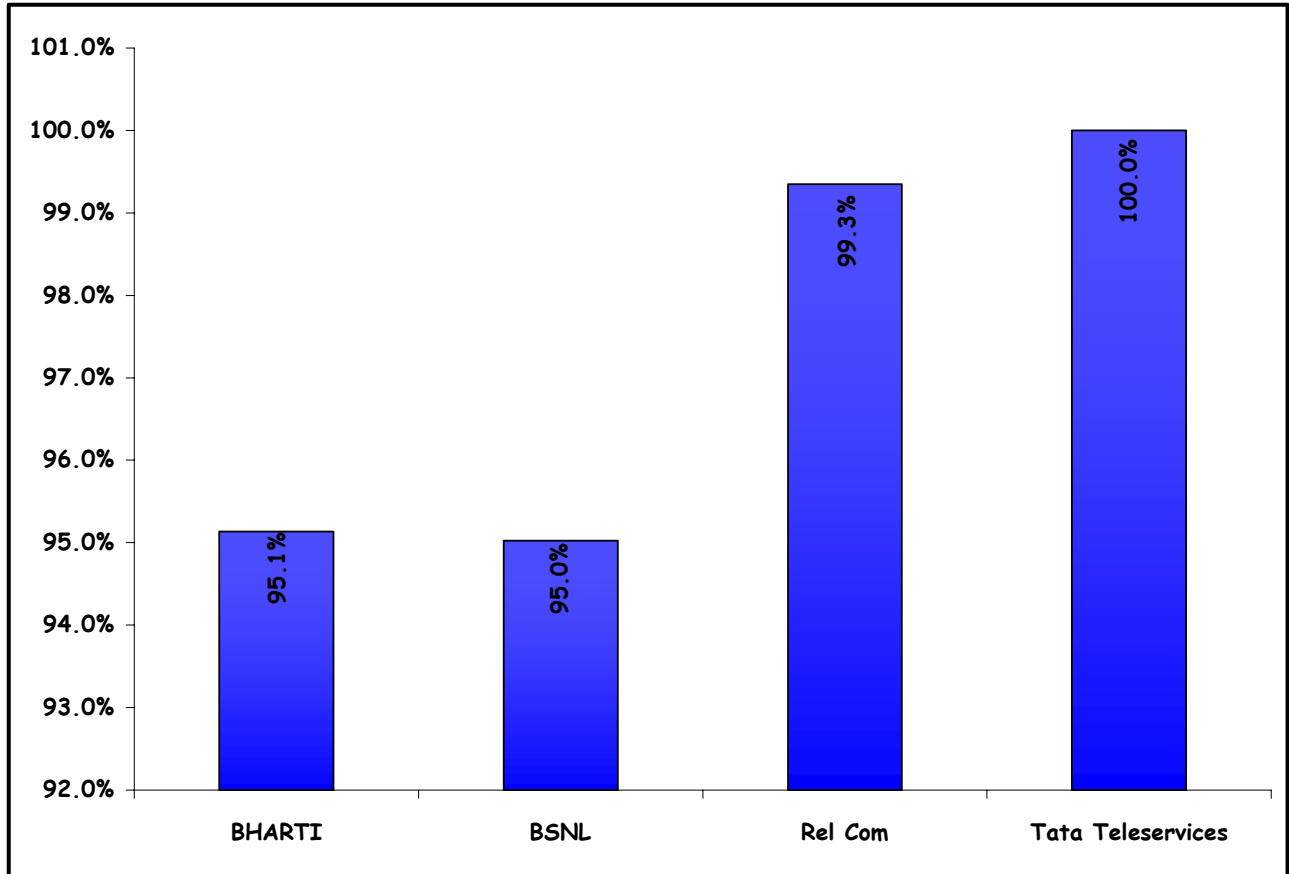
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 4 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- In the case of customer satisfaction level with maintainability, achievement level of all the 4 operators ranged from 66.2% to 70.8%
- Highest level of satisfaction was found by the consumers of Tata Teleservices (70.8%), followed by Rel Comm. (69.5%).
- The lowest level of satisfaction was attained by the consumers of BSNL (66.2%) followed by Bharti (67.0%)

Percent of satisfied consumers

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

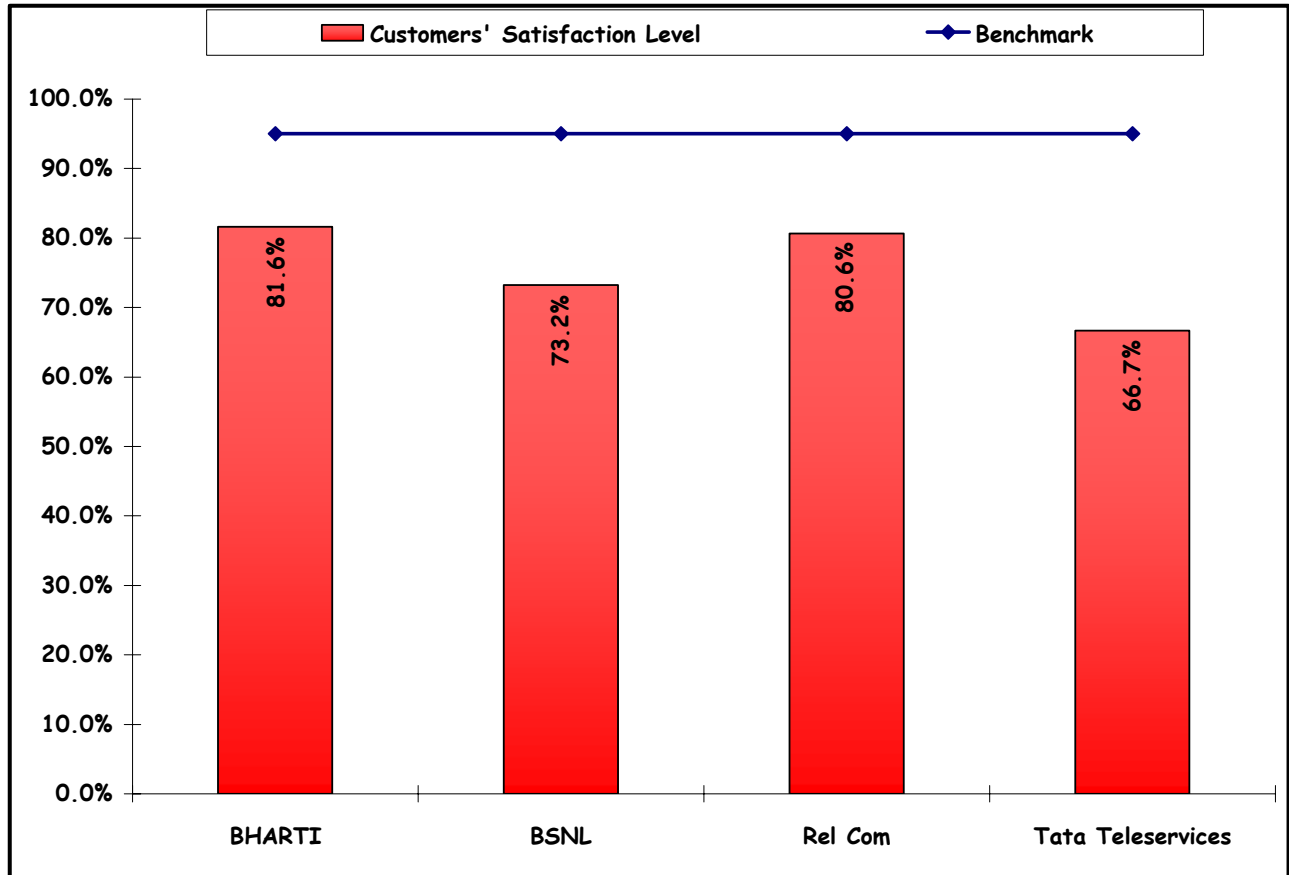


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of all the operators, >95% of customers were satisfied with the maintainability.
- Highest percentages of satisfied customers were found in the case of Tata Teleservices, where all the customers surveyed (100%) were satisfied with maintainability. This was followed by Rel Comm. (99.3%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (95%), closely followed by Bharti (95.1%).

4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

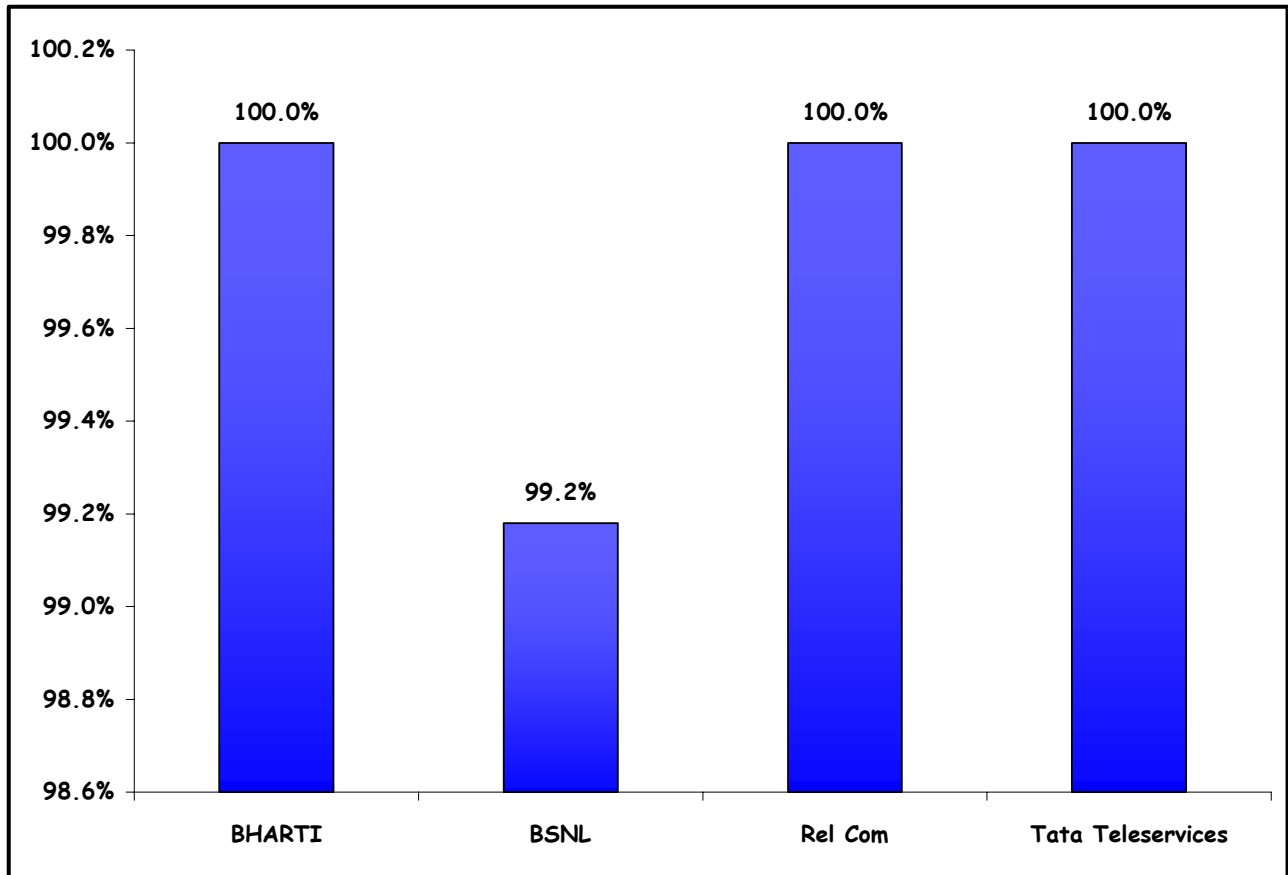
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 4 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary services, achievement level of all the 4 operators ranged from 66.7% to 81.6%
- Highest level of satisfaction was found by the consumers of Bharti (81.6%), followed by Rel Comm. (80.6%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (66.7%) followed by BSNL (73.2%).

Percent of satisfied consumers

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

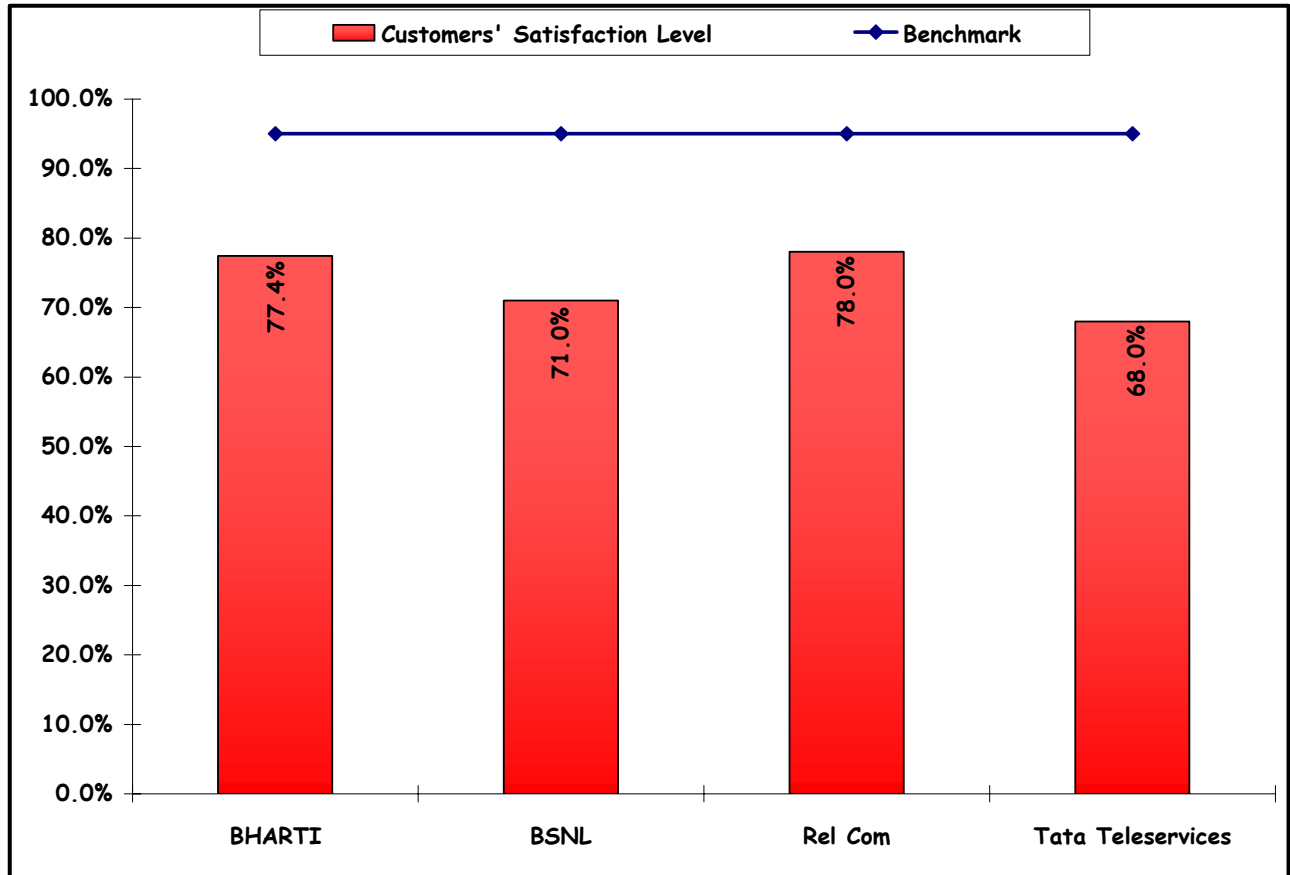


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of 3 operators, all the customers surveyed (100%) were satisfied with the Supplementary services. These operators are - Bharti, Rel Comm. and Tata Teleservices.
- In the case of BSNL, 99.2% customers were satisfied with the supplementary services.

4.2.1.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level with overall services

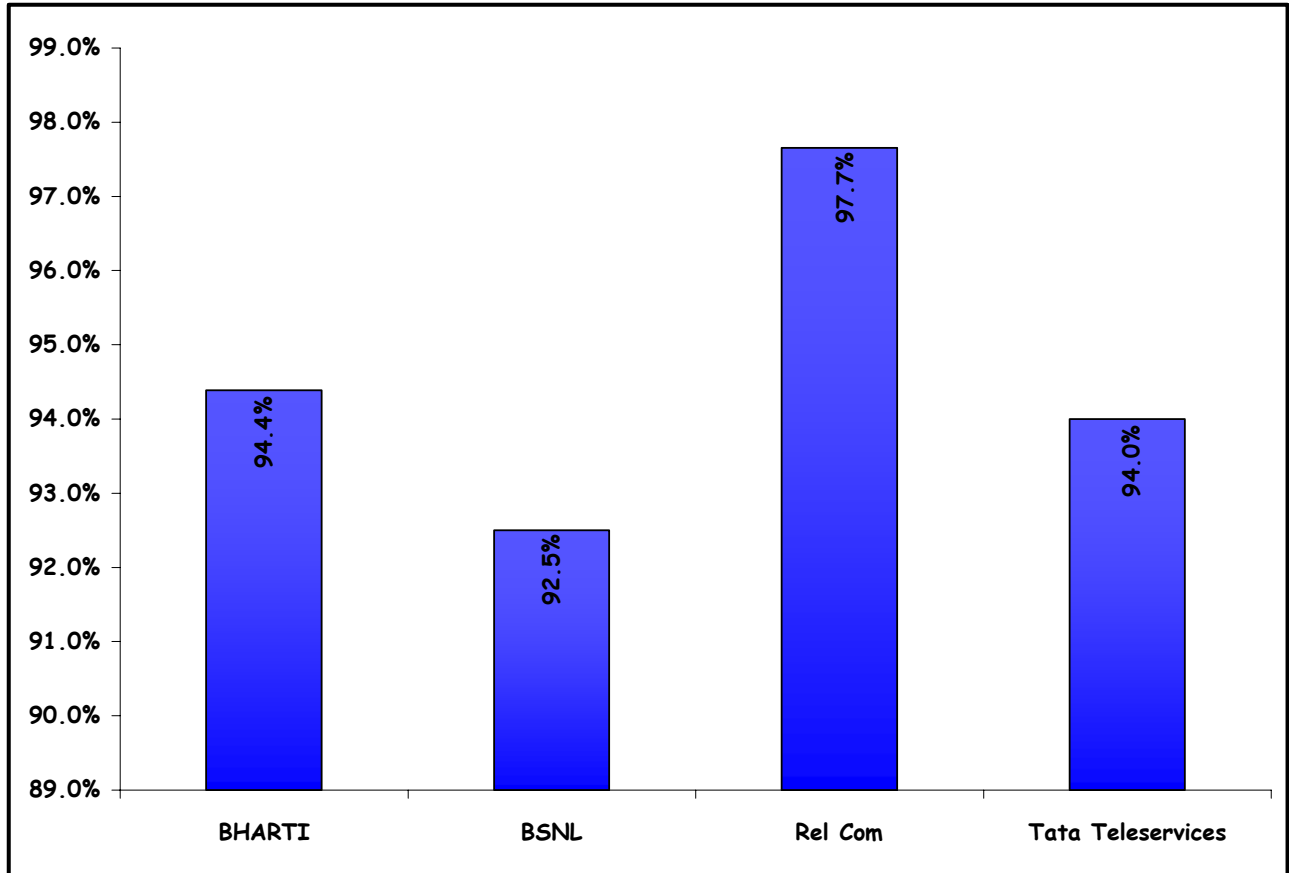
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 4 operators providing services in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 4 operators ranged from 68% to 78%.
- Highest level of satisfaction was attained by the consumers of Rel Comm. (78.0%) followed by Bharti (77.4%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (68%) followed by BSNL (71%).

Percent of satisfied consumers

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

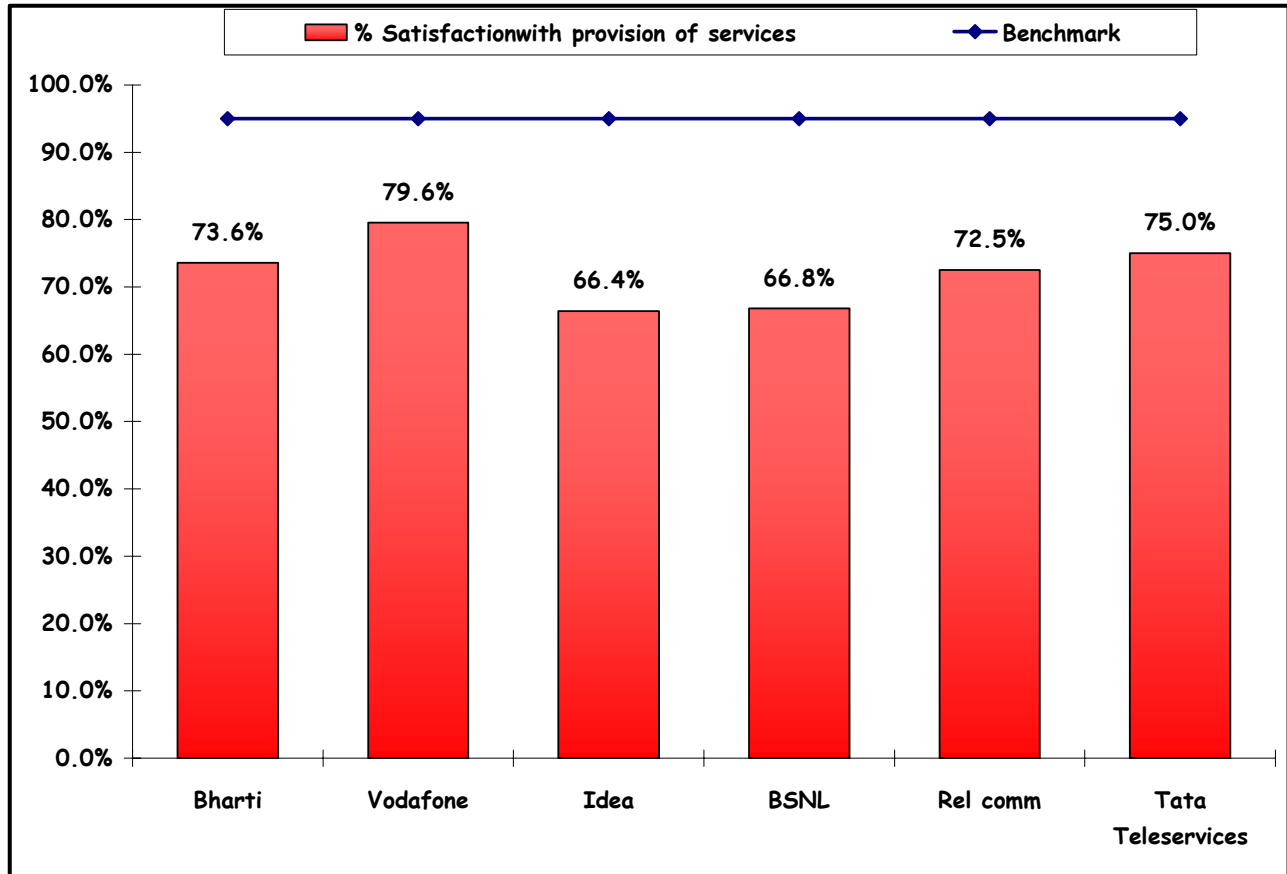


- Audit conducted for 4 operators providing service in Haryana Service Area.
- In the case of only 1 operator, >95% of customers were satisfied with the overall services.
- Highest percentage of satisfied customers were found in the case of Rel Comm. (97.7%), followed by Bharti (94.4%) and Tata Teleservices (94%).
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL (92.5%).

4.2.2 CELLULAR SERVICE – HARYANA SERVICE AREA

4.2.2.1 SATISFIED WITH PROVISION OF SERVICES

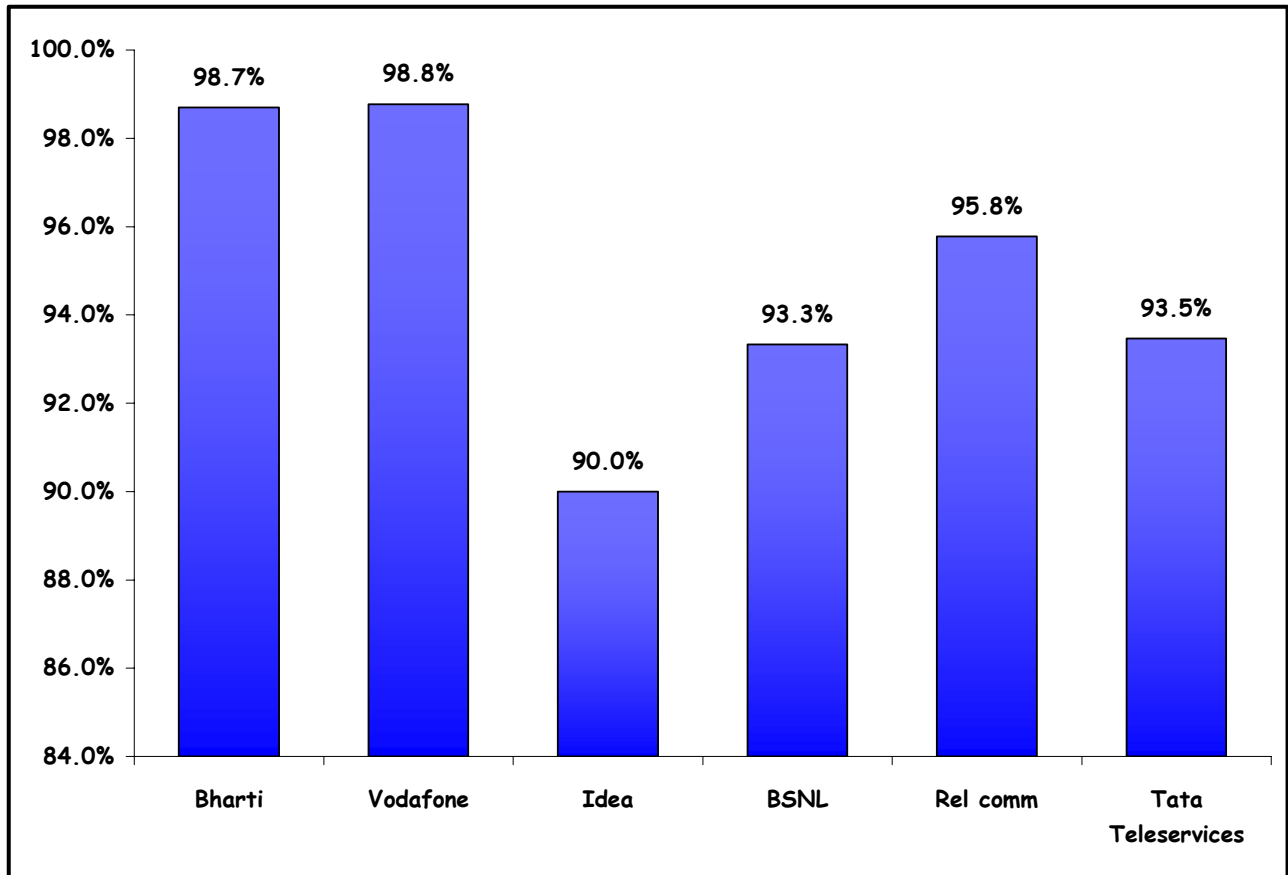
The following graph shows the consumers' satisfaction level with provision of services.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 6 operators ranged from 66.4% to 79.6%.
- Highest level of satisfaction was found by the consumers of Vodafone (79.6%), followed by Tata Teleservices (75.0%), Bharti (73.6%), and Rel Comm. (72.5%).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (66.4%) followed by BSNL (66.8%).

Percent of Satisfied Customers

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

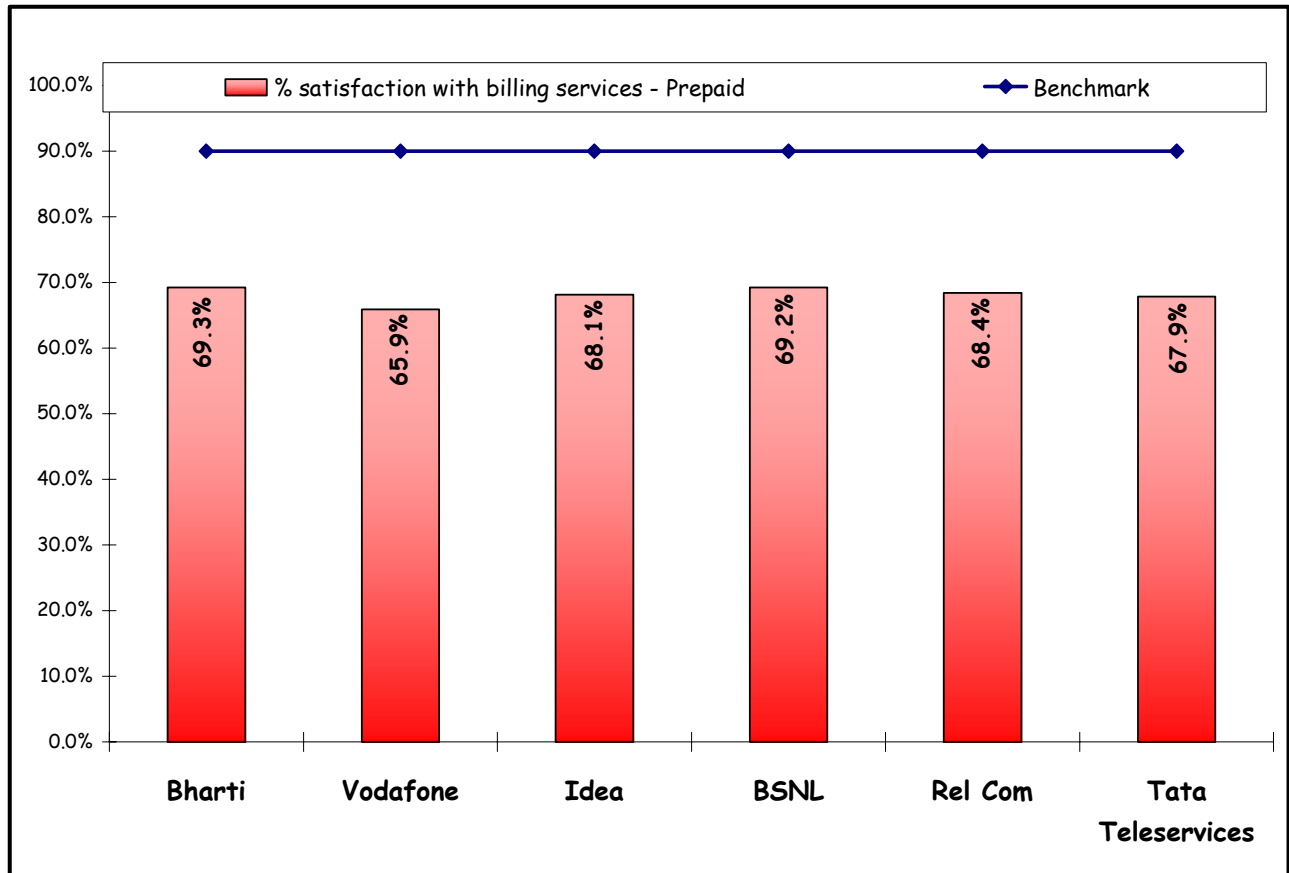


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of 3 operators, more than 95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers were found in the case of Vodafone (98.8%), closely followed by Bharti (98.7%) and Rel Comm. (95.8%).
- Whereas the lowest percentage of satisfied customers was found in the case of Idea Cellular (90.0%) followed by BSNL (93.3%) and Tata Teleservices (93.5%).

4.2.2.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

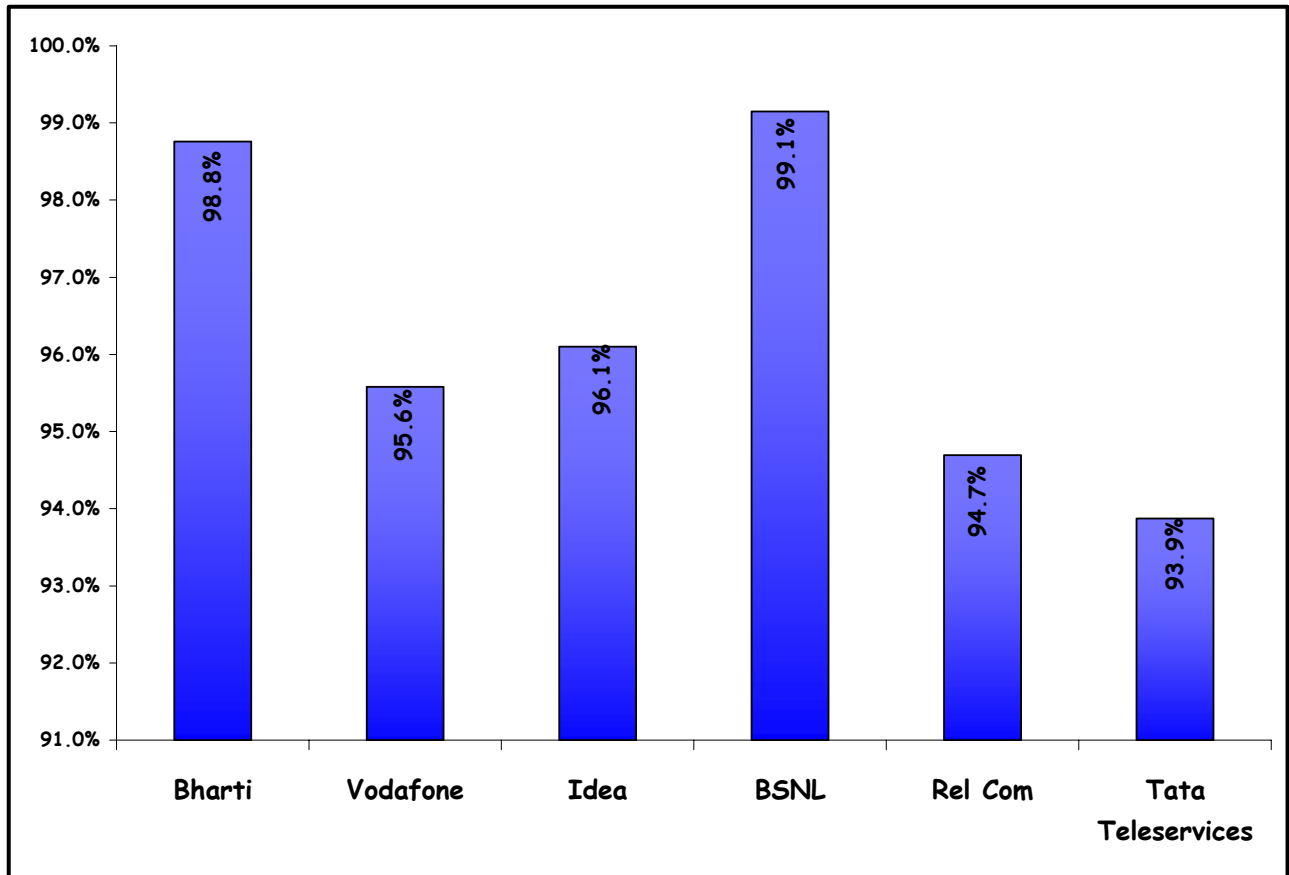
The following graph shows the prepaid consumers' satisfaction level with the prepaid billing services.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For Customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 6 operators ranged from 65.9% to 69.3%.
- Highest level of satisfaction was found by the consumers of Bharti (69.3%), followed by BSNL (69.2%) and Rel Comm. (68.4%).
- The lowest level of satisfaction was attained by the consumers of Vodafone (65.9%) followed by Tata Teleservices (67.9%) and Idea Cellular (68.1%).

Percent of satisfied consumers

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

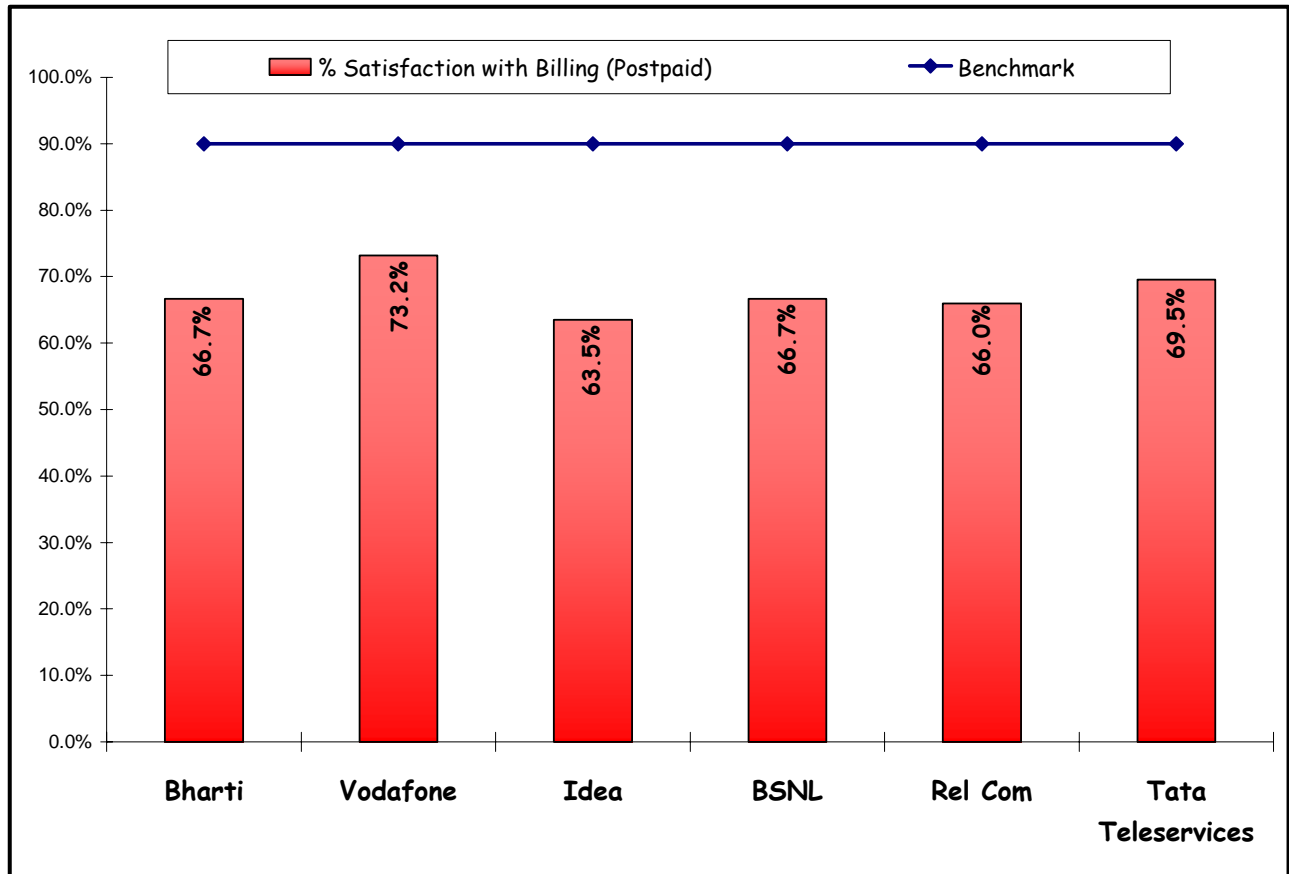


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of all the operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers was found in the case of BSNL (99.1%), followed by Bharti (98.8%) and Idea Cellular (96.1%)
- Whereas, the lowest percentage of satisfied customers was found in the case of Tata Teleservices (93.9%), followed by Rel Comm. (94.7%) and Vodafone (95.6%)

4.2.2.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

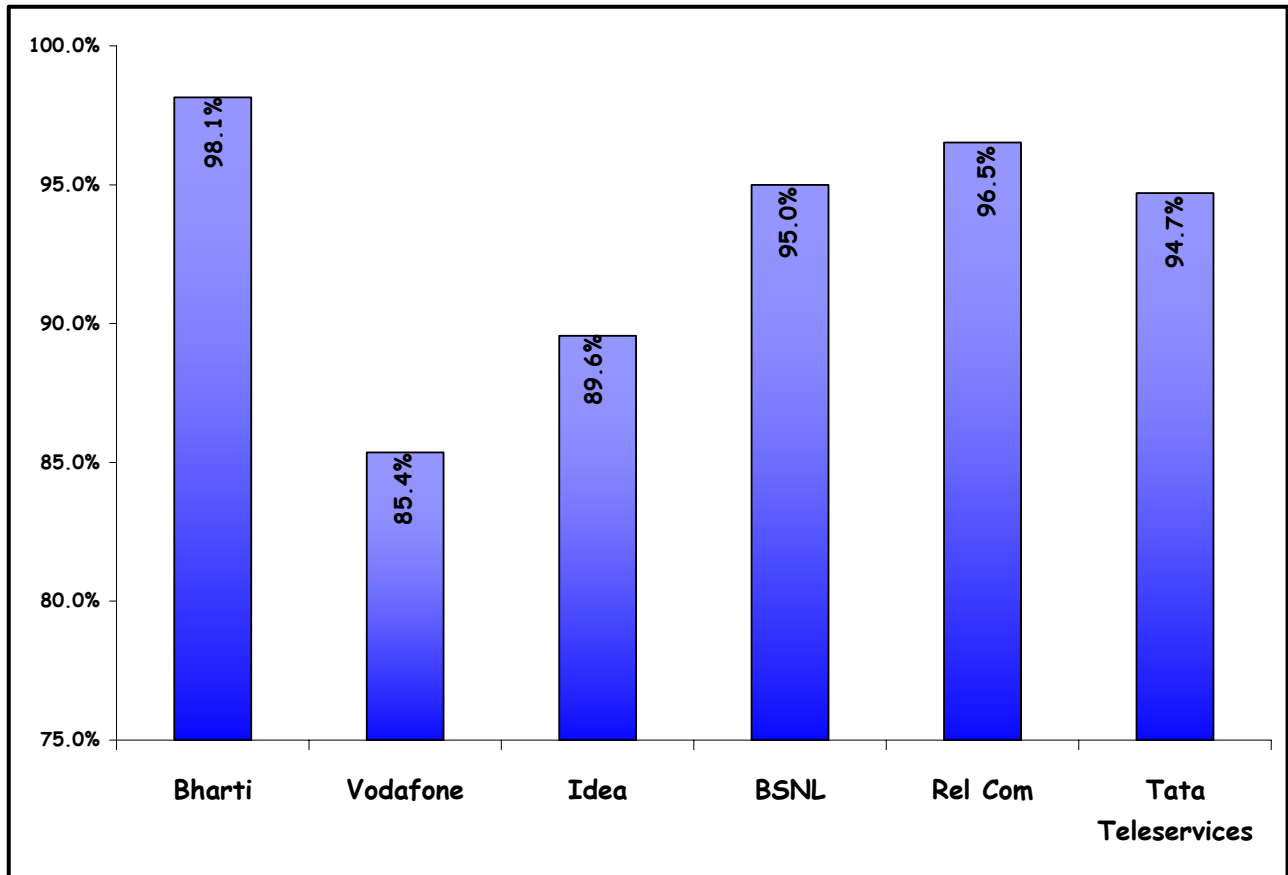
The following graph shows the postpaid consumers' satisfaction level with billing services.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 6 operators ranged from 63.5% to 73.2%.
- Highest level of satisfaction was found by the consumers of Vodafone (73.2%), followed by Tata Teleservices (69.5%) and Bharti and BSNL (66.7% each).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (63.5%) followed by Rel. Comm. (66.0%).

Percent of satisfied consumers

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

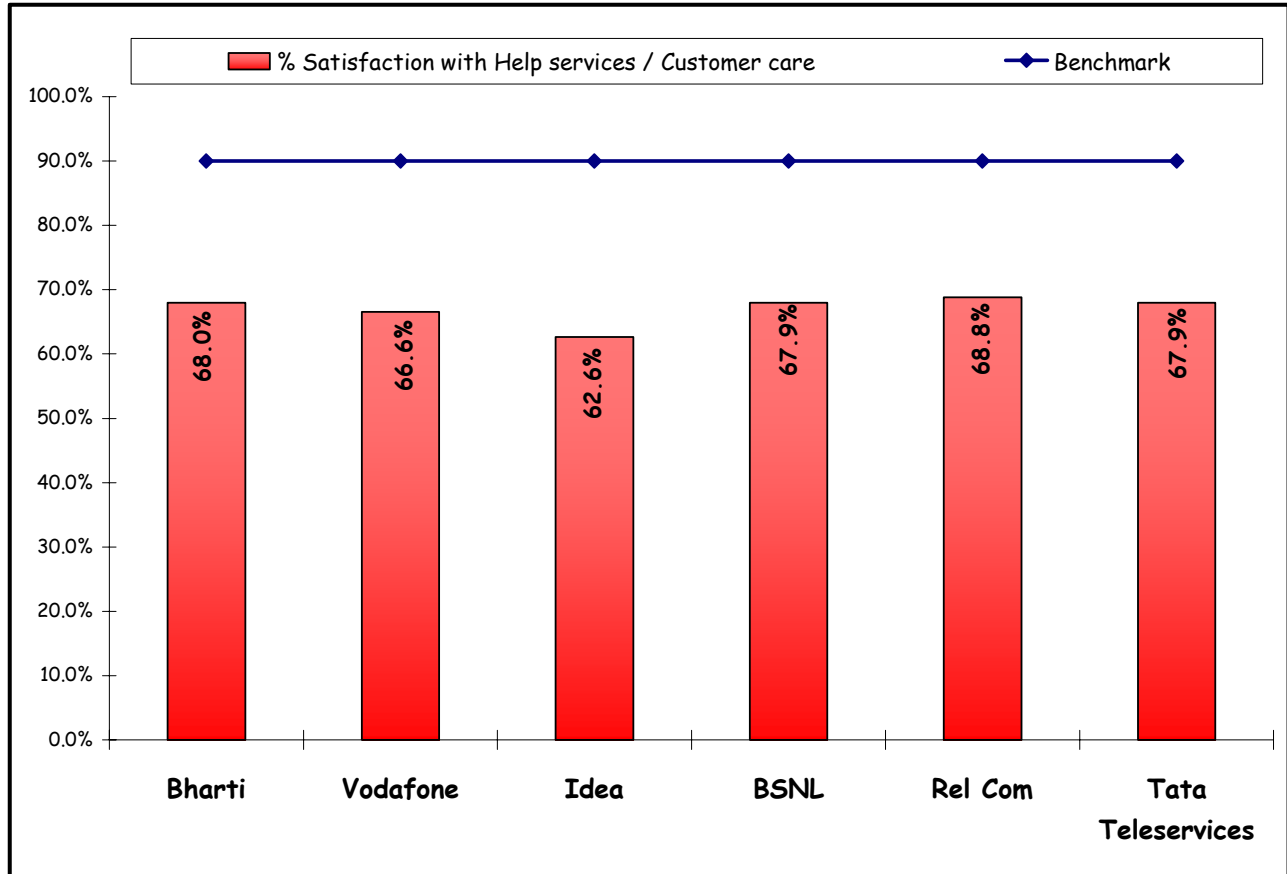


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of 4 operators >90% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Bharti (98.1%), followed by Rel. Comm. (96.5%), BSNL (95.0%) and Tata Teleservices (94.7%).
- Whereas, the lowest percentage of satisfied customers were in the case of Vodafone (85.4%) followed by Idea Cellular (89.6%).

4.2.2.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

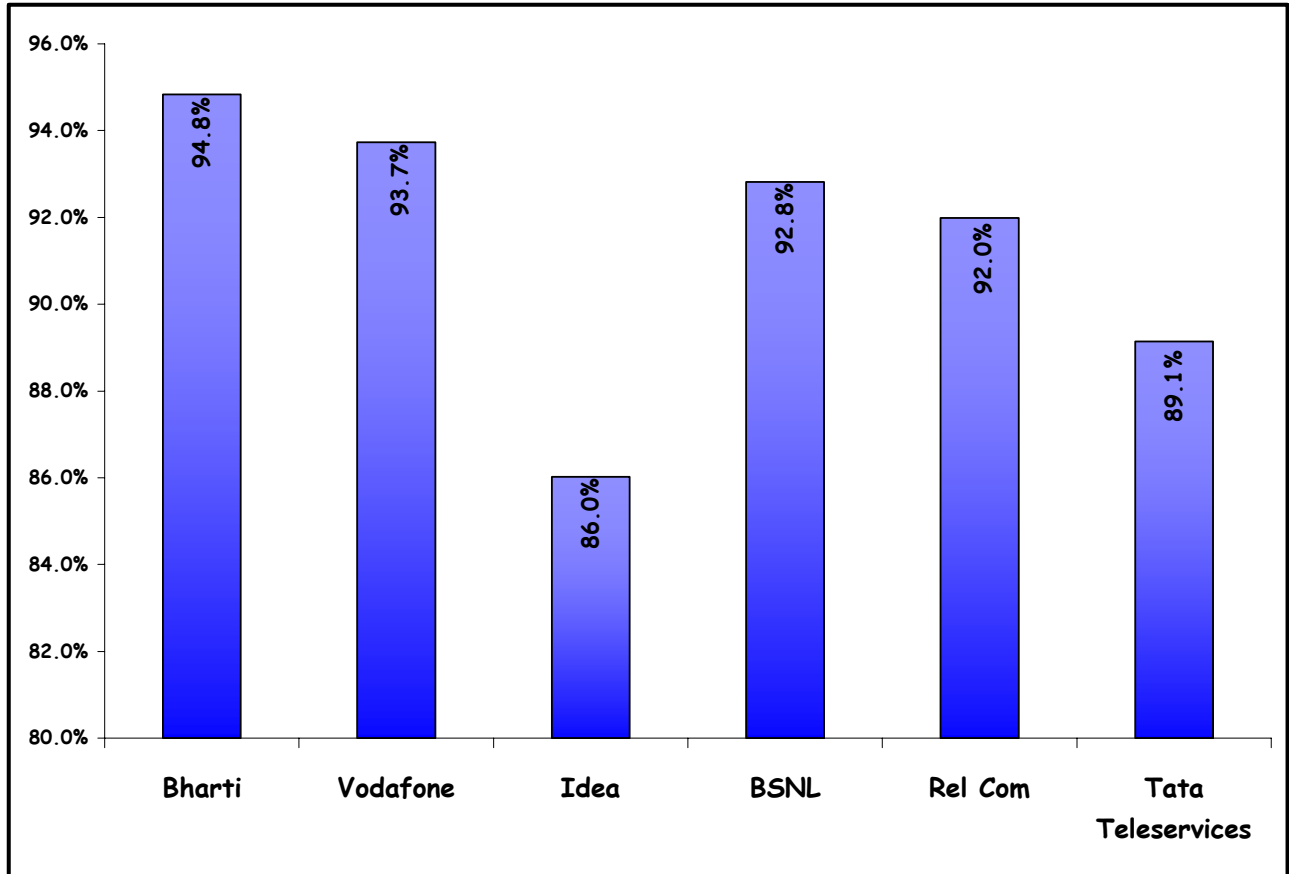
The following graph shows the consumers' satisfaction level with help services.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 6 operators ranged from 62.6% to 68.8%
- Highest level of satisfaction was found by the consumers of Rel Comm. (68.8%), followed by Bharti (68.0%), BSNL and Tata Teleservices (67.9% each).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (62.6%) followed by Vodafone (66.6%)

Percent of satisfied consumers

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

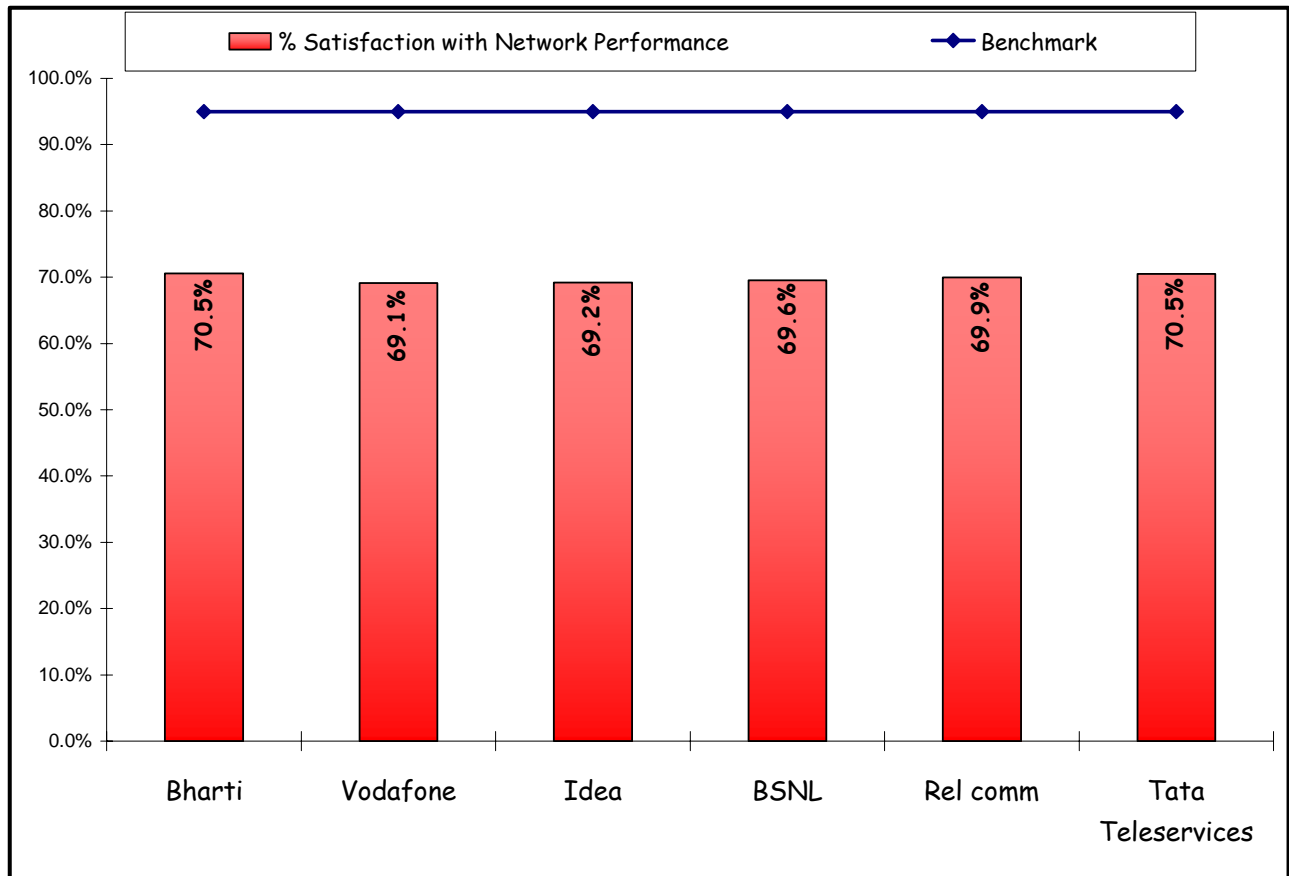


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of 4 operators >90% of subscribers were satisfied with help services
- Highest percentage of satisfied customers was found in the case of Bharti (94.8%), followed by Vodafone (93.7%), BSNL (92.8%) and Rel Comm. (92.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of Idea Cellular (86.0%), followed by Tata Teleservices (89.1%).

4.2.2.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

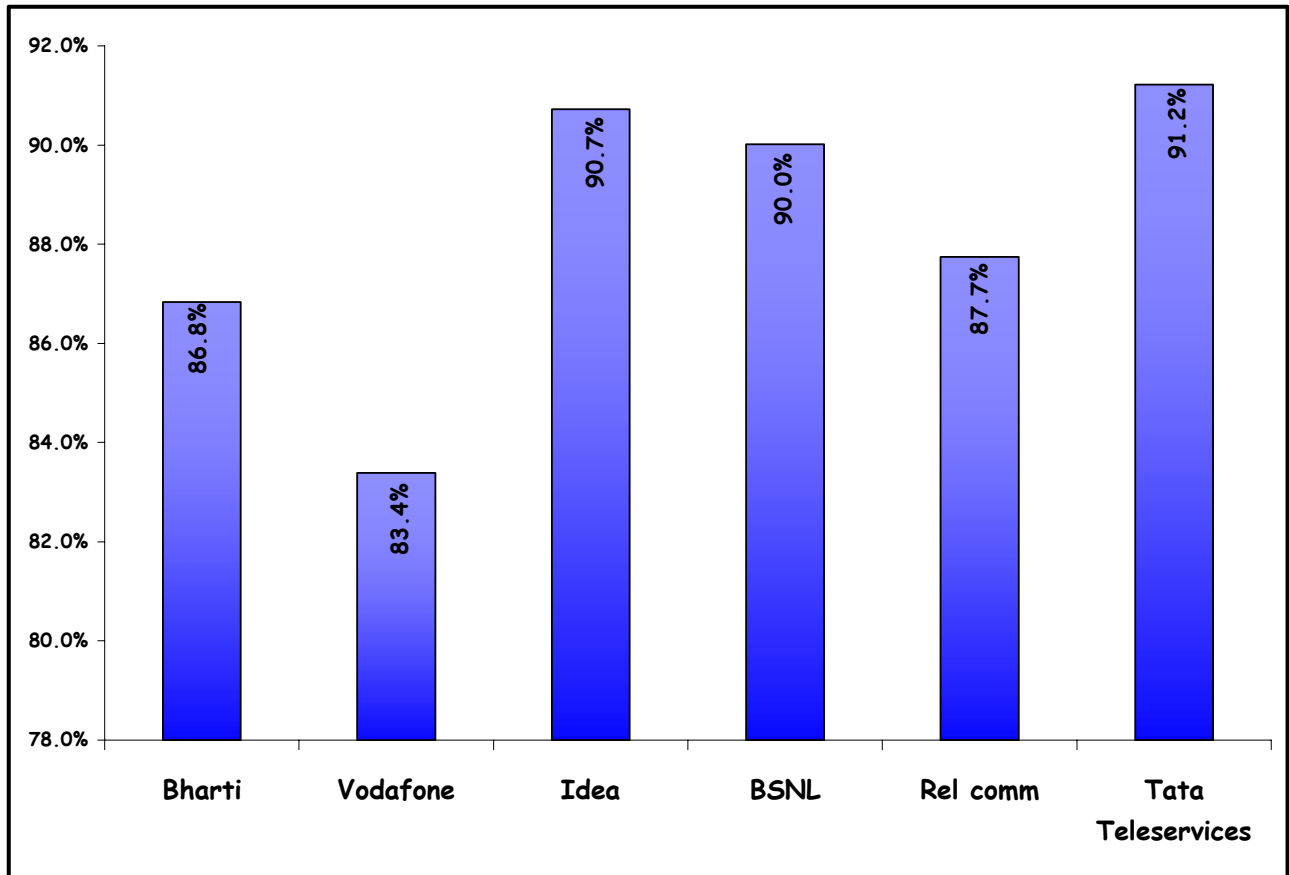
The following graph shows the consumers' satisfaction level with network performance.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 6 operators ranged from 69.1% to 70.5%
- Highest level of satisfaction was shared by the consumers of Bharti and Tata Teleservices with 70.5% each, followed by Rel Comm. (69.9%) and BSNL (69.6%)
- The lowest level of satisfaction was attained by the consumers of Vodafone (69.1%) followed by Idea Cellular (69.2%).

Percent of satisfied consumers

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

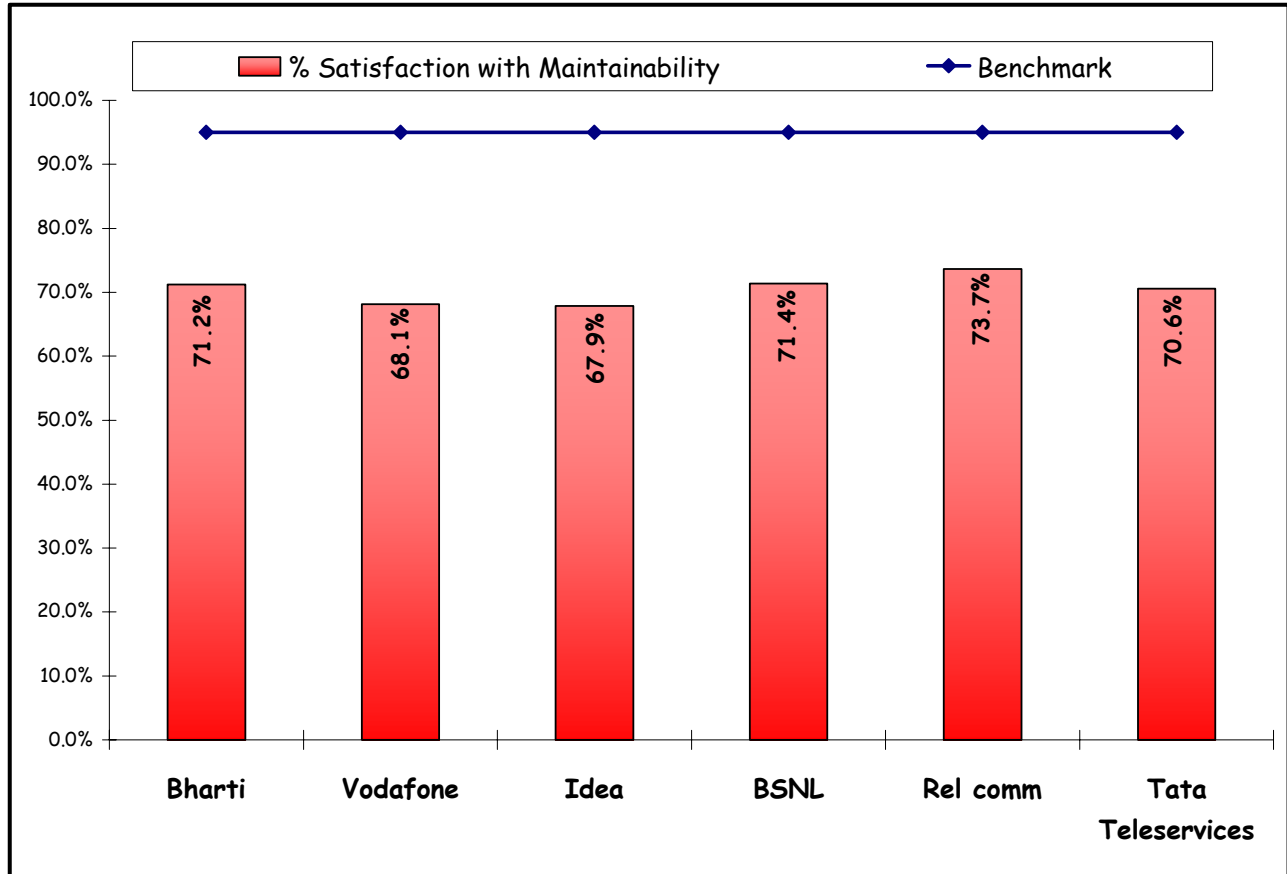


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of 3 operators >90% of subscribers were satisfied with network performance
- Highest percentage of satisfied customers was found in the case of Tata Teleservices (91.2%), followed by Idea Cellular (90.7%) and BSNL (90.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of Vodafone (83.4%), followed by Bharti (86.8%) and Rel Comm. (87.7%).

4.2.2.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

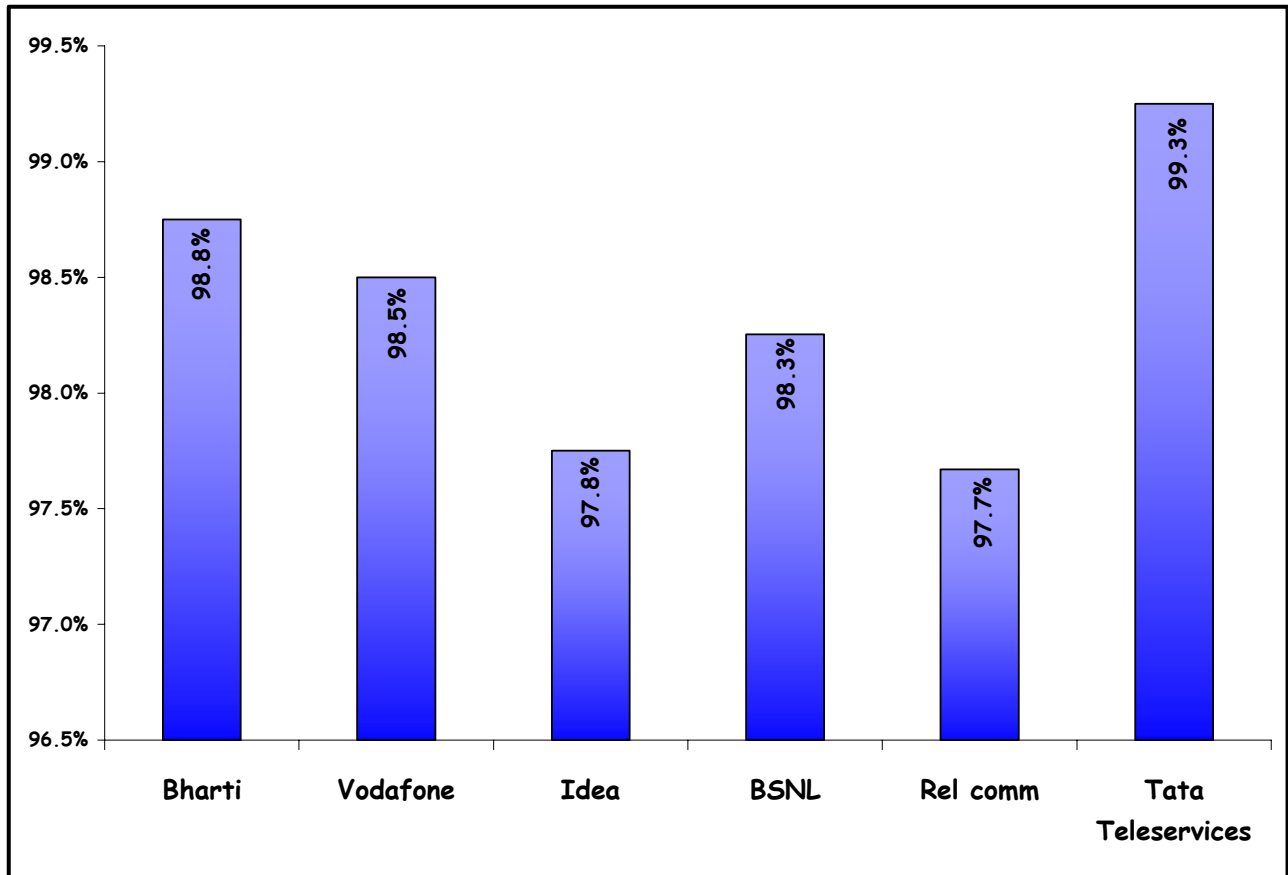
The following graph shows the consumers' satisfaction level with Maintainability.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 6 operators ranged from 67.9% to 73.7%
- Highest level of satisfaction was found by the consumers of Rel Comm. (73.7%), followed by BSNL (71.4%), Bharti (71.2%) and Tata Teleservices (70.6%)
- The lowest level of satisfaction was attained by the consumers Idea Cellular (67.9%) followed by Vodafone (68.1%).

Percent of satisfied consumers

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

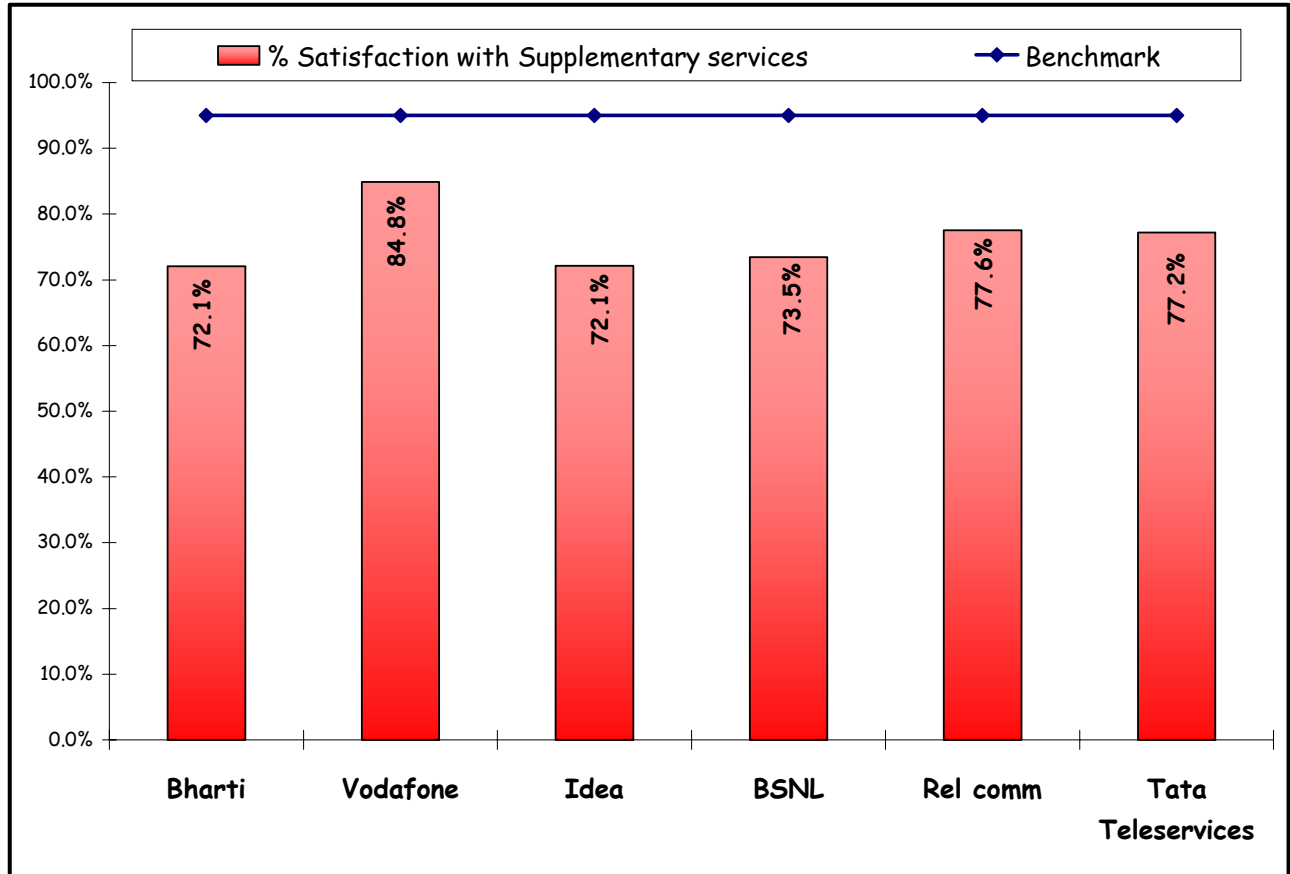


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of all the operators >95% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Tata Teleservices (99.3%), followed by Bharti (98.8%) and Vodafone (98.5%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm. (97.7%) closely followed by Idea Cellular (97.8%) and BSNL (98.3%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

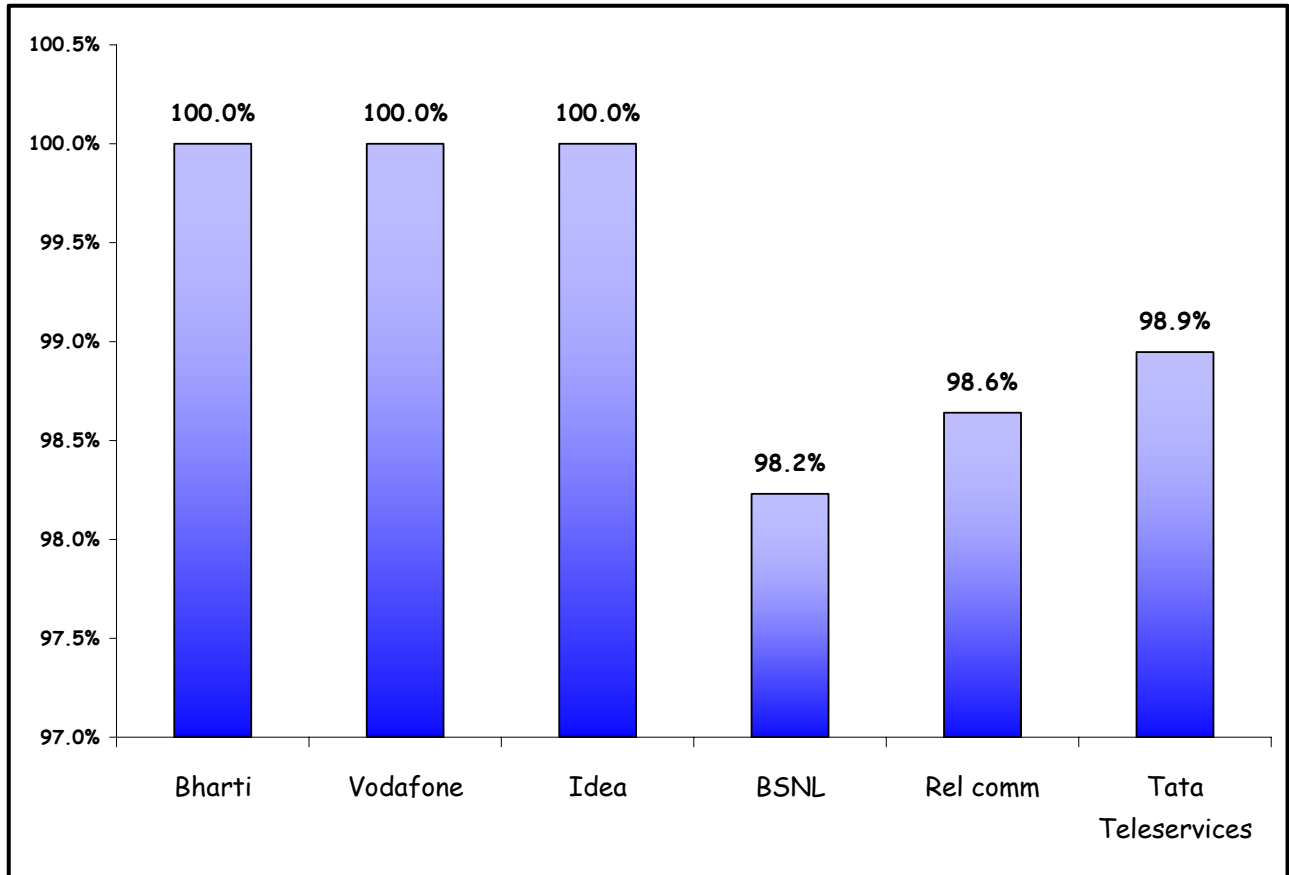
The following graph shows the consumers' satisfaction level with supplementary services.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with supplementary service, achievement level of all the 6 operators ranged from 72.1% to 84.8%
- Highest level of satisfaction was found by the consumers of Vodafone (84.8%), followed by Rel Comm. (77.6%) and Tata Teleservices (77.2%).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular and Bharti with 72.1% each, followed by BSNL (73.5%).

Percent of satisfied consumers

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

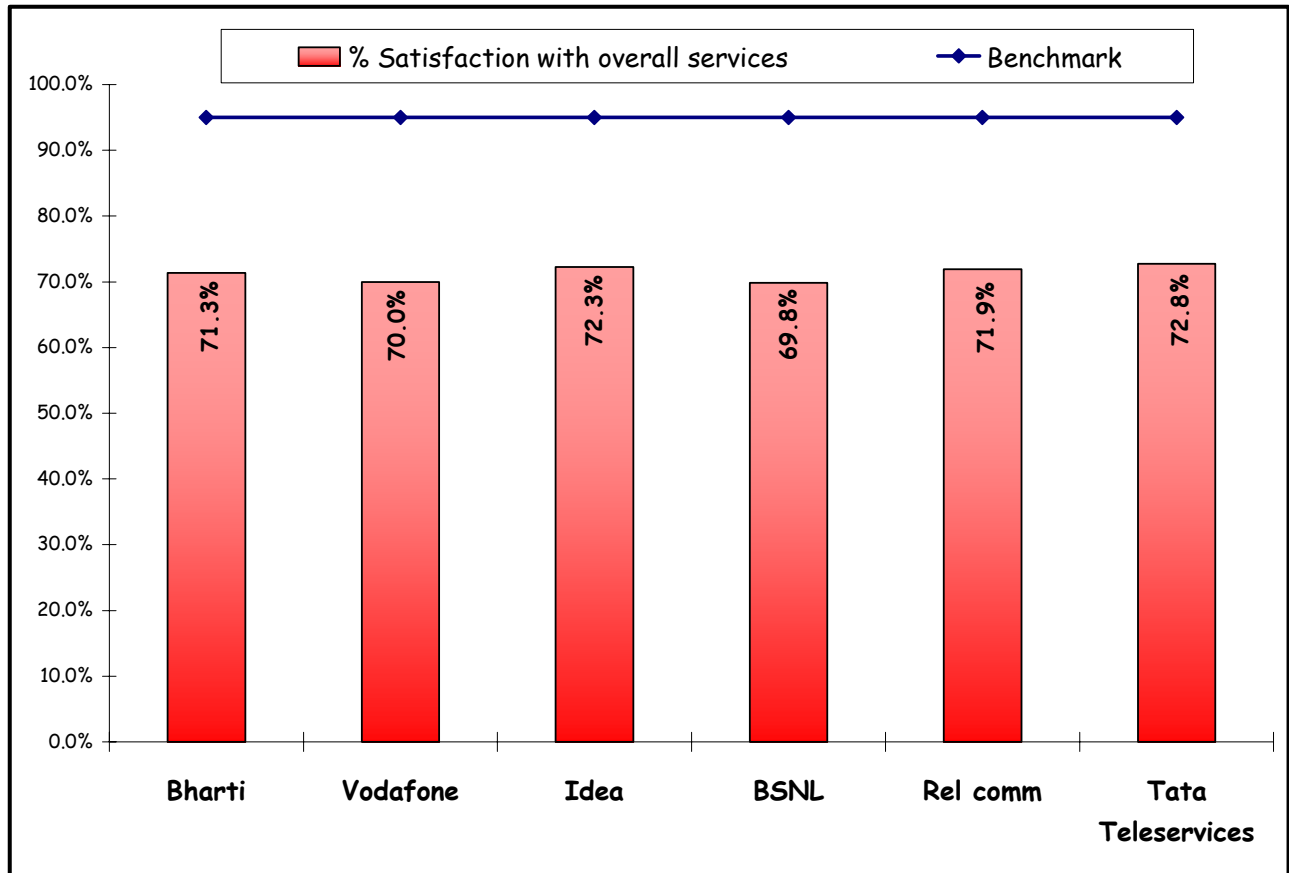


- Audit conducted for 6 operators providing service in Haryana Service Area.
- In the case of all the operators >95% of subscribers were satisfied with supplementary services.
- In the case of Bharti, Vodafone and Idea Cellular, all the consumers (100.0%) were found to be satisfied with supplementary services.
- Whereas, the lowest percentage of satisfied customers were found in the case of BSNL (98.2%), followed by Rel Comm. (98.6%) and Tata Teleservices (98.9%).

4.2.2.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

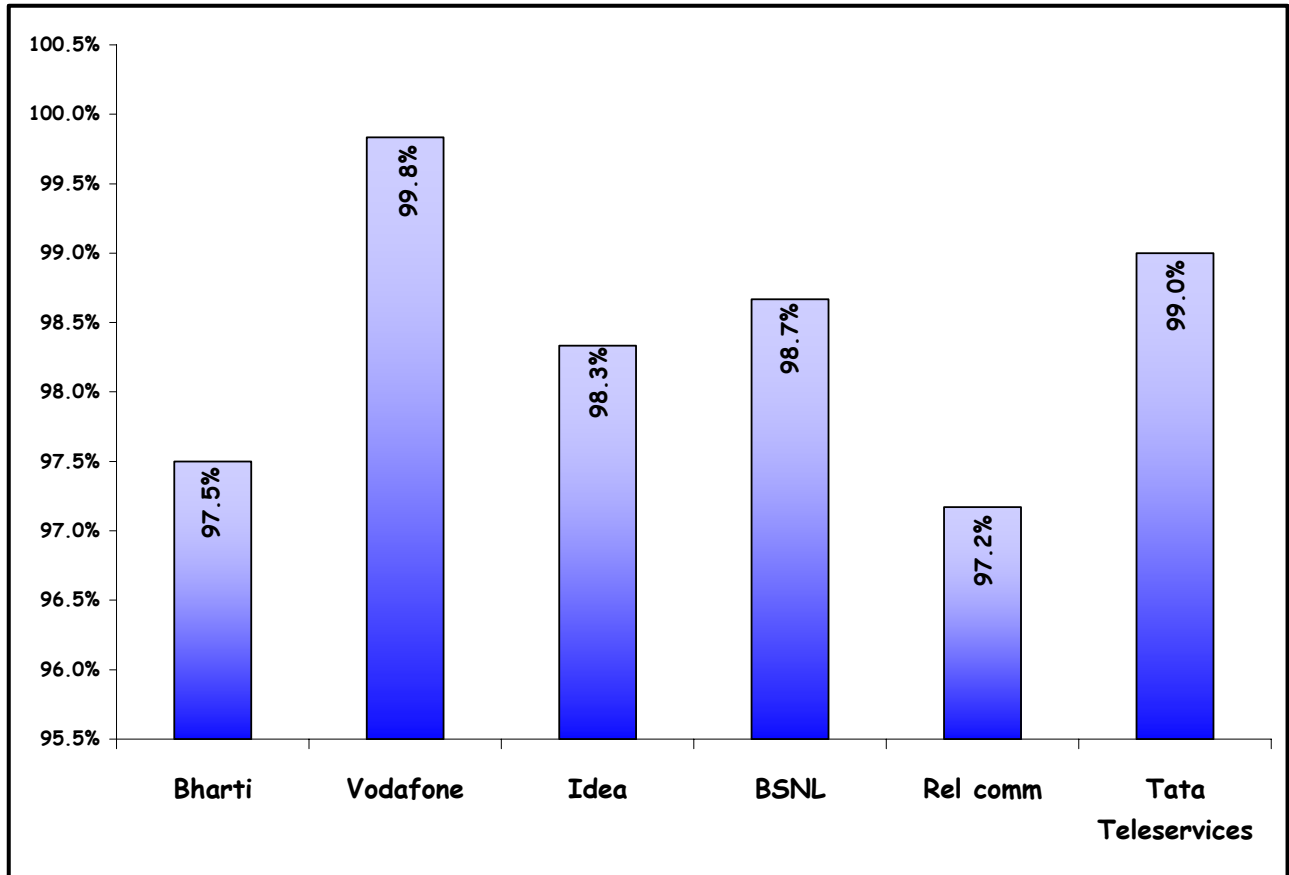
The following graph shows the consumers' overall satisfaction level.



- Audit conducted for 6 operators providing service in Haryana Service Area.
- None of the operators were found to be meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 6 operators ranged from 69.8% to 72.8%
- Highest level of satisfaction was achieved by the consumers of Tata Teleservices (72.8%), followed by Idea Cellular (72.3%), Rel Comm. (71.9%), and Bharti (71.3%).
- The lowest level of satisfaction was attained by the consumers of BSNL (69.8%), followed by Vodafone (70.0%).

Percent of satisfied consumers

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



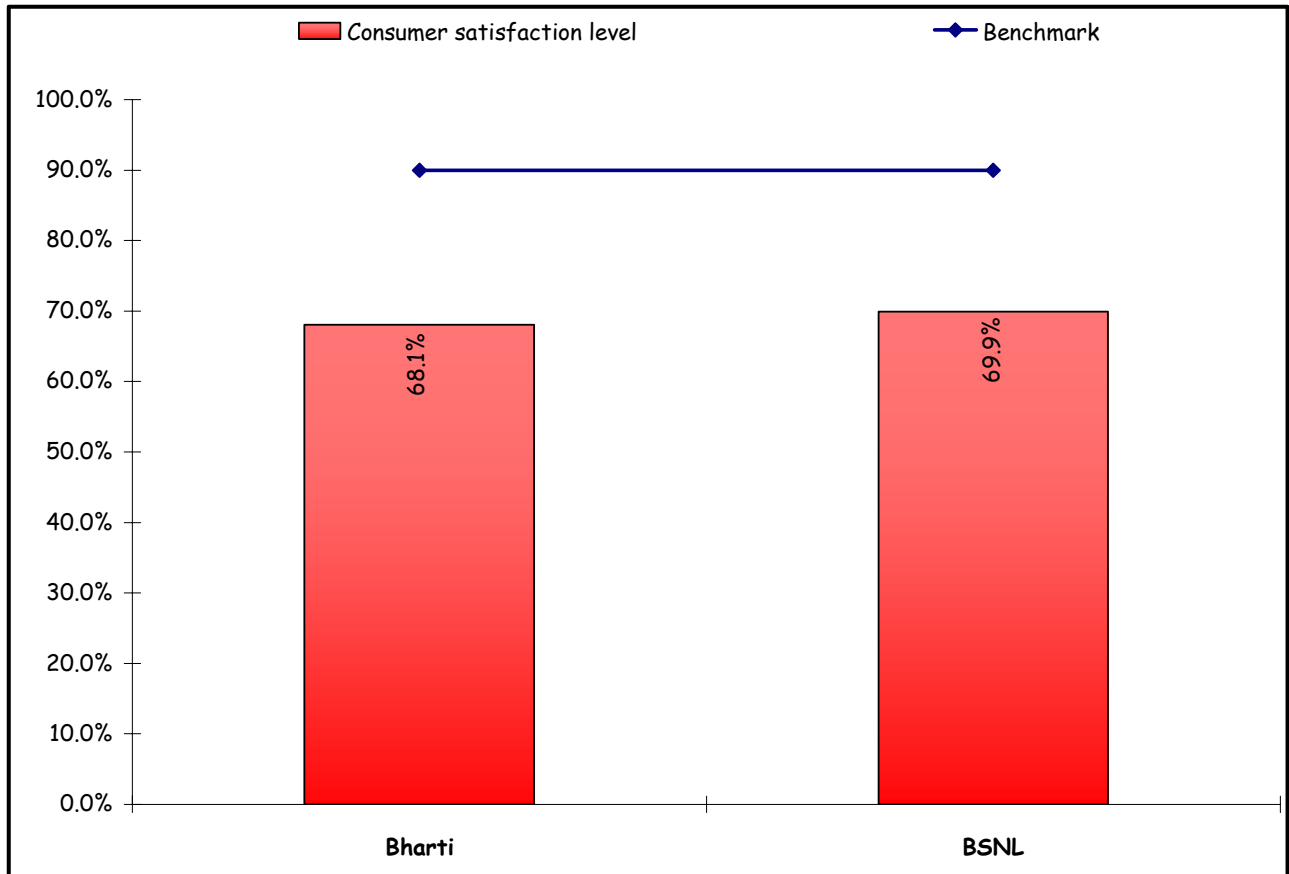
- Audit conducted for 6 operators providing service in Haryana Service Area.
- In case of all the operators >95% of subscribers were overall satisfied with services.
- Highest percentage of satisfied customers were found in the case of Vodafone (99.8%), followed by Tata Teleservices (99.0%), BSNL (98.7%), and Idea Cellular (98.3%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel. Comm. (97.2%).

4.2.3 Broadband services – Haryana Service Area

4.2.3.1 SATISFIED WITH PROVISION OF SERVICES

Consumer satisfaction level

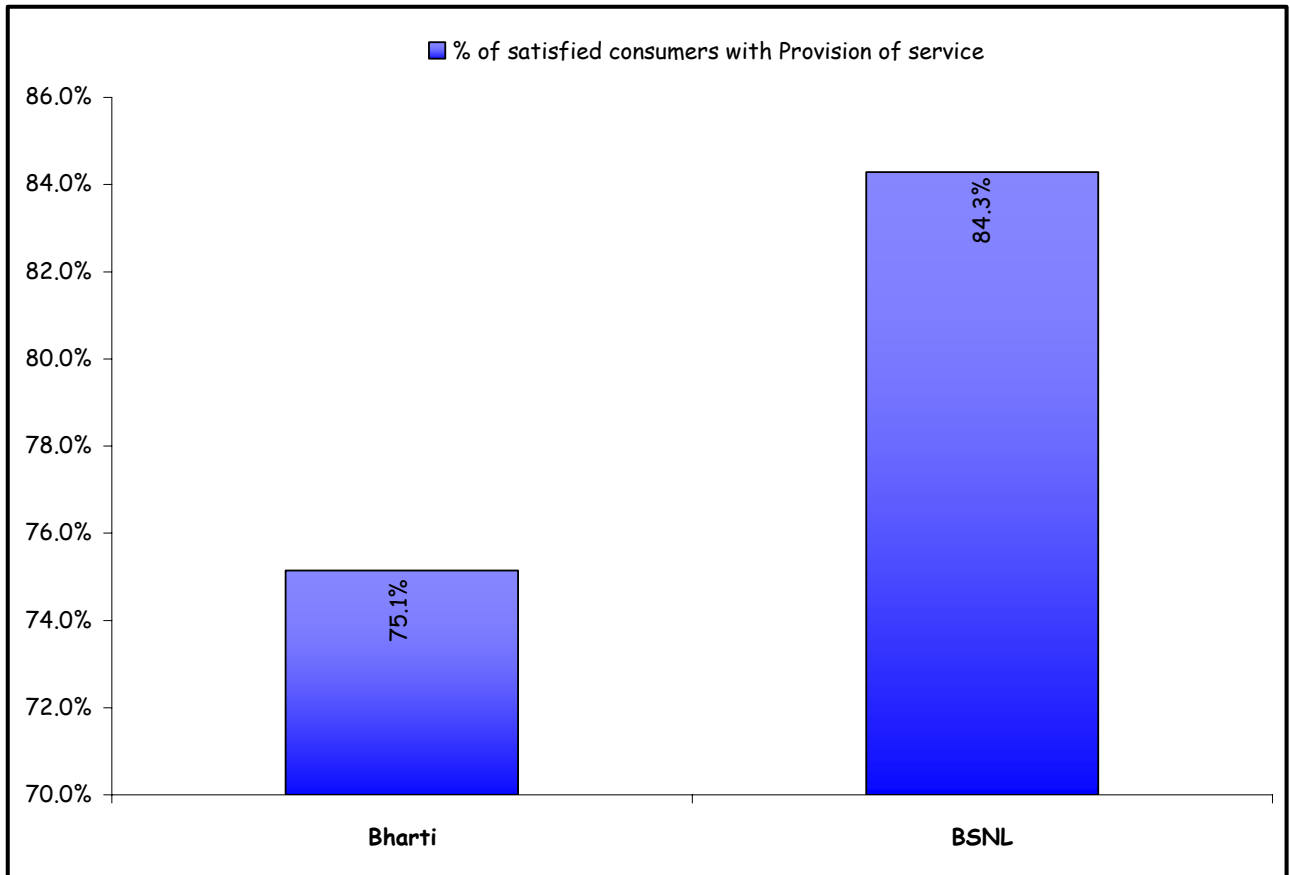
The following graph shows the consumer satisfaction level with the provision of service.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- BSNL attained higher customer satisfaction level with 69.9% than Bharti (68.1%)

Percent of satisfied consumers

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

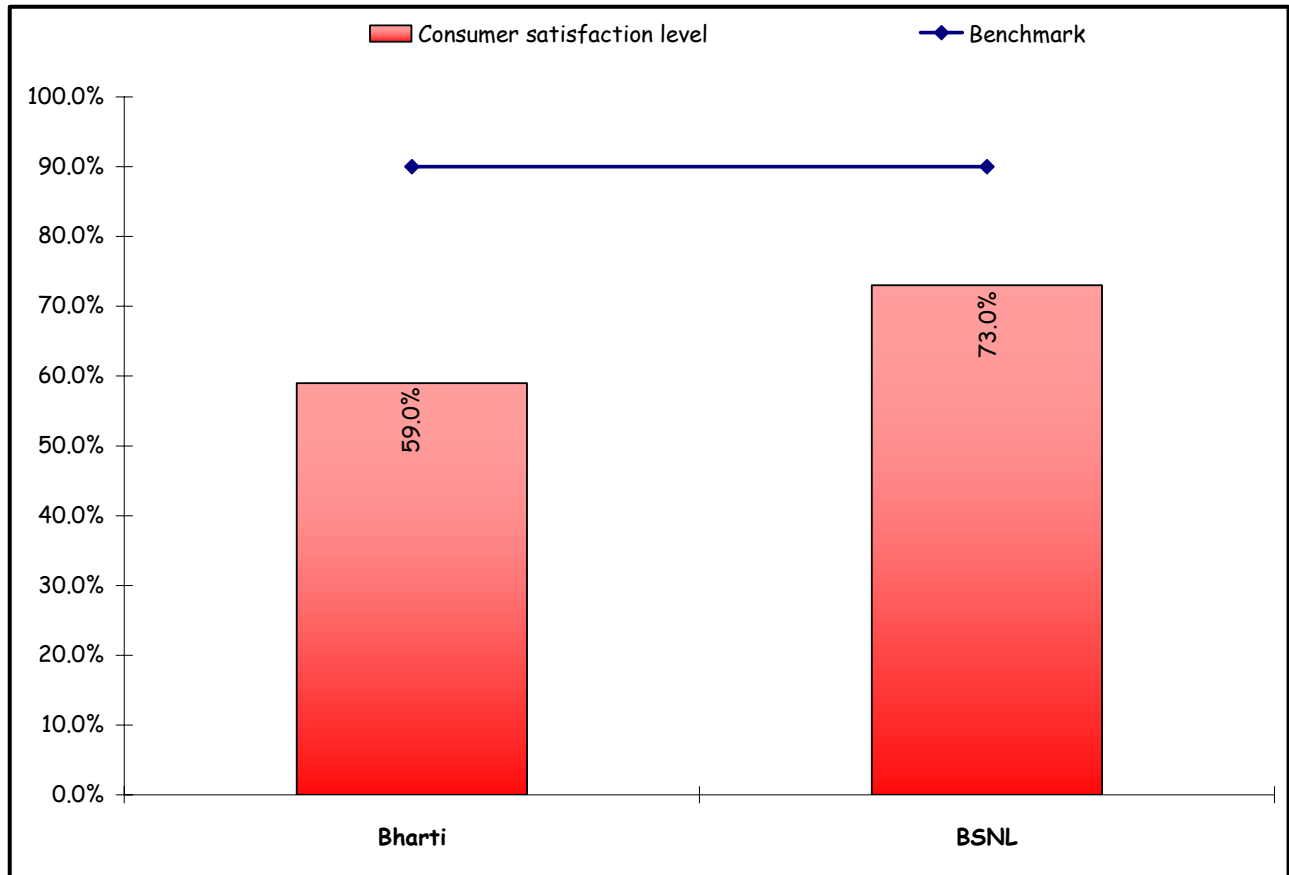


- Audit conducted for 2 operators providing service in Haryana Service Area.
- In none of 2 operators, >90% of customers were satisfied with the provision of services.
- Higher percentage of satisfied customers was found in the case of BSNL (84.3%), as compared to Bharti (75.1%).

4.2.3.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

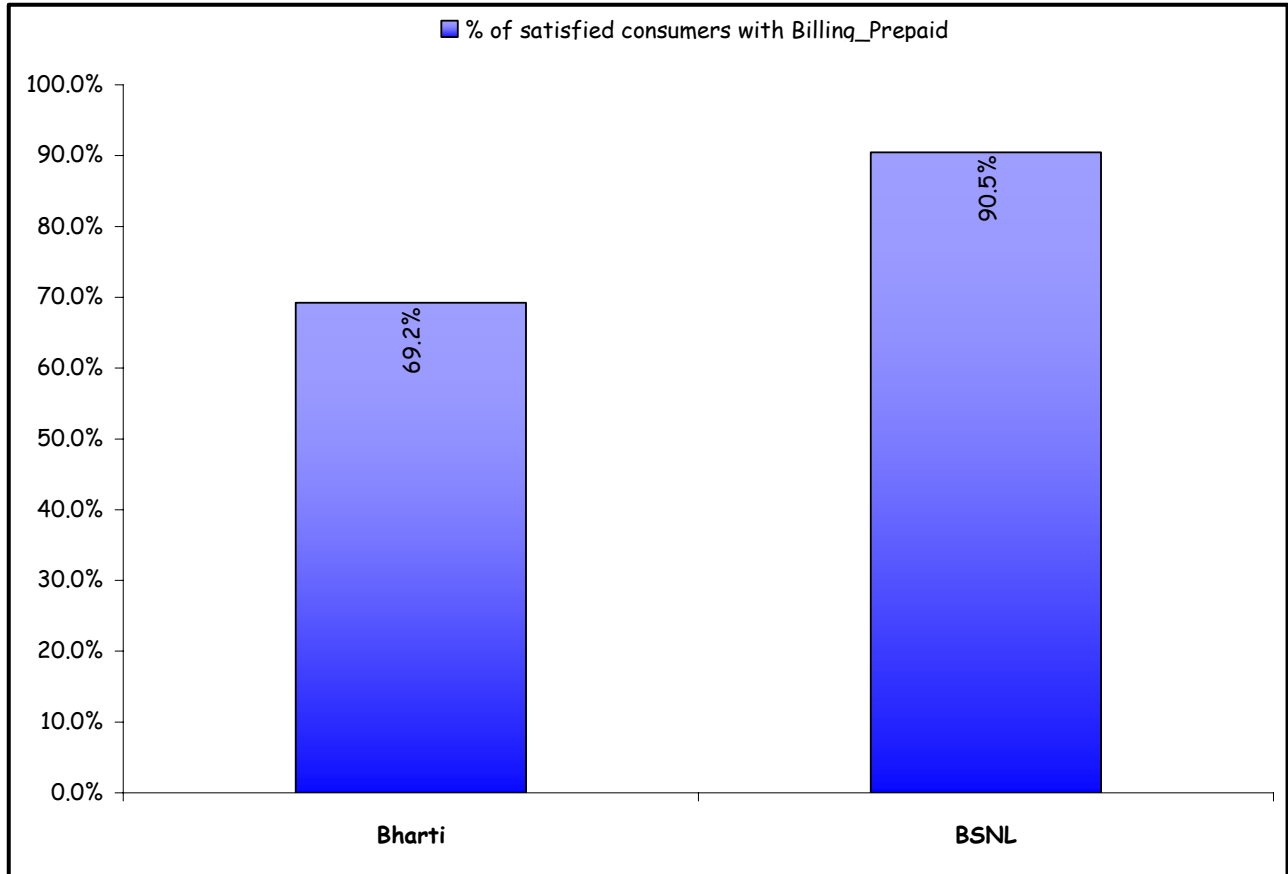
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Higher level of satisfaction was found by the consumers of BSNL (73.0%), as compared to Bharti (59.0%).

Percent of satisfied consumers

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

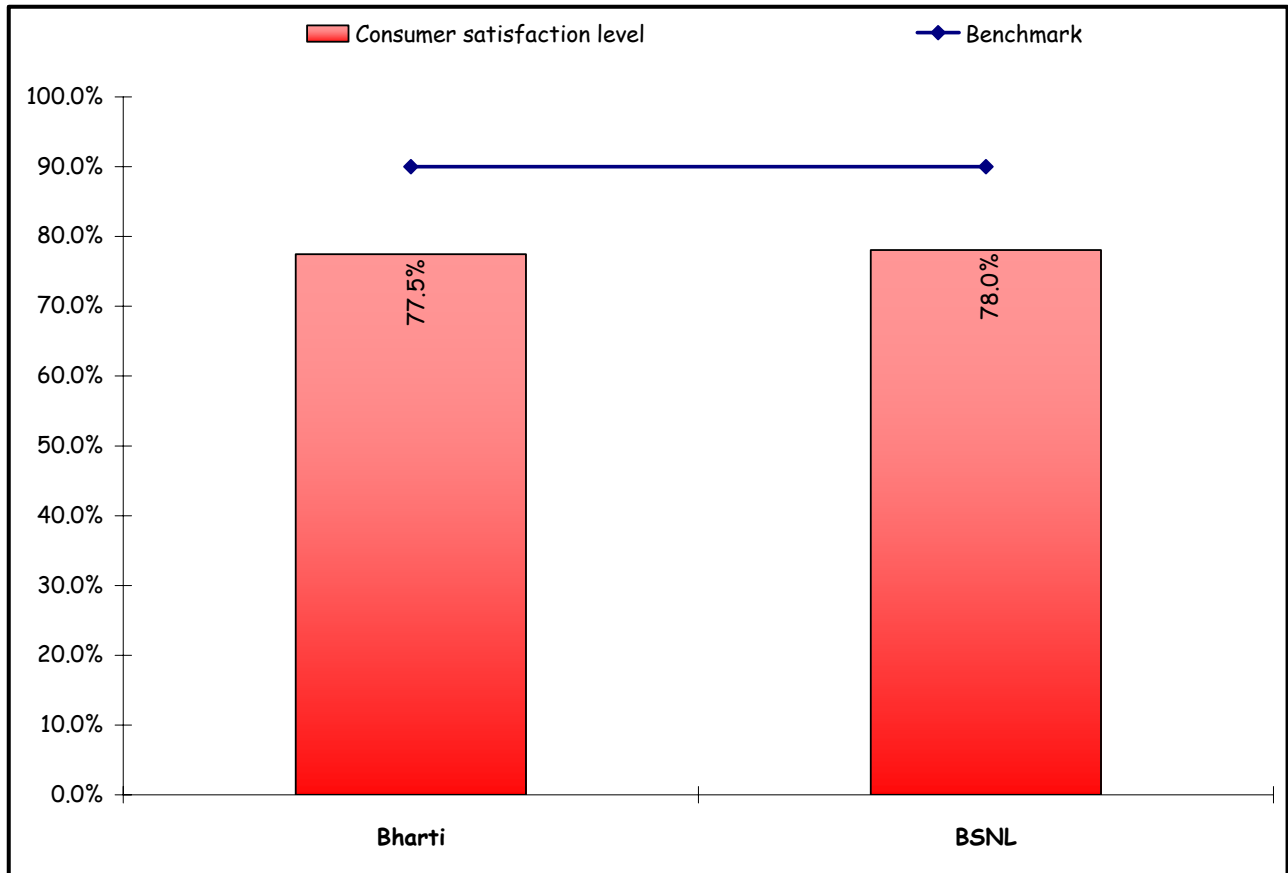


- Audit conducted for 2 operators providing service in Haryana Service Area.
- In the case of both the operators, >95% of customers were satisfied with the billing service, in the pre paid segment.
- Higher percentage of satisfied customers were found in the case of BSNL (90.5%), as compare to Bharti (69.2%).

4.2.3.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

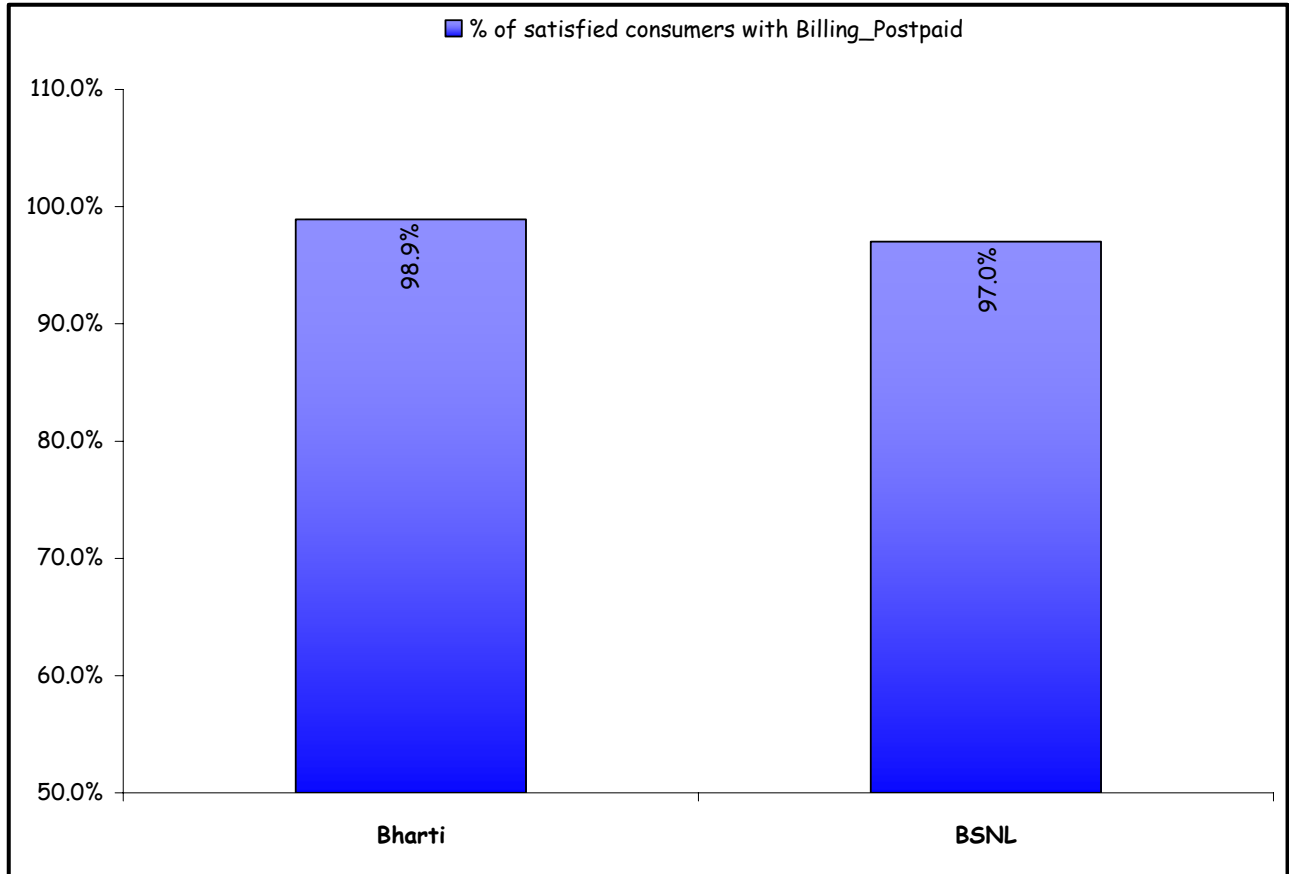
The following graph shows the consumer satisfaction level with the post-paid billing services.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Higher level of satisfaction was found by the consumers of BSNL (78.0%), closely followed by Bharti (77.5%).

Percent of satisfied consumers

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

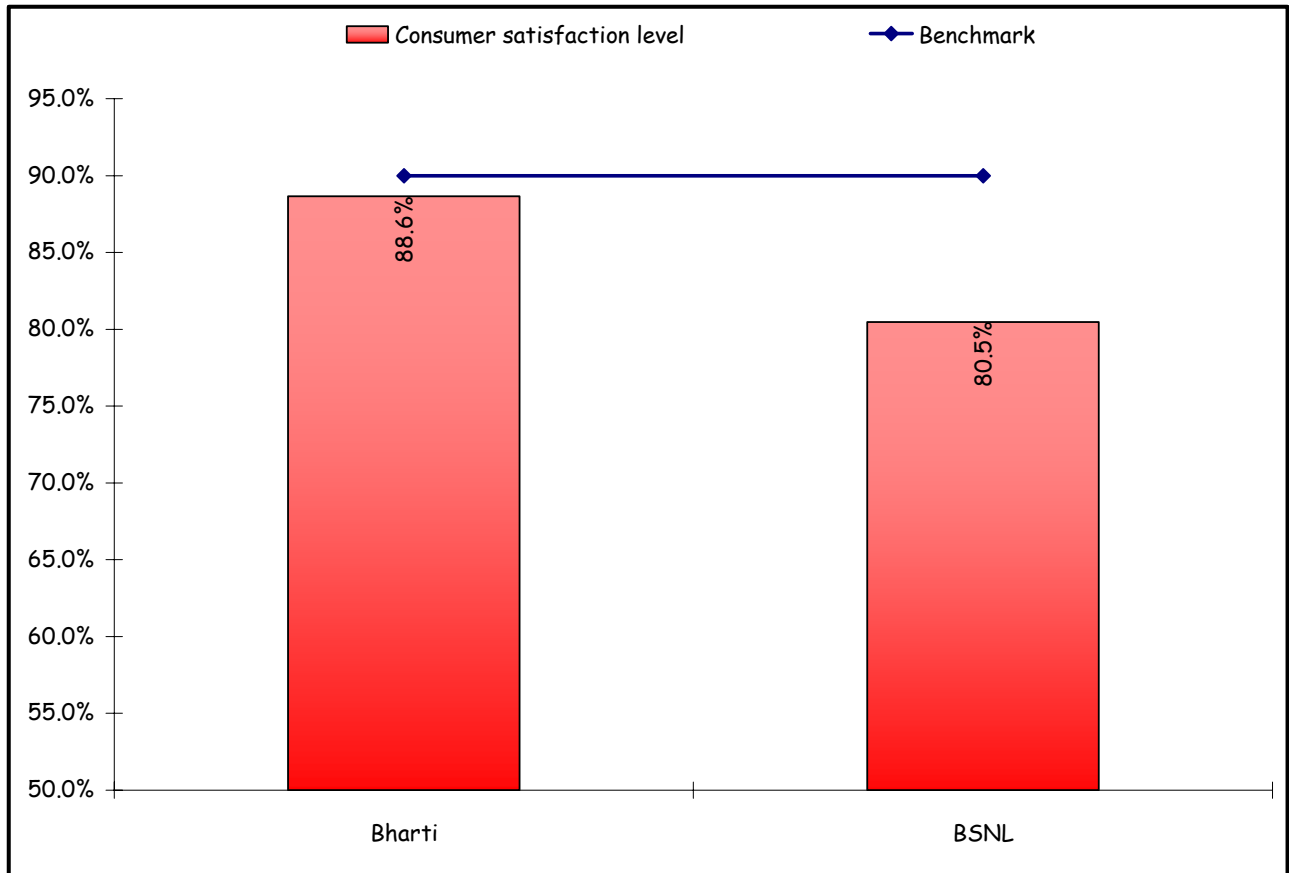


- Audit conducted for 2 operators providing service in Haryana Service Area.
- In the case of both the operators, >95% of customers were satisfied with the billing service, in the post-paid segment.
- Higher percentages of satisfied customers were found in the case of Bharti (98.9%), as compared to BSNL (97.0%).

4.2.3.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

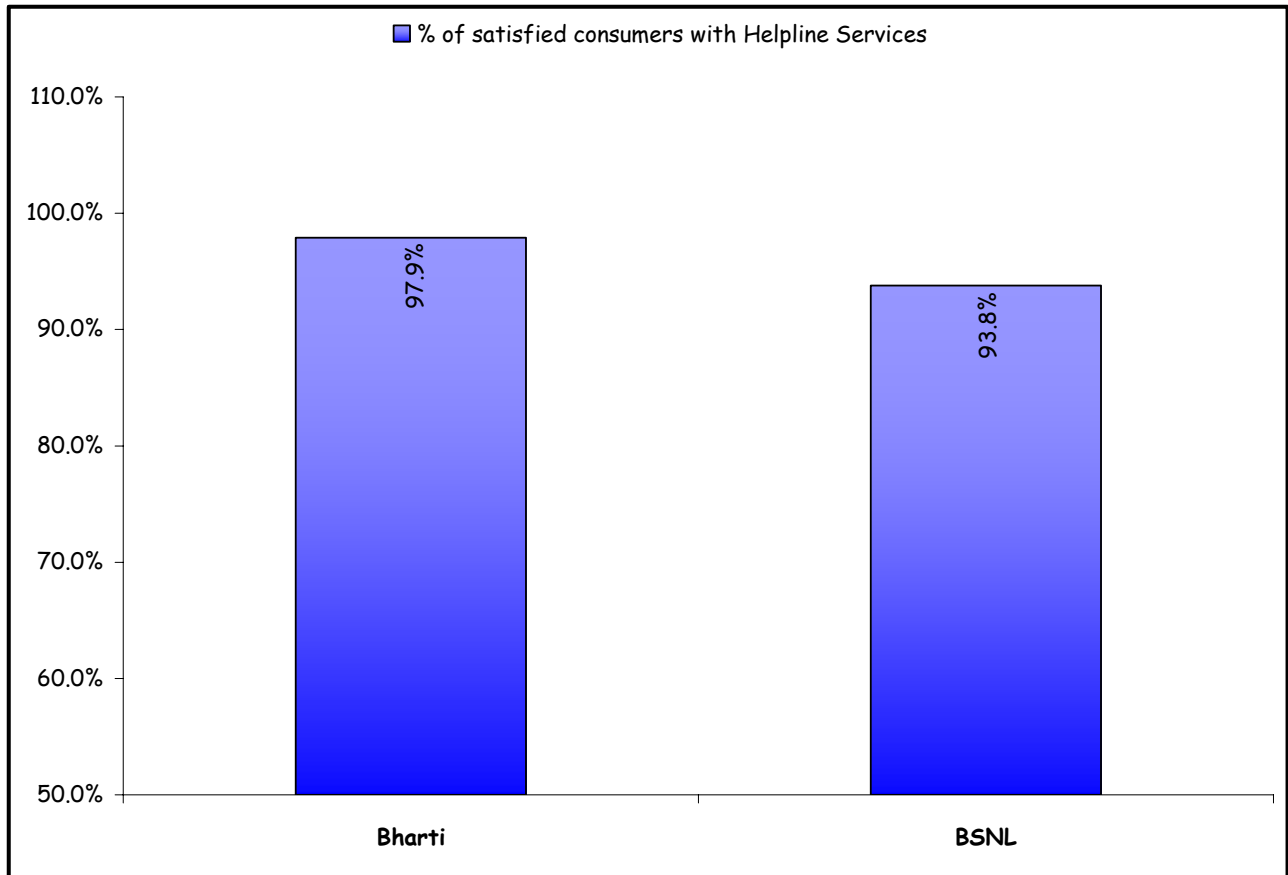
The following graph shows the consumer satisfaction level with the help service.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Higher level of satisfaction was found by the consumers of Bharti (88.6%), as compared to BSNL (80.5%).

Percent of satisfied consumers

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

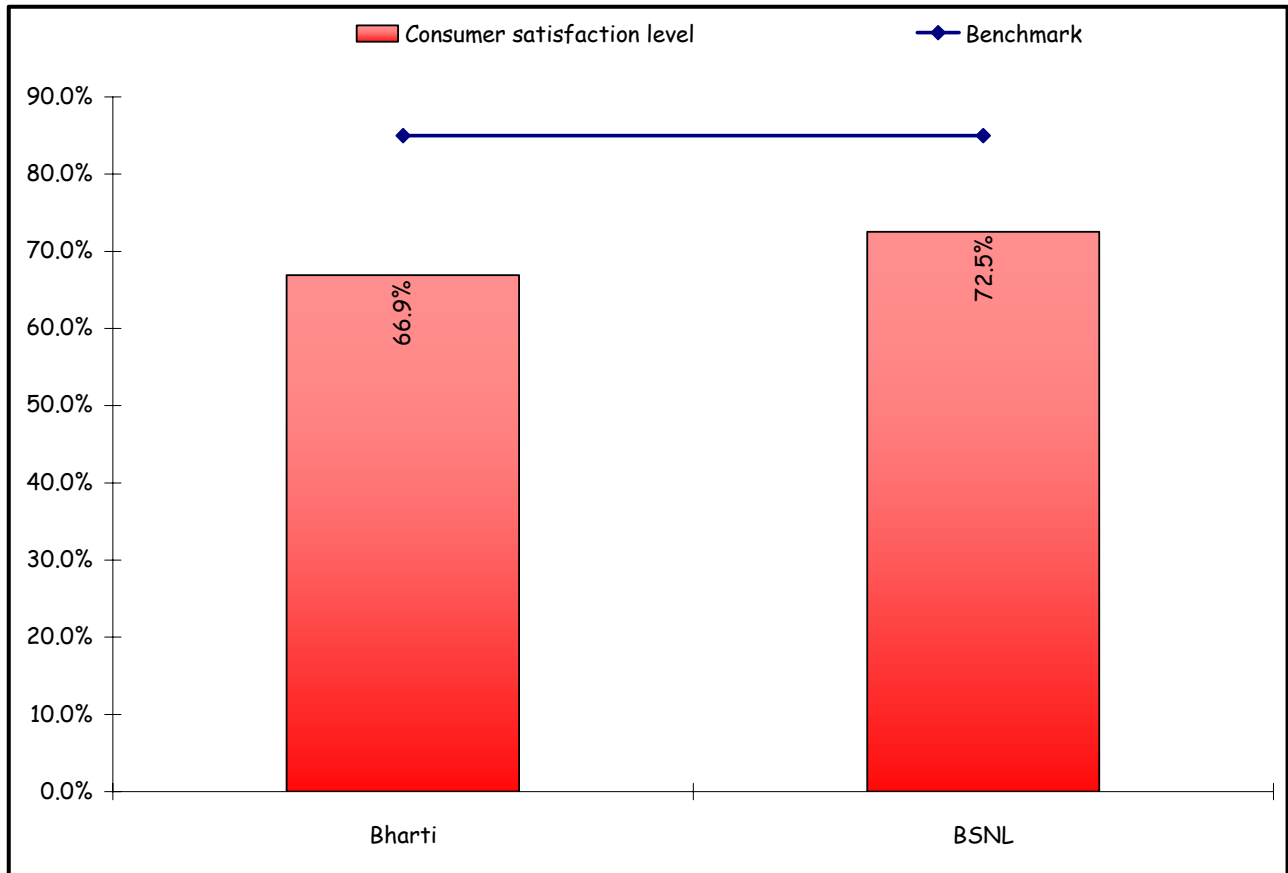


- Audit conducted for 2 operators providing service in Haryana Service Area.
- In the case of both the operators, >90% of customers were satisfied with the help service.
- Highest percentages of satisfied customers were found in the case of Bharti (97.9%), than BSNL (93.8%).

4.2.3.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

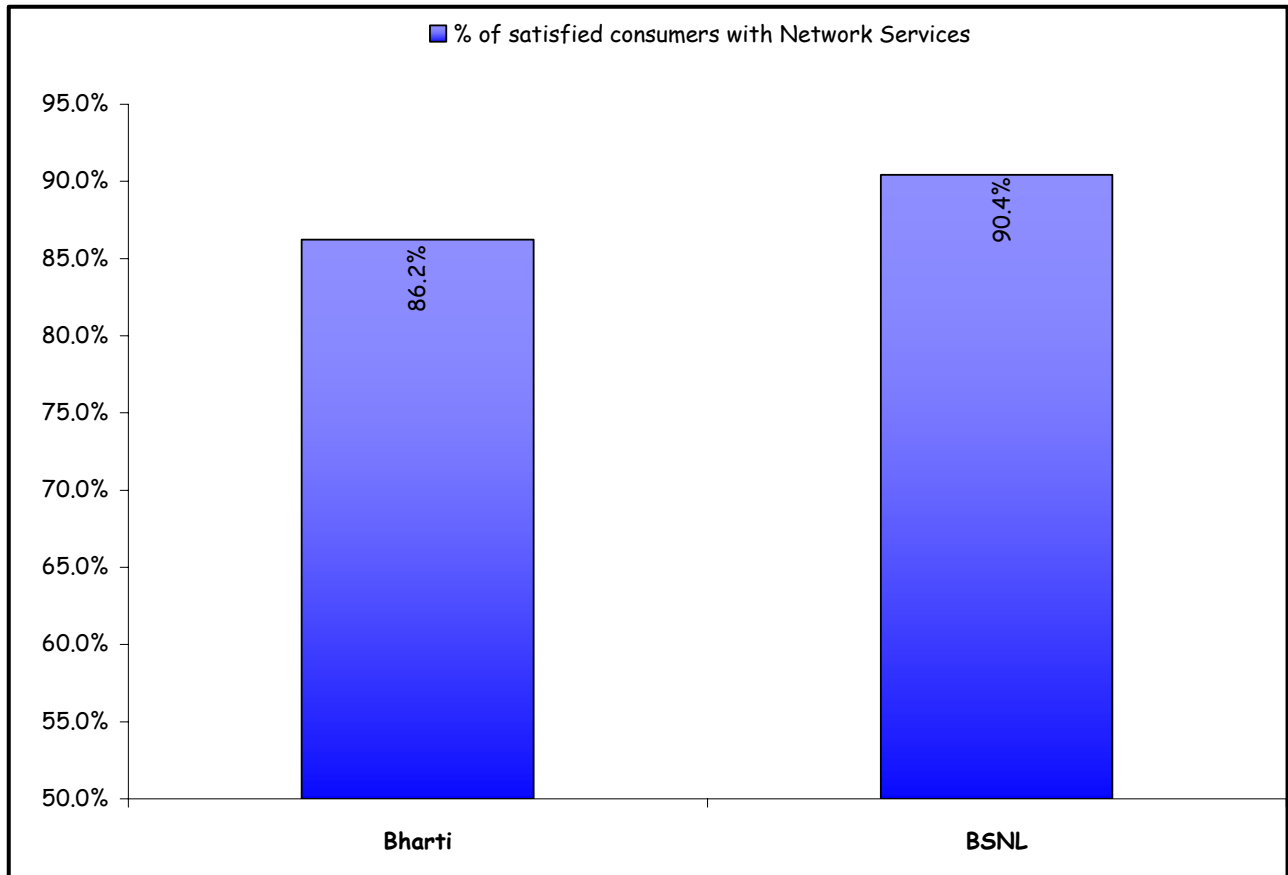
The following graph shows the consumer satisfaction level with network performance.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >85%.
- Higher level of satisfaction was found by the consumers of BSNL (72.5%) as compared to Bharti (66.9%).

Percent of satisfied consumers

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

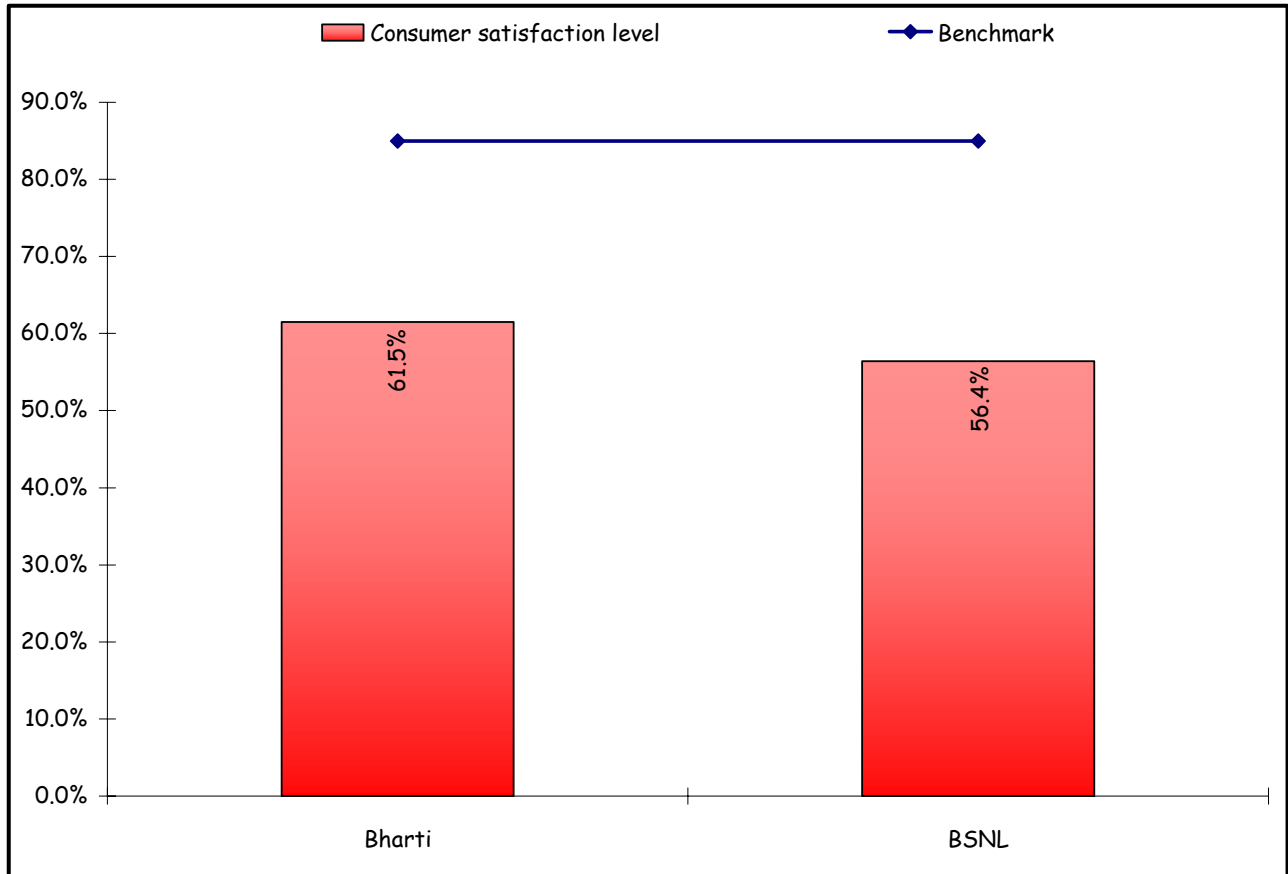


- Audit conducted for 2 operators providing service in Haryana Service Area.
- In the case of both the operators, >85% of customers were satisfied with the network performance.
- Higher percentages of satisfied customers were found in the case of BSNL (90.4%) than Bharti (86.2%).

4.2.3.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

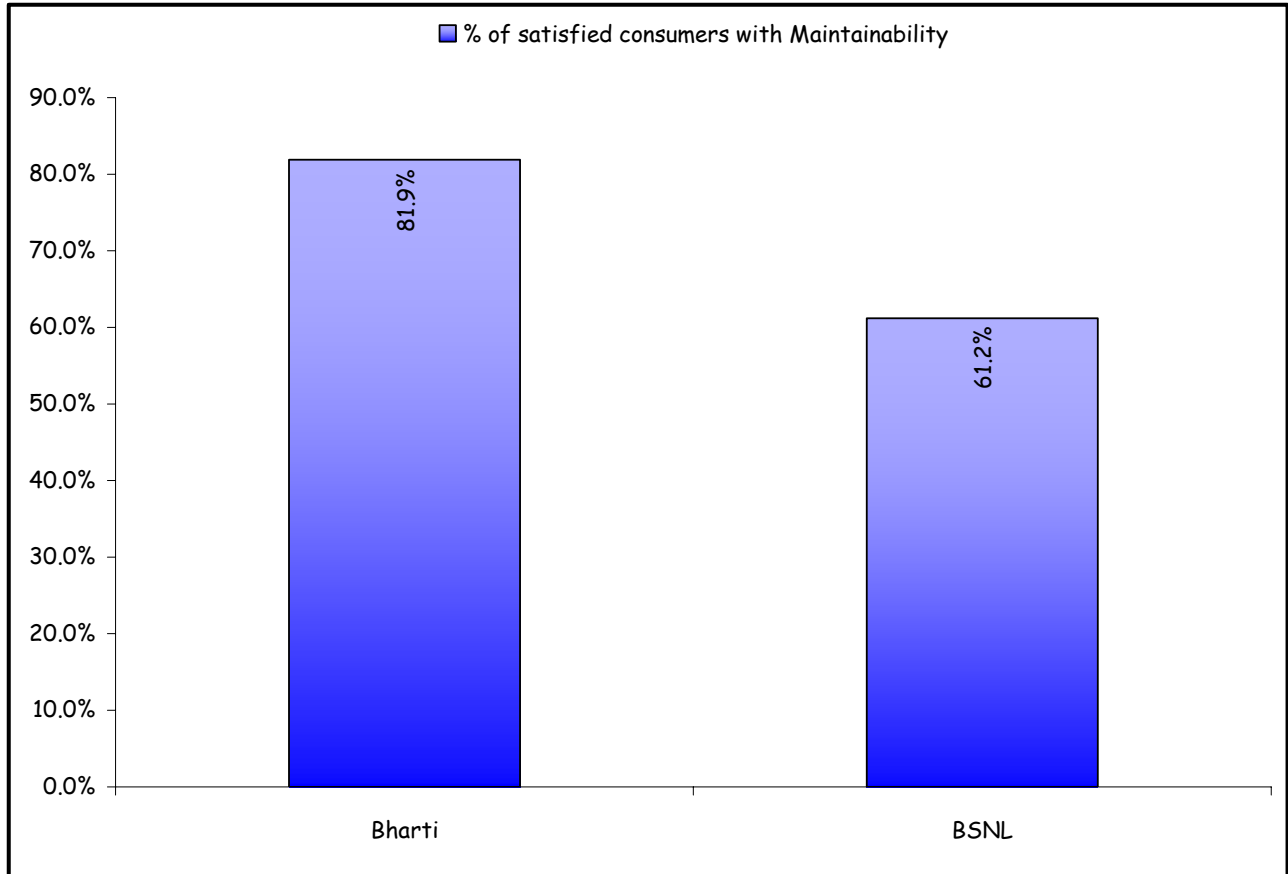
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >85%.
- Higher level of satisfaction was found by the consumers of Bharti (61.5%), as compared to BSNL (56.4%).

Percent of satisfied consumers

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

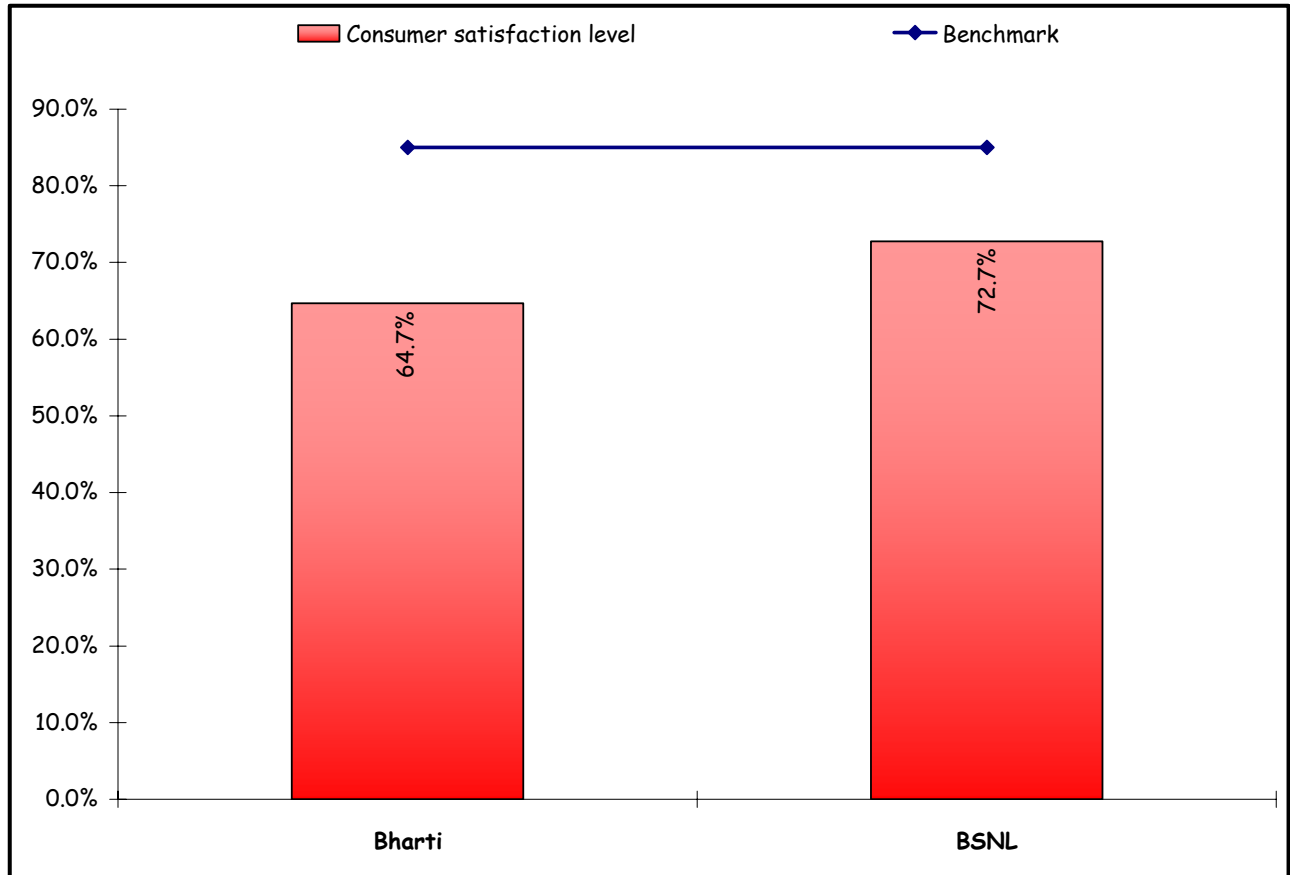


- Audit conducted for 2 operators providing service in Haryana Service Area.
- In the case of none of the operators, >85% of customers were satisfied with the maintainability.
- Higher percentages of satisfied customers were found in the case of Bharti (81.9%) than BSNL (61.2%)

4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

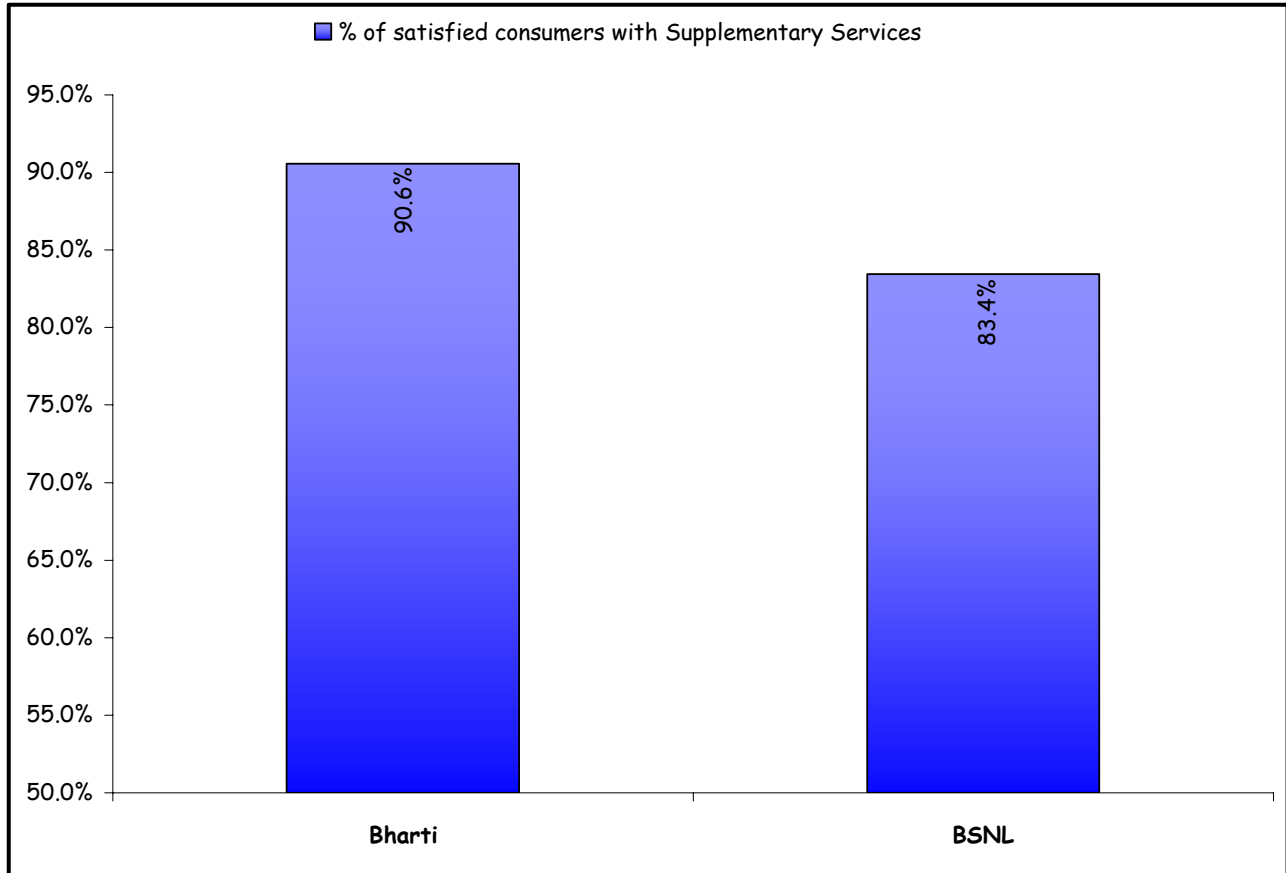
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >85%.
- Higher level of satisfaction was found by the consumers of BSNL (72.7%), as compared to Bharti (64.7%).

Percent of satisfied consumers

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

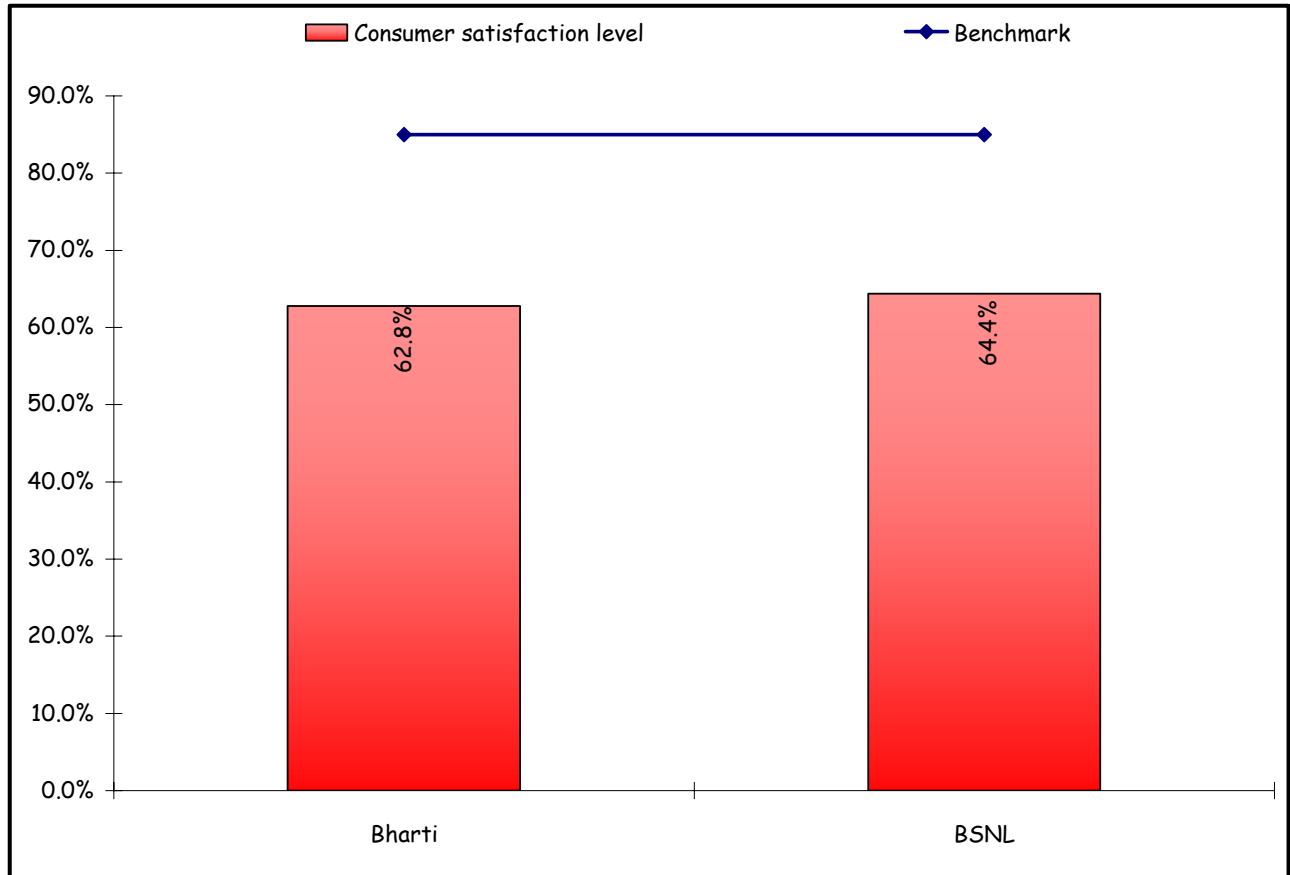


- Audit conducted for 2 operators providing services in Haryana.
- In the case of 1 operator, >90% of customers were satisfied with the Supplementary services.
- Higher percentages of satisfied customers were found in the case of Bharti (90.6%) as compared to BSNL (83.4%).

4.2.3.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

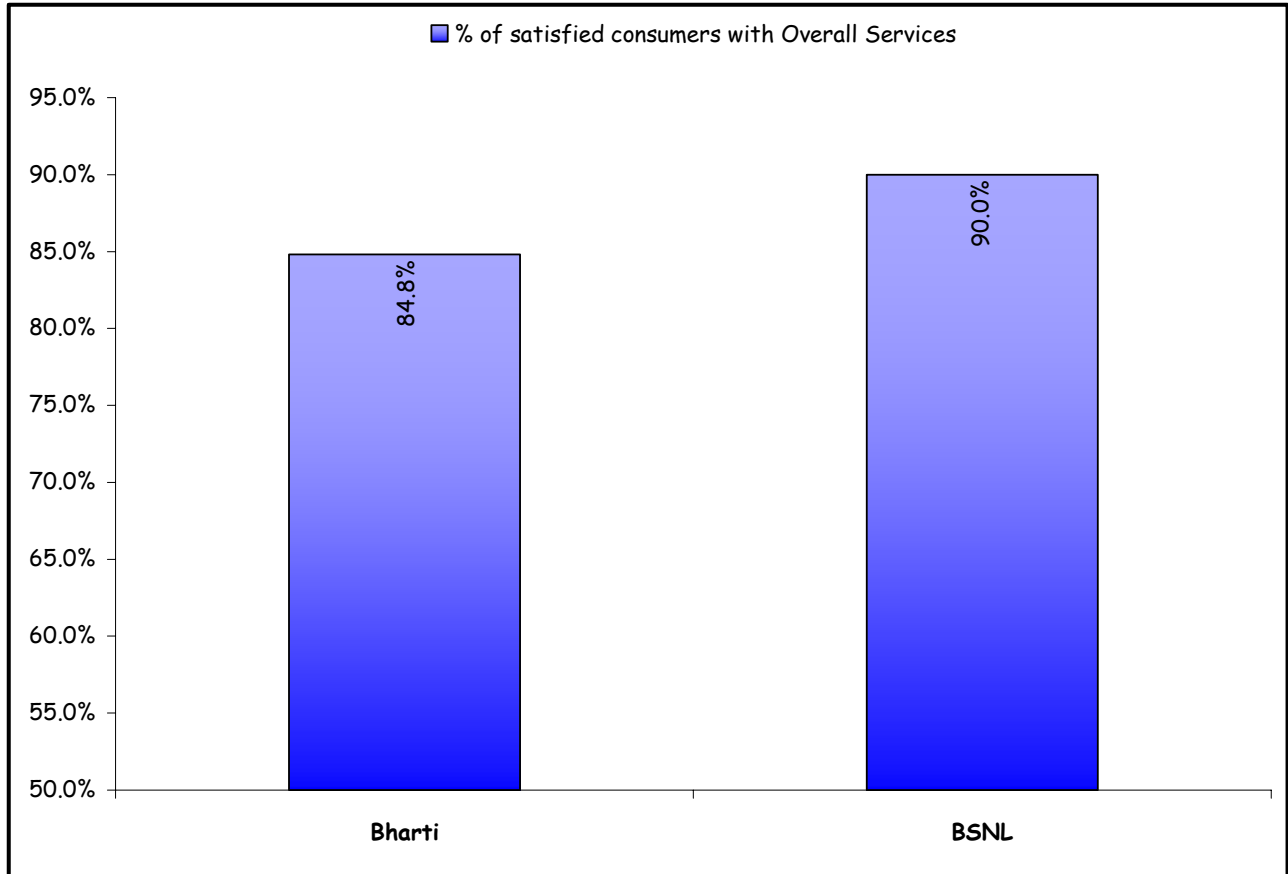
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 2 operators providing service in Haryana Service Area.
- None of the operators were found meeting the benchmark of >85%.
- Higher level of satisfaction was attained by the consumers of BSNL (64.4%) as compared to Bharti (62.8%).

Percent of satisfied consumers

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



- Audit conducted for 2 operators providing service in Haryana Service Area.
- In the case of 1 operator, >85% of customers were satisfied with the overall services.
- Higher percentages of satisfied customers were found in the case of BSNL (90.0%) than Bharti (84.8%).

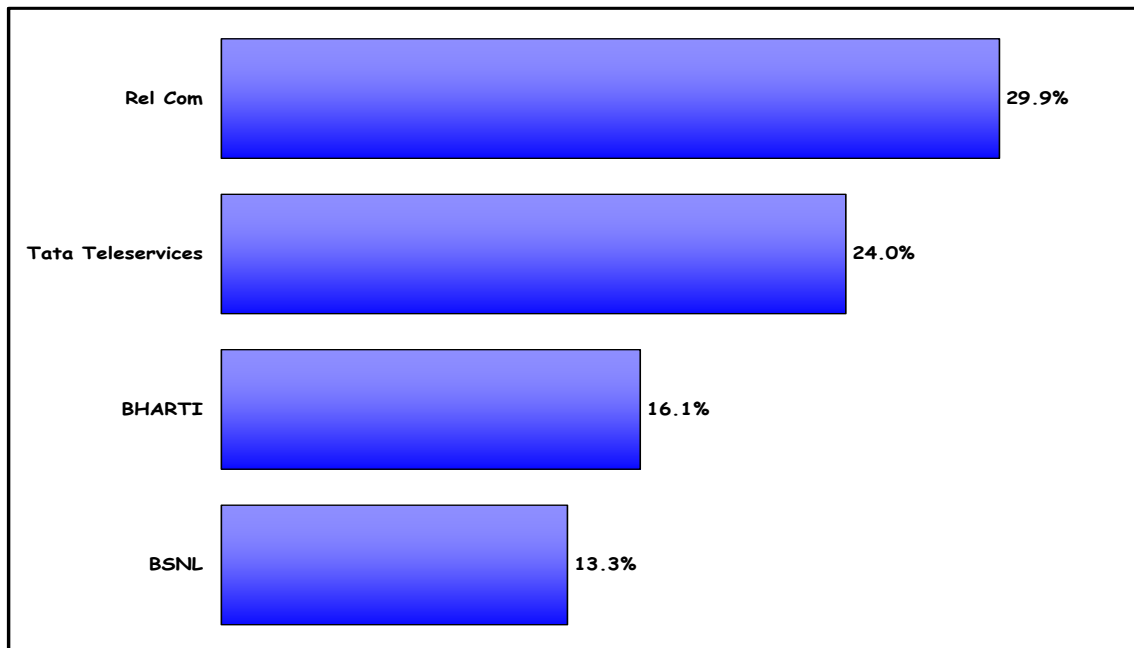
**4.3 ASSESSMENT OF IMPLEMENTATION AND
EFFECTIVENESS OF TELECOM CONSUMER
PROTECTION AND REDRESSAL OF
GRIEVANCES REGULATION, 2007.**

4.3.1: BASIC WIRELINE – Haryana Service Area

4.3.1.1: Awareness about redressal system: In the Basic service (wireline), altogether 1604 consumers were interviewed for Haryana Service Area. Overall 18.6% of respondents reported that they were aware of the three stage grievance redressal mechanism set up by their Operators. Provider wise analysis shows that, Rel Comm (29.9%) have the highest percentage of consumers who were aware of three stage grievance redressal mechanism set up by their Operators based on the regulation of TRAI for redressal of grievances. This is shown in the table below:

Table 4.3.1.1: Are you aware of the three stage grievance redressal mechanism set up by your telecom Operators based on the regulations of TRAI for redressal of your grievances?				
Operators		Yes	No	Total
Bharti	Count	92	478	570
	%age	16.1%	83.9%	100.0%
BSNL	Count	80	520	600
	%age	13.3%	86.7%	100.0%
Rel Comm.	Count	115	269	384
	%age	29.9%	70.1%	100.0%
Tata Teleservices	Count	12	38	50
	%age	24.0%	76.0%	100.0%
Total	Count	299	1305	1604
	%age	18.6%	81.4%	100.0%

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

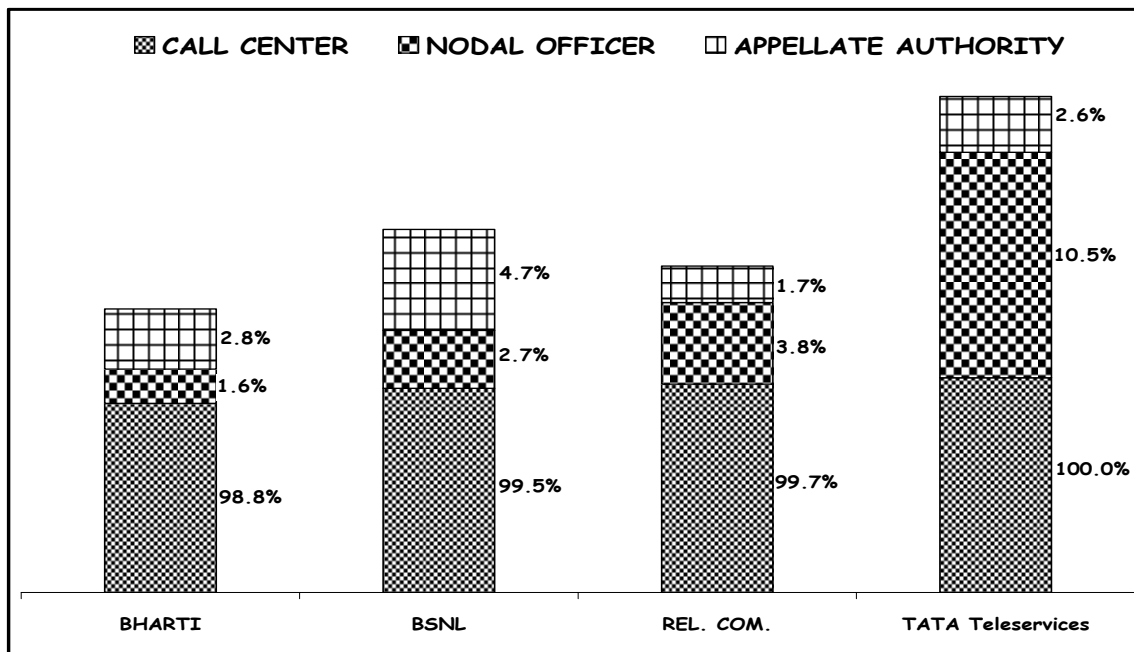


4.3.1.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 1604 respondents, 99.3% respondents indicated that they were aware of call center. Whereas, only 2.8 % were aware of Nodal Officer and 3.2% about the Appellate Authority. Around 1% indicated that they were not aware of any of the stage.

Operators		CALL CENTER	NODAL OFFICER	APPELLATE AUTHORITY	NONE OF THESE	Total
BHARTI	Count	563	7	12	7	570
	%age	98.8%	1.6%	2.8%	1.6%	
BSNL	Count	597	12	21	3	600
	%age	99.5%	2.7%	4.7%	0.7%	
Rel Comm.	Count	383	11	5	1	384
	%age	99.7%	3.8%	1.7%	0.3%	
Tata Teleservices	Count	50	4	1	0	50
	%age	100.0%	10.5%	2.6%	0.0%	
Total	Count	1593	34	39	11	1604
	%age	99.3%	2.8%	3.2%	0.9%	

*Multiple Responses

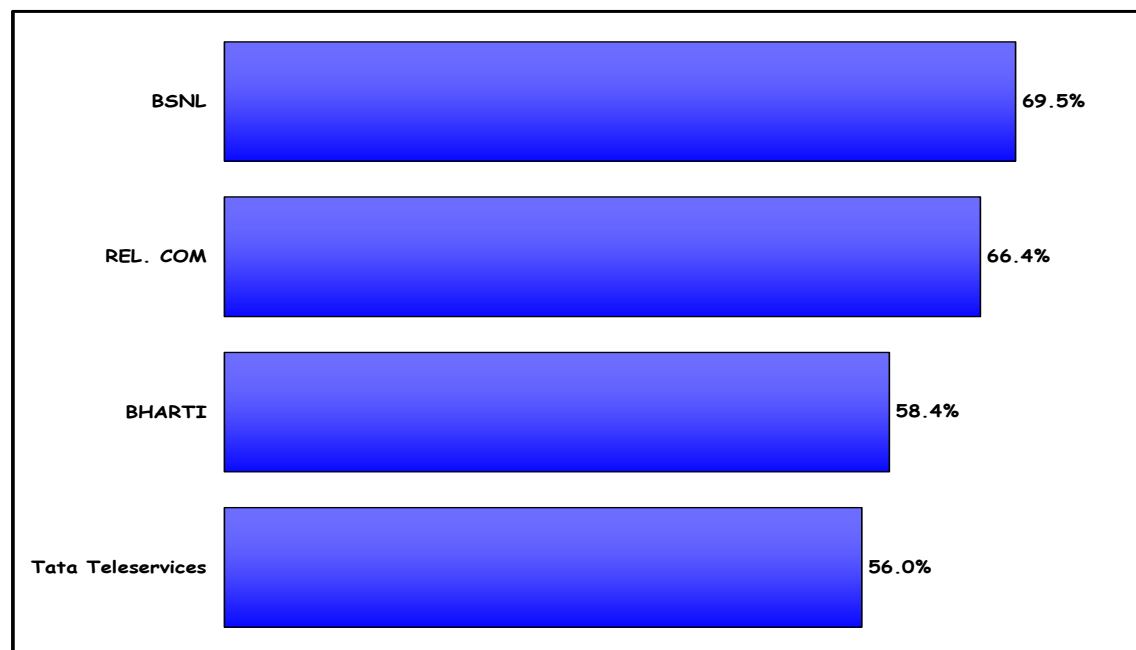
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.1.3: Consumers' complaints about services: The table below shows that out of 1604 respondents, over 64% of respondents had used call centre/ help line telephone number for complaints in the last six months. BSNL (69.5%) had the highest percentages of respondents, followed by Rel.Comm. (66.4%), who used this service for complaints within last six months. The minimum percentage of consumers who made complaints were found in the case of Tata Teleservices (56%), followed by Bharti (58.4%).

Table 4.3.1.3 Have you made any complaint within last 6 months to the toll free call centre/customer care/ helpline telephone number?				
Operators		Yes	No	Total
BHARTI	Count	333	237	570
	%age	58.4%	41.6%	100.0%
BSNL	Count	417	183	600
	%age	69.5%	30.5%	100.0%
RelComm.	Count	255	129	384
	%age	66.4%	33.6%	100.0%
Tata Teleservices	Count	28	22	50
	%age	56.0%	44.0%	100.0%
Total	Count	1033	571	1604
	%age	64.4%	35.6%	100.0%

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

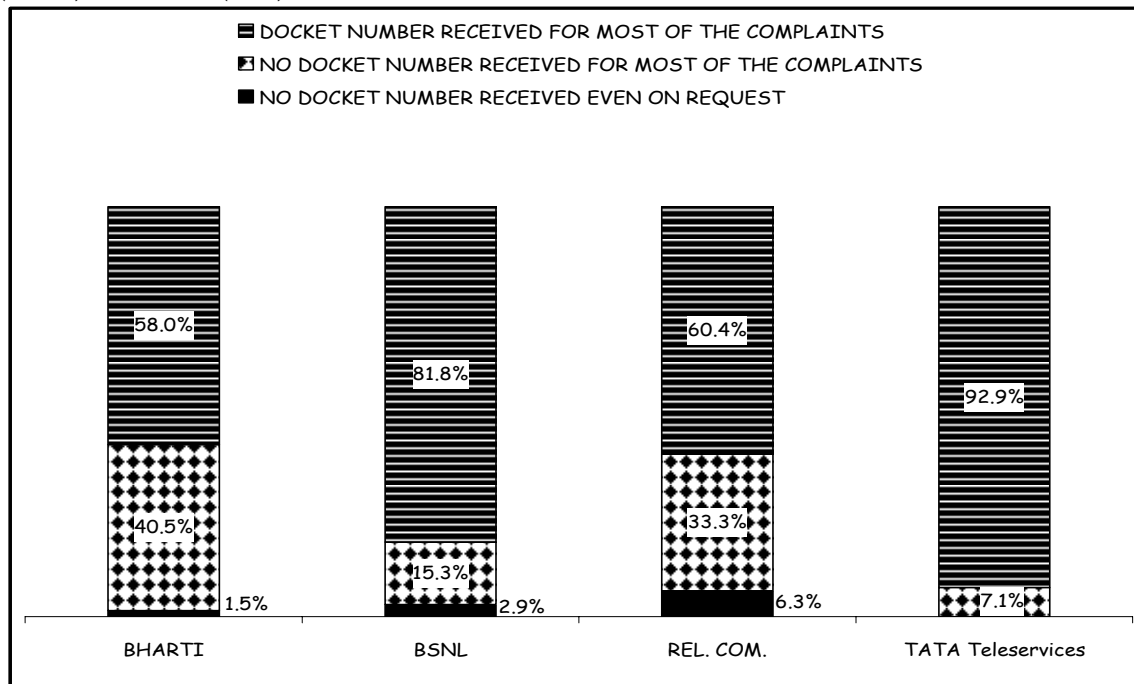


4.3.1.4: Receipt of docket number against complaints: Respondents those who had made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 1033 respondents who had made a complaint, 69.1% confirmed that they had received docket number for most of their complaints. However 27.7 % indicated that they didn't receive any docket number for most of their complaints. The table below also shows that 3.2% of respondents did not receive docket numbers even on request.

Table 4.3.1.4. Redressal of grievances mechanism provides for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Operators		no docket number received even on request	no docket number received for most of the complaints	docket number received for most of the complaints	Total
Bharti	Count	5	135	193	333
	%age	1.5%	40.5%	58.0%	100.0%
BSNL	Count	12	64	341	417
	%age	2.9%	15.3%	81.8%	100.0%
Rel Comm.	Count	16	85	154	255
	%age	6.3%	33.3%	60.4%	100.0%
Tata Teleservices	Count	0	2	26	28
	%age	0.0%	7.1%	92.9%	100.0%
Total	Count	33	286	714	1033
	%age	3.2%	27.7%	69.1%	100.0%

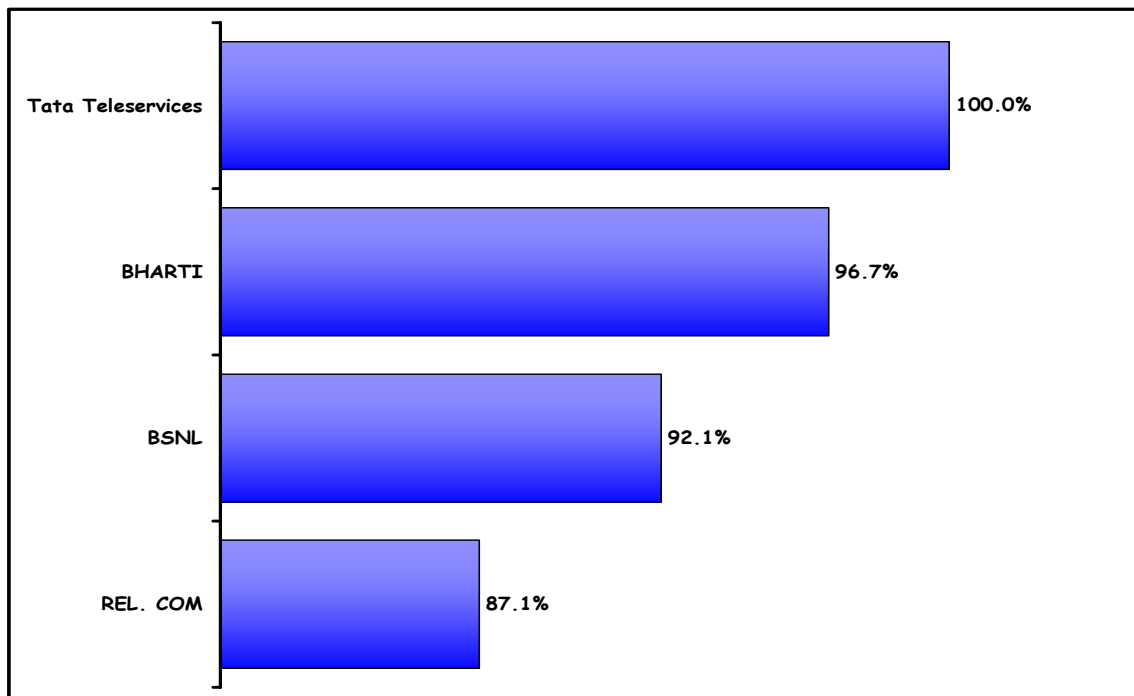
Graphical representation: The graphs shows that highest number of respondents who had reported that they received docket number came from Tata Teleservice (92.9%) followed by BSNL (81.8%), Rel Comm. (60.4%) and Bharti (58%).



4.3.1.5: Feed back from Call Centre: The respondents who had made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 1033 respondents, 92.5% had reported that they were informed by call center for the action taken on their complaints. The highest from Tata Teleservices (100 %), followed by Bharti (96.7%), BSNL (92.1%) and Rel Comm. (87.1%).

Table 4.3.1.5. Did the call centre inform you the action taken on your complaint?				
Operators		Yes	No	Total
BHARTI	Count	322	11	333
	%age	96.7%	3.3%	100.0%
BSNL	Count	384	33	417
	%age	92.1%	7.9%	100.0%
Rel Comm.	Count	222	33	255
	%age	87.1%	12.9%	100.0%
Tata Teleservices	Count	28	0	28
	%age	100.0%	0.0%	100.0%
Total	Count	956	77	1033
	%age	92.5%	7.5%	100.0%

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

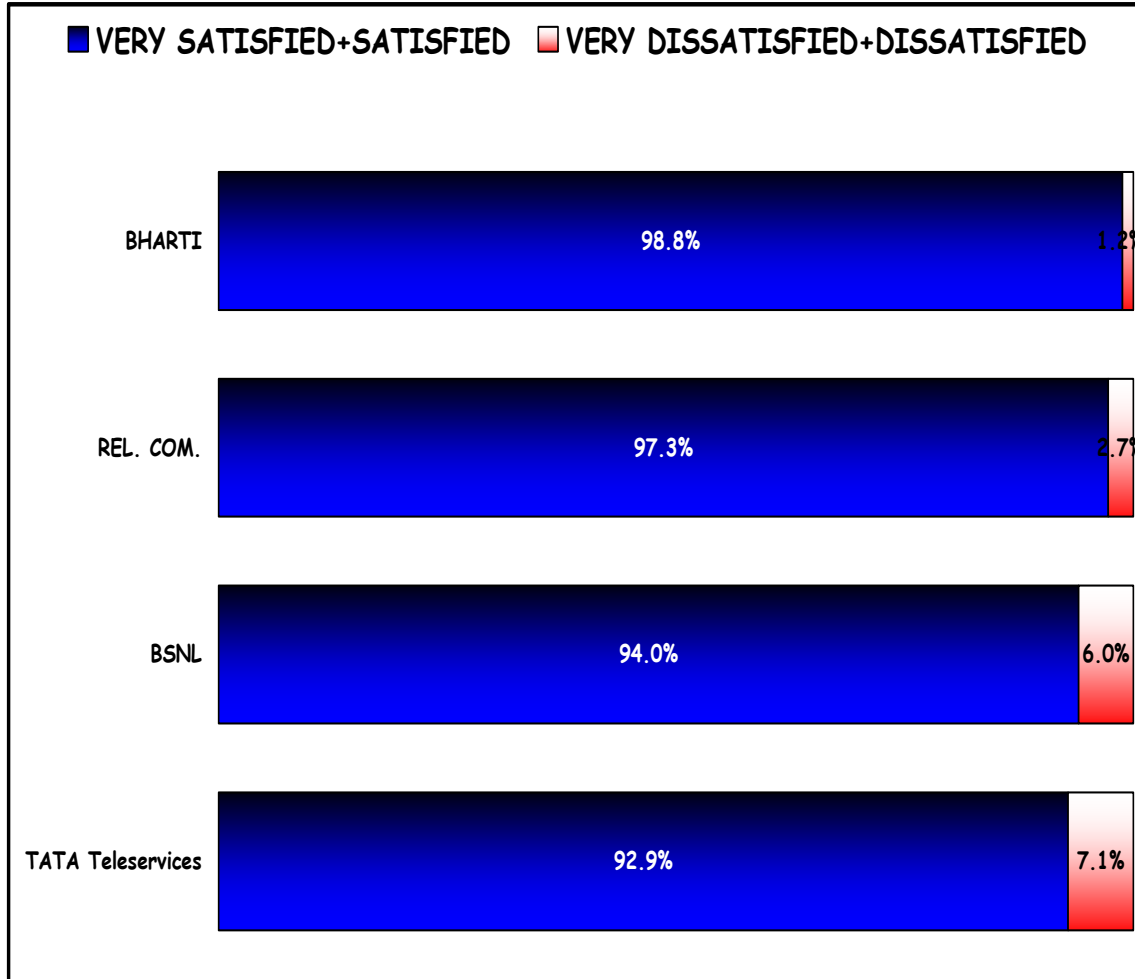


4.3.1.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.1.6. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?								
Operators		very dissatisfied	dissatisfied	very dissatisfied + dissatisfied	satisfied	very satisfied	very satisfied + satisfied	total
BHARTI	Count	0	4	4	281	48	329	333
	%age	0.0%	1.2%	1.2%	84.4%	14.4%	98.8%	100.0%
BSNL	Count	2	23	25	376	16	392	417
	%age	0.5%	5.5%	6.0%	90.2%	3.8%	94.0%	100.0%
Rel Comm.	Count	0	7	7	235	13	248	255
	%age	0.0%	2.7%	2.7%	92.2%	5.1%	97.3%	100.0%
Tata Teleservices	Count	0	2	2	24	2	26	28
	%age	0.0%	7.1%	7.1%	85.7%	7.1%	92.9%	100.0%
Total	Count	2	36	38	916	79	995	1033
	%age	0.2%	3.5%	3.7%	88.7%	7.6%	96.3%	100.0%

- **Maximum percentage of satisfied consumers** (very satisfied and satisfied) were reported in the case of **Bharti** (98.8%), followed by **Rel.Comm.** (97.3%) and **BSNL** (94.0%). Whereas the lowest were in the case of **Tata Teleservices** (92.9%).
- The highest percentage of **very satisfied consumers** were also found in the case **Bharti** (14.4%), which was followed by the **Tata Teleservices** (7.1%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the **highest percentage of respondents were reported from Tata Teleservices** (7.1%). But 2 of the respondents from **BSNL** also reported that they were very dissatisfied with the resolution of complaints by their Operators.

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



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

Various reasons were specified by the consumers. Among them “Difficult to connect to the call centre executive” was cited as the main reason. This was cited by 47.4% of dissatisfied consumers. This was cited maximum in the case of Tata Teleservices (100%), followed by Rel. Comm. (85.7%).

Second most important reason was cited as “customer care executive was unable to understand the problem.” And “time taken by call center for redressal of complaint is too long” (44.7% each).

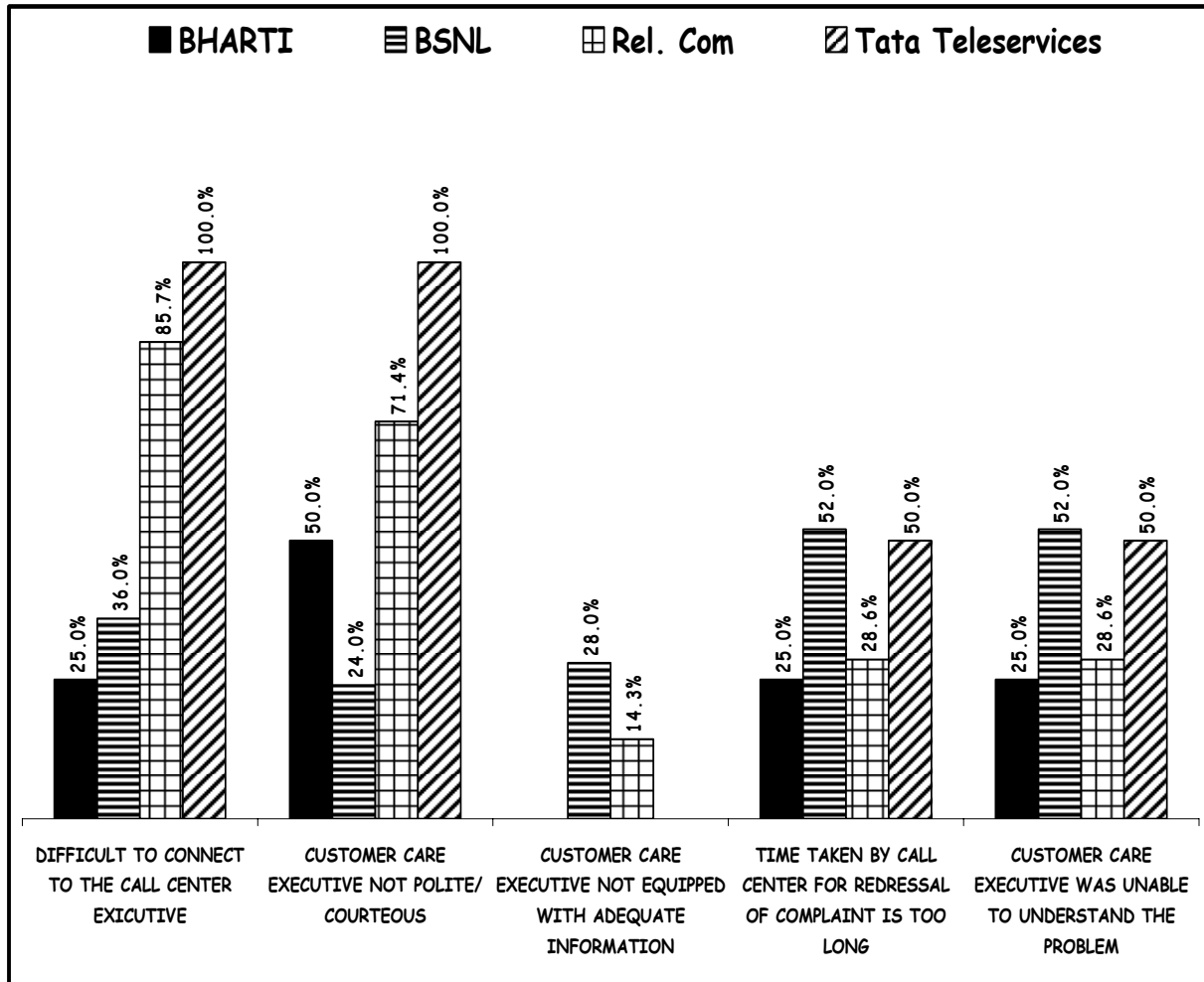
Table 4.3.1.7. Please specify the reason(s) for your dissatisfaction							
Operators		difficult to connect to the call center executive	customer care executive not polite/ courteous	customer care executive not equipped with adequate information	time taken by call center for redressal of complaint is too long	customer care executive was unable to understand the problem	total
BHARTI	Count	1	2	0	1	1	4
	%age	25.0%	50.0%	0.0%	25.0%	25.0%	125.0%
BSNL	Count	9	6	7	13	13	25
	%age	36.0%	24.0%	28.0%	52.0%	52.0%	192.0%
Rel Comm.	Count	6	5	1	2	2	7
	%age	85.7%	71.4%	14.3%	28.6%	28.6%	228.6%
Tata Teleservices	Count	2	2	0	1	1	2
	%age	100.0%	100.0%	0.0%	50.0%	50.0%	300.0%
Total	Count	18	15	8	17	17	38
	%age	47.4%	39.5%	21.1%	44.7%	44.7%	197.4%

Note: Sum may not add because of multiple response

Nearly 2 out of 5 (39.5%) complainants were also of the view that “customer care executive are not polite/courteous”.

Nearly one of five (21.1%) complainants also informed that “customer care executive not equipped with adequate information”.

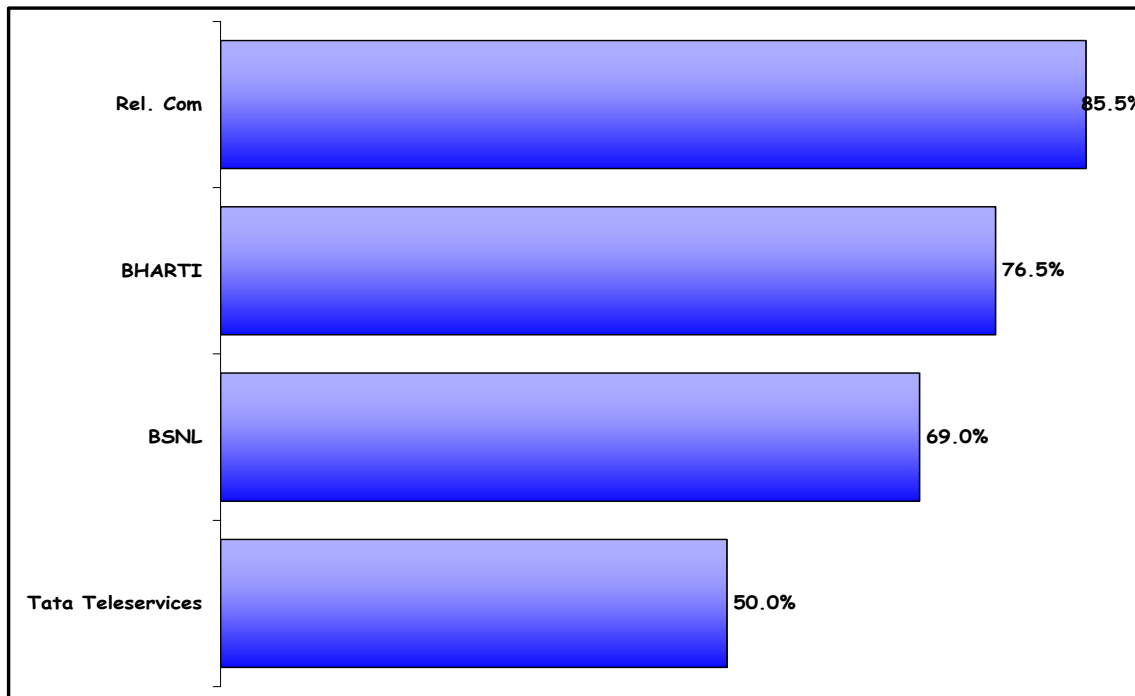
Graphical representation: The following graph shows the provider wise some of the reasons specified by the consumers who were dissatisfied with the resolution their complaints.



4.3.1.8: Resolution of billing complaints: The following table shows that out of 1033 respondents who had complained to call center/customer care, 418 (40.5%) had billing related complaints. Out of these 418, 75.1% had confirmed that their complaint was satisfactorily resolved by call centre/customer care within four weeks after lodging the complaint. This was found to be highest in the case of Rel. Comm. (85.5%), followed by Bharti (76.5%). In the case of Tata Teleservices this was confirmed by only 50% customers followed by BSNL (69.0%).

Table 4.3.1.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint; Operators wise				
Operators		Yes	No	Total
BHARTI	Count	75	23	98
	%age	76.5%	23.5%	100.0%
BSNL	Count	136	61	197
	%age	69.0%	31.0%	100.0%
Rel Comm.	Count	100	17	117
	%age	85.5%	14.5%	100.0%
Tata Teleservices	Count	3	3	6
	%age	50.0%	50.0%	100.0%
Total	Count	314	104	418
	%age	75.1%	24.9%	100.0%

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



4.3.1.9: Awareness about the contact details of nodal officers:

The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35.). 34 (2.8%) respondents had reported that they were aware about Nodal officers. However, awareness about the contact details of nodal officers was reported by only 16 (47.1%) of respondents. Therefore more than 1 out of 2 was not aware about the contact details of nodal officer.

4.3.1.9. Are you aware of the contact details of the Nodal Officer?				
Operators		Yes	No	Total
BHARTI	Count	4	3	7
	%age	57.1%	42.9%	100.0%
BSNL	Count	7	5	12
	%age	58.3%	41.7%	100.0%
Rel Comm.	Count	4	7	11
	%age	36.4%	63.6%	100.0%
Tata Teleservices	Count	1	3	4
	%age	25.0%	75.0%	100.0%
Total	Count	16	18	34
	%age	47.1%	52.9%	100.0%

4.3.1.10 Complaints to Nodal officer:

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

4.3.1.11: Awareness about the contact details of Appellate Authority:

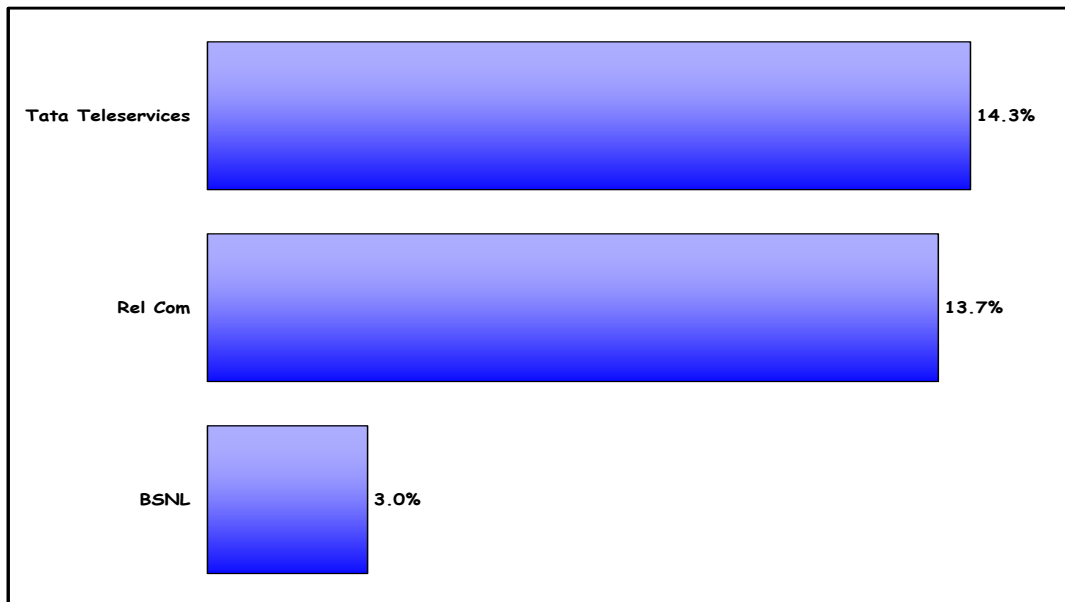
As regard to the awareness about the contact details of the Appellate Authority out of 39 respondents who had reported that they were aware about Appellate Authority none of them were aware about the contact details of Appellate Authority for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.1.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 335 prepaid customers of 4 providers targeted, only 17 (5.1%) reported that they were aware of this facility. Therefore more than 9 out of 10 customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of Tata Teleservices (14.3%), followed by Rel Comm. (13.7%). In the case of Bharti, none of the subscribers targeted were aware about this facility.

Table 4.3.1.12. Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Operators		Yes	No	Total
Bharti	Count	0	132	132
	%age	0.0%	100.0%	100.0%
BSNL	Count	3	98	101
	%age	3.0%	97.0%	100.0%
Rel Comm.	Count	13	82	95
	%age	13.7%	86.3%	100.0%
Tata Teleservices	Count	1	6	7
	%age	14.3%	85.7%	100.0%
Total	Count	17	318	335
	%age	5.1%	94.9%	100.0%

*Only for Prepaid customer

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

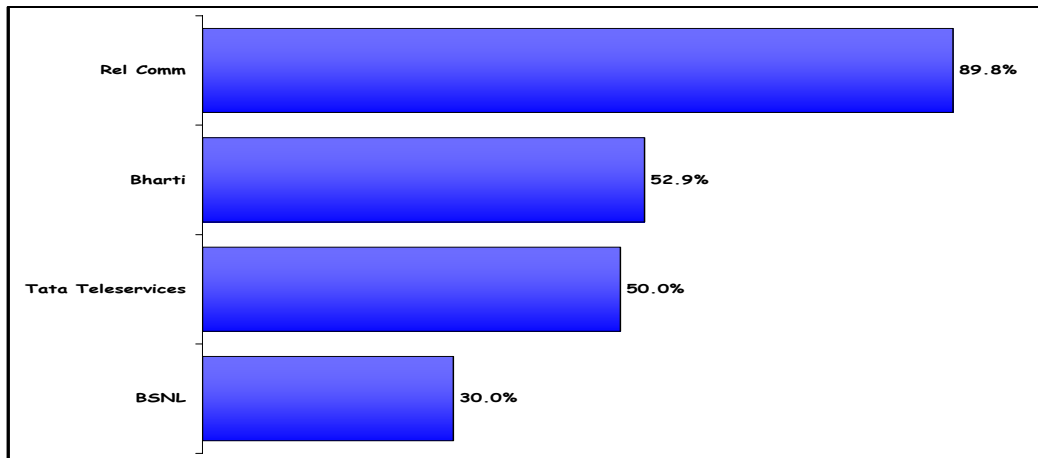


4.3.1.13: Denial of itemized usage charges detail: There were 17 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. None of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their Operators.

4.3.1.14: Provision of Manual of Practice by the Operators: TRAI has suggested to all the Operators to provide manual of practice to the new customers. Out of 88 new respondents, who had subscribed in last 6 months, 60 (68.2%) indicated that they have been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism etc. while taking the connection. Among the 60 respondents who got the manual of practice, Rel Comm topped with 89.8% followed by Bharti (52.9%), Tata Teleservices (50.0%) and BSNL (30.0%).

Operator		Yes	No	Total
Bharti	Count	9	8	17
	%age	52.9%	47.1%	100.0%
BSNL	Count	6	14	20
	%age	30.0%	70.0%	100.0%
Rel Comm.	Count	44	5	49
	%age	89.8%	10.2%	100.0%
Tata Teleservices	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Total	Count	60	28	88
	%age	68.2%	31.8%	100.0%

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



Overall Score – Telecom Consumer Protection and Redressal of Grievances

BASIC SERVICES-WIRELINE

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

S.N.	Sub Parameter	Bharti	BSNL	Rel Comm	Tata Teleservices
1	Awareness of three stage grievance mechanism	16.1%	13.3%	29.9%	24.0%
2	For pre-paid customers awareness about item-wise usage charge details on request	0.0%	3.0%	13.7%	14.3%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	0.0%	0.0%	0.0%	0.0%
4	For new customers provisioning of "Manual of practice while taking the new connection	52.9%	30.0%	89.8%	50.0%
5	Awareness of call center for redressing grievances	98.8%	99.5%	99.7%	100.0%
6	Penetration of consumers made any complaint to the toll free number within last six months	58.4%	69.5%	66.4%	56.0%
7	Call center informing about the action taken on complaint	96.7%	92.1%	87.1%	100.0%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	76.5%	69.0%	85.5%	50.0%
9	Percentage satisfied with complaint resolution by call center	98.8%	94.0%	97.3%	92.9%
10	Awareness of nodal officer for redressing grievances	1.6%	2.7%	3.8%	10.5%
11	Awareness of appellate authority for redressing grievances	2.8%	4.7%	1.7%	2.6%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 13.3% to 29.9%. The highest percentage of aware subscribers was found in the case of Rel Comm. (29.9%), followed by Tata Teleservices (24.0%). The lowest percentage of aware consumers were found in the case of BSNL (13.3%) followed by Bharti (16.1%)
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 95.5% to 100.0%. This was found to be highest in the case of Tata Teleservices (100.0%), followed by Rel Com (99.7%), BSNL (99.5%) and Bharti (98.8%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 1.6% (Bharti) to 10.5% (Tata Teleservices).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 1.7% (Rel Com) to 4.7% (BSNL).
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of BSNL (69.5%), closely followed by Rel Com (66.4%), Bharti (58.4%) and Tata Teleservices (56.0%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Tata Teleservices (14.3%) followed by Rel Comm (13.7%). In the case of rest two operators it was found to be very low as 3.0% (BSNL) and 0.0% (Bharti).

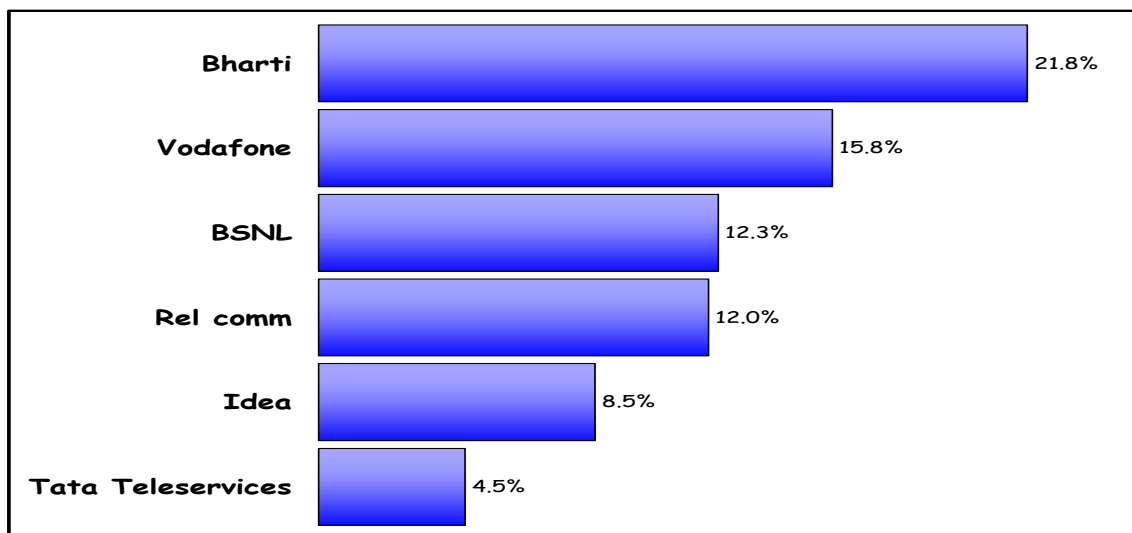
4.3.2 CELLULAR MOBILE – HARYANA SERVICE AREA

4.3.2.1: Awareness about redressal mechanism Altogether 3602 mobile consumers of 6 Operators in Haryana service area were targeted. Out of these, only 450 (12.5%) were aware about the three stages of grievance redressal mechanism set up by their Operators. The highest percentage of aware subscribers were found in the case of Bharti (21.8%), followed by Vodafone (15.8%). The lowest percentage of aware consumer was in the case of Tata Teleservices with 4.5%. In the case of BSNL, Idea Cellular and Rel Comm. around 8.5-12.3% consumers were aware of redressal mechanism.

Table 4.3.2.1 Are you aware of the three stage grievance redressal mechanism set up by your telecom Operators based on the regulations of TRAI for redressal of your grievances?

Operators		Yes	No	Total
Bharti	Count	131	469	600
	%age	21.8%	78.2%	100.0%
Vodafone	Count	95	505	600
	%age	15.8%	84.2%	100.0%
Idea Cellular	Count	51	549	600
	%age	8.5%	91.5%	100.0%
BSNL	Count	74	527	601
	%age	12.3%	87.7%	100.0%
Rel Comm.	Count	72	529	601
	%age	12.0%	88.0%	100.0%
Tata Teleservices	Count	27	573	600
	%age	4.5%	95.5%	100.0%
Total	Count	450	3152	3602
	%age	12.5%	87.5%	100.0%

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

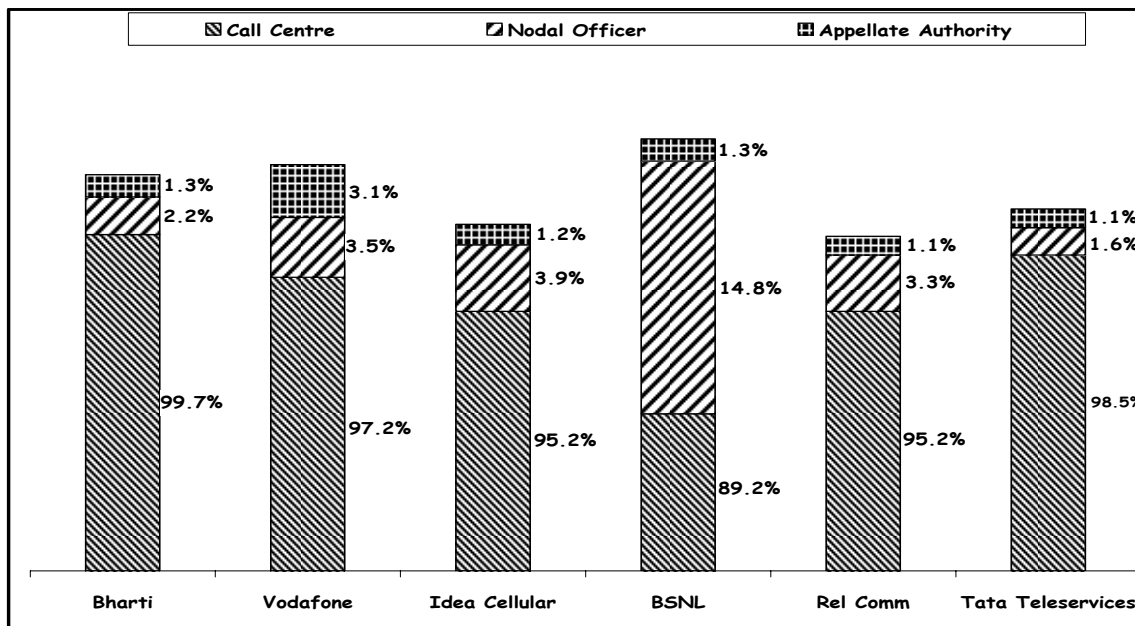


4.3.2.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 3602 respondents targeted, 3451 (95.8%) were aware of call center of their providers followed by Nodal officers (4.9%) and about 3% were aware about Appellate Authority. The trend was found to be similar across all the Operators.

Operators		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	598	10	6	2	600
	Row %	99.7%	2.2%	1.3%	0.4%	
Vodafone	Count	583	16	14	1	600
	Row %	97.2%	3.5%	3.1%	0.2%	
Idea Cellular	Count	571	16	5	18	600
	Row %	95.2%	3.9%	1.2%	4.4%	
BSNL	Count	536	67	6	18	601
	Row %	89.2%	14.8%	1.3%	4.0%	
Rel Comm	Count	572	15	5	27	601
	Row %	95.2%	3.3%	1.1%	6.0%	
Tata Teleservices	Count	591	7	5	5	600
	Row %	98.5%	1.6%	1.1%	1.1%	
Total	Count	3451	131	41	71	3602
	Row %	95.8%	4.9%	1.5%	2.7%	

Note: Sum may not add because of multiple responses.

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

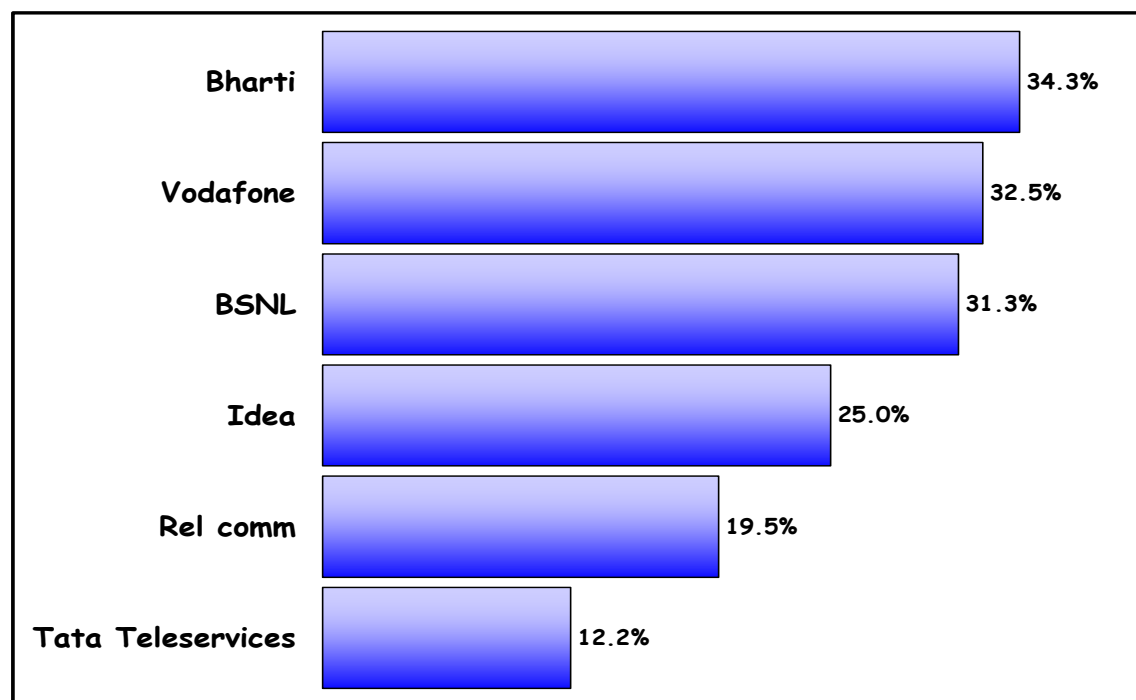


4.3.2.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. The table below shows that out of 3602 respondents, 929 (25.8%) had done so. The highest number of respondents, who had made complaints within last six months were from Bharti (34.3%), followed by Vodafone (32.5%), BSNL (31.3%) and Idea Cellular (25.0%) The lowest was in the case of Tata Teleservices (12.2%) and Rel Comm. (19.5%).

Table 4.3.2.3 Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?

Operators		Yes	No	Total
Bharti	Count	206	394	600
	%age	34.3%	65.7%	100.0%
Vodafone	Count	195	405	600
	%age	32.5%	67.5%	100.0%
Idea Cellular	Count	150	450	600
	%age	25.0%	75.0%	100.0%
BSNL	Count	188	413	601
	%age	31.3%	68.7%	100.0%
Rel Comm	Count	117	484	601
	%age	19.5%	80.5%	100.0%
Tata Teleservices	Count	73	527	600
	%age	12.2%	87.8%	100.0%
Total	Count	929	2673	3602
	%age	25.8%	74.2%	100.0%

Graphical representation: The following graph shows the provider wise percentage of respondents who made complaints within last six months to call centres/ helpline numbers.

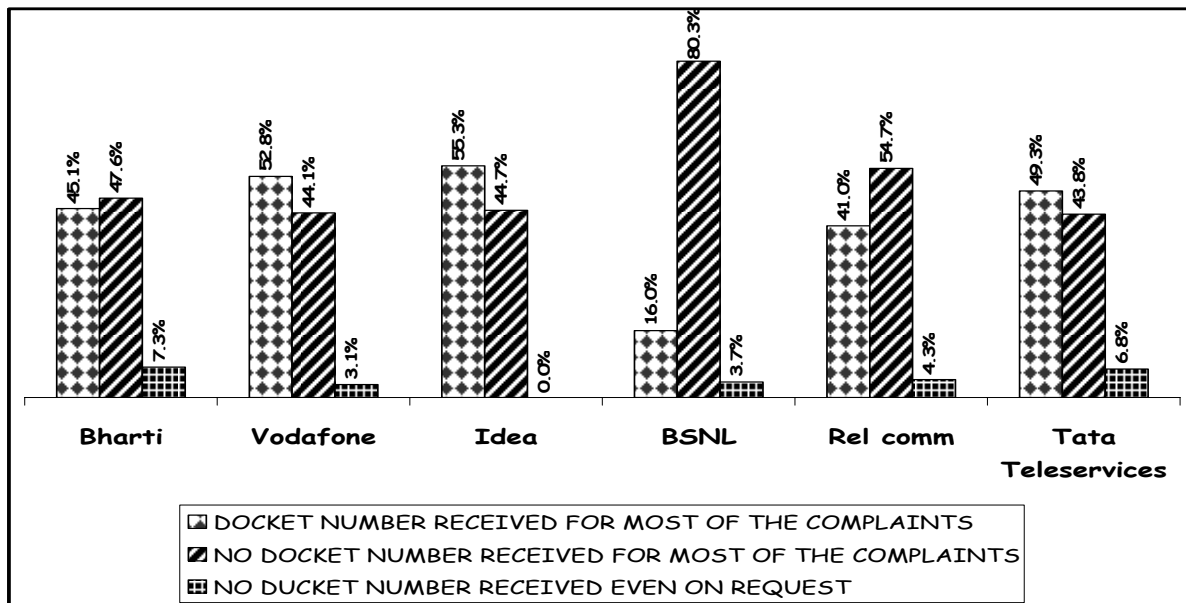


4.3.2.4: Receipt of docket number against complaints: Those respondents, who had made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 929 respondents who made complaints, 42.3% confirmed that they received docket numbers for most of their complaints. However, 53.6% informed that they did not receive docket number for most of the complaints they made. The table also shows 4.1% of respondents also reported that docket number was not given for their complaints even on request. Denial of docket number, even on request, was reported to be highest in the case of Bharti – reported by 7.3%.

Table 4.3.2.4 Redressal of grievances mechanism provided for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Operators		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Total
Bharti	Count	93	98	15	206
	%age	45.1%	47.6%	7.3%	100.0%
Vodafone	Count	103	86	6	195
	%age	52.8%	44.1%	3.1%	100.0%
Idea Cellular Cellular	Count	83	67	0	150
	%age	55.3%	44.7%	0.0%	100.0%
BSNL	Count	30	151	7	188
	%age	16.0%	80.3%	3.7%	100.0%
Rel Comm	Count	48	64	5	117
	%age	41.0%	54.7%	4.3%	100.0%
Tata Teleservices	Count	36	32	5	73
	%age	49.3%	43.8%	6.8%	100.0%
Total	Count	393	498	38	929
	%age	42.3%	53.6%	4.1%	100.0%

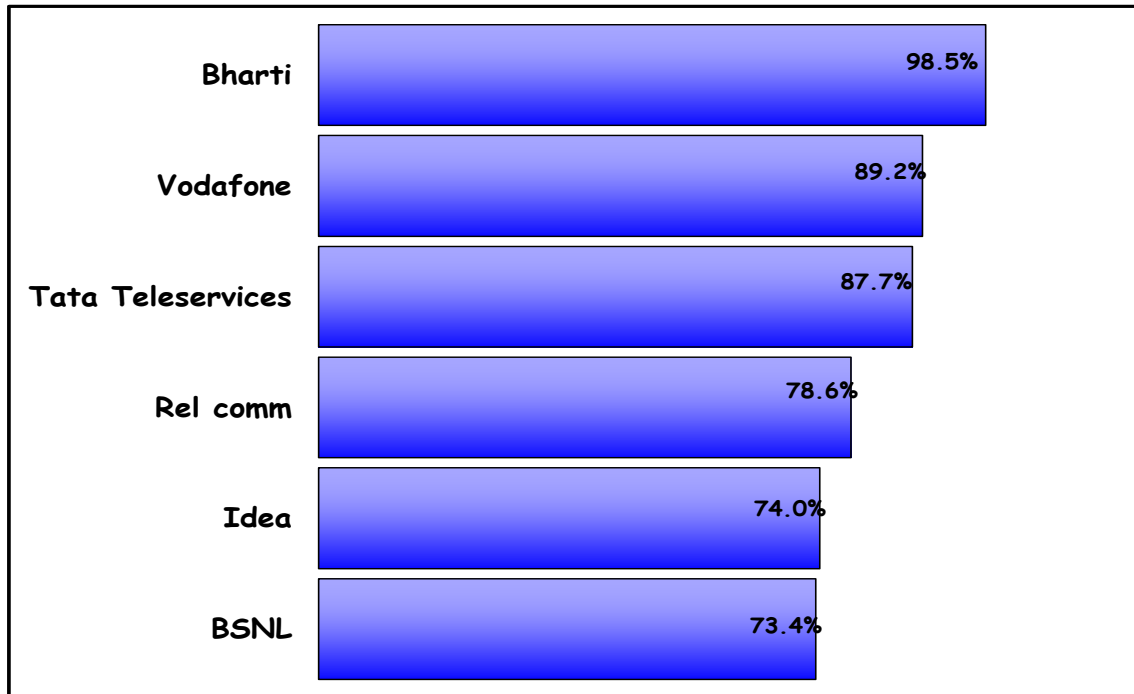
Graphical representation: The graphs below shows that highest number of respondents who reported that they received docket number came from Idea Cellular (55.3%), followed by Vodafone (52.8%), Tata Teleservices (49.3%), Bharti (45.1%), Rel Comm (41%) and BSNL (16%).



4.3.2.5: Feed back from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 929 respondents who made complaints, 782 (84.2%) confirmed that they were informed about the action taken on their complaints, the highest from Bharti (98.5%), followed by Vodafone (89.2%). The lowest percentage was found in the case of BSNL (73.4%) and Idea Cellular (74%). In the case of Rel Comm. and Tata Teleservices, this was reported by 78.6% and 87.7% of respondents respectively.

Operators		Yes	No	Total
Bharti	Count	203	3	206
	%age	98.5%	1.5%	100.0%
Vodafone	Count	174	21	195
	%age	89.2%	10.8%	100.0%
Idea Cellular	Count	111	39	150
	%age	74.0%	26.0%	100.0%
BSNL	Count	138	50	188
	%age	73.4%	26.6%	100.0%
Rel Comm	Count	92	25	117
	%age	78.6%	21.4%	100.0%
Tata Teleservices	Count	64	9	73
	%age	87.7%	12.3%	100.0%
Total	Count	782	147	929
	%age	84.2%	15.8%	100.0%

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

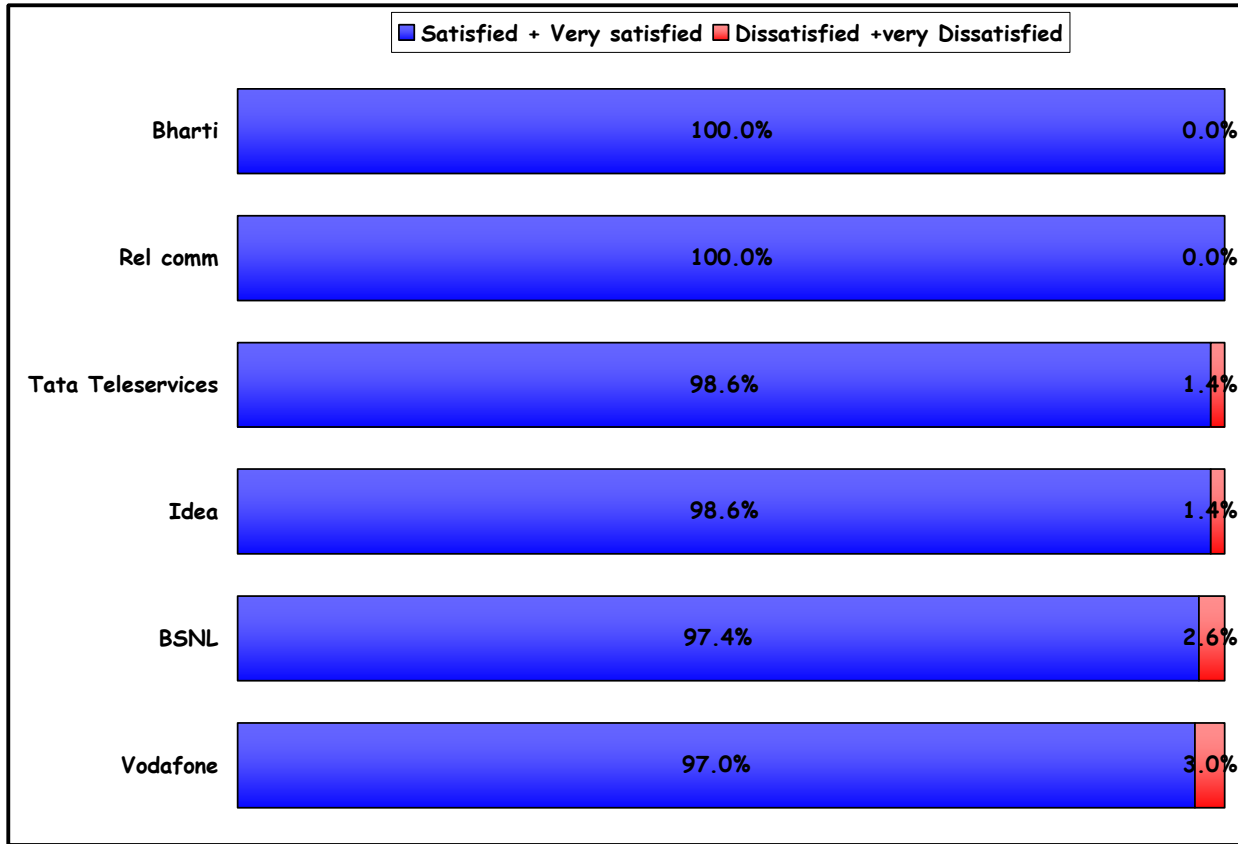


4.3.2.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.2.6 How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?								
Operators		Total	Dissatisfied + very Dissatisfied	Very Dissatisfied	Dissatisfied	Satisfied + Very satisfied	Satisfied	Very Satisfied
Bharti	Count	206	0	0	0	206	187	19
	%age	100.0%	0.0%	0.0%	0.0%	100.0%	90.8%	9.2%
Vodafone	Count	195	6	0	6	189	145	44
	%age	100.0%	3.0%	0.0%	3.0%	97.0%	74.4%	22.6%
Idea Cellular	Count	150	2	0	2	148	125	23
	%age	100.0%	1.4%	0.0%	1.4%	98.6%	83.3%	15.3%
BSNL	Count	188	5	0	5	183	159	24
	%age	100.0%	2.7%	0.0%	2.7%	97.4%	84.6%	12.8%
Rel Comm	Count	117	0	0	0	117	111	6
	%age	100.0%	0.0%	0.0%	0.0%	100.0%	94.9%	5.1%
Tata Teleservices	Count	73	1	0	1	72	35	37
	%age	100.0%	1.4%	0.0%	1.4%	98.6%	47.9%	50.7%
Total	Count	929	14	0	14	915	762	153
	%age	100.0%	1.5%	0.0%	1.5%	98.5%	82.0%	16.5%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) were reported in the case of **Bharti and Rel Comm** with 100.0% each, followed by Idea Cellular and Tata Teleservices with 98.6% each .Whereas the lowest were in the case of Vodafone (97%) followed by BSNL (97.4%) .
- The percentage of very satisfied consumers was found in the case Tata Teleservices (50.7%), which was followed by the Vodafone (22.6%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from Vodafone (3.0%), followed by BSNL (2.7%). None of the consumers reported that they were very dissatisfied with the resolution of complaints.

Graphical representation: The graph below shows the provider wise percentage of respondents who were either satisfied (Very dissatisfied and satisfied) and dissatisfied (dissatisfied and very dissatisfied).



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

Table 4.3.2.7 Please specify the reason(s) for your dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline.							
Operators		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Vodafone	Count	5	1	3	0	2	6
	%age	83.3%	16.7%	50.0%	0.0%	33.3%	
Idea Cellular	Count	1	0	1	0	0	2
	%age	50.0%	0.0%	50.0%	0.0%	0.0%	
BSNL	Count	5	0	0	2	0	5
	%age	100.0%	0.0%	0.0%	40.0%	0.0%	
Tata Teleservices	Count	1	0	1	0	1	1
	%age	100.0%	0.0%	100.0%	0.0%	100.0%	
Total	Count	12	1	5	2	3	14
	%age	85.7%	7.1%	35.7%	14.3%	21.4%	

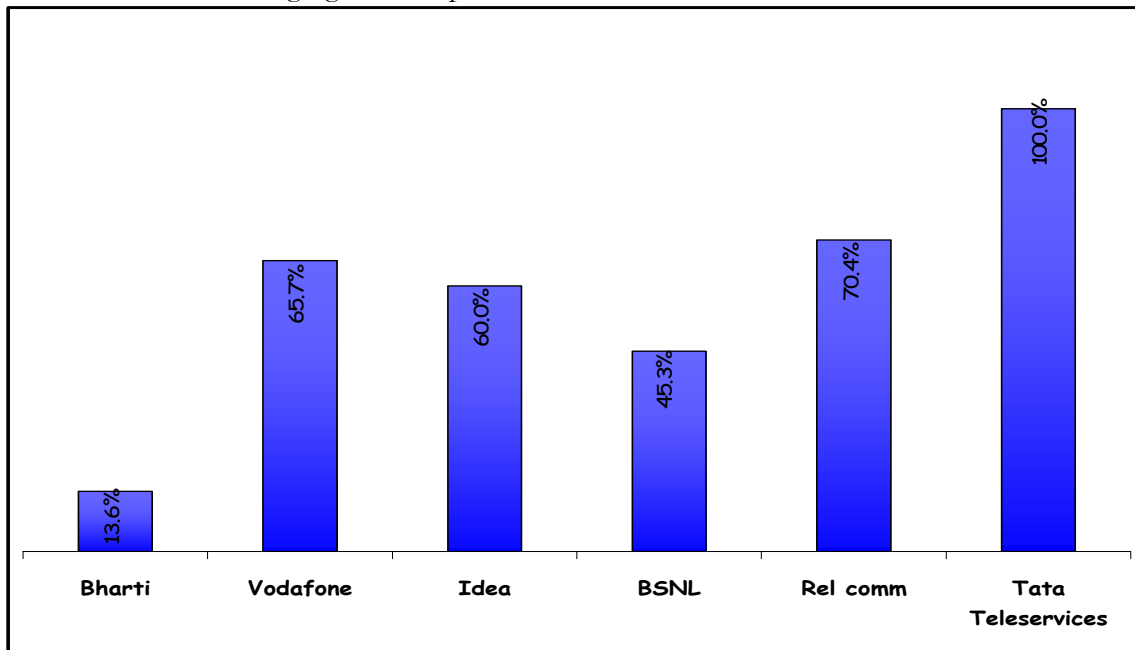
Note: sum may not add because of multiple response

- Out of 14 dis-satisfied respondents most of them (85.7%) cited the reasons as **“Difficult to connect to the call centre executive.”** This was cited by all the complainants in the case of **Tata Teleservices and BSNL**, followed by Vodafone (83.3%) and Idea Cellular (50%).
- The other reasons cited were **“Customer care executive not equipped with adequate information”** reported by over 3 out of 10 (35.7%) respondents or complainants. This was found highest in the case of Tata Teleservices (1, 100%), followed by Idea Cellular and Vodafone (50% each).
- **“Customer care executive was not able to understand the problem”** cited by 21.4%, was other reason for dissatisfaction.
- **“Time taken by call centre for redressal of complaint is too long”** was also reported by 2 of the BSNL complainants.
- **“Customer care executive not polite/courteous”** was also reported by 1 of the Vodafone customer.

4.3.2.8 Resolution of billing complaints: The following table shows that out of 929 respondents who had complained to call centre/ customer care, 162 (17.4%) had billing related complaints. Out of these 162, 56.8% had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was reported by all the Tata Teleservices customers (100%), followed by Rel Comm. (70.4%) and Vodafone (65.7%).

Table 4.3.1.8. Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?				
Operators		Yes	No	Total
Bharti	Count	3	19	22
	%age	13.6%	86.4%	100.0%
Vodafone	Count	23	12	35
	%age	65.7%	34.3%	100.0%
Idea Cellular	Count	3	2	5
	%age	60.0%	40.0%	100.0%
BSNL	Count	24	29	53
	%age	45.3%	54.7%	100.0%
Rel Comm	Count	19	8	27
	%age	70.4%	29.6%	100.0%
Tata Teleservices	Count	20	0	20
	%age	100.0%	0.0%	100.0%
Total	Count	92	70	162
	%age	56.8%	43.2%	100.0%

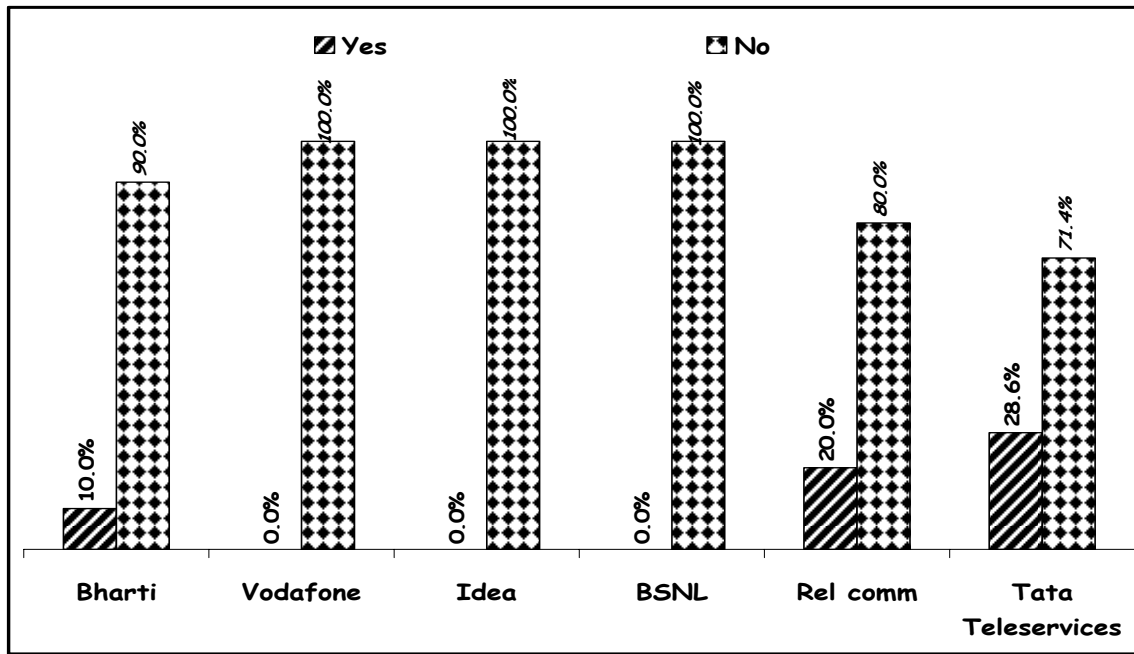
Graphical representation: The graph below shows provider wise percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer care within four weeks after lodging the complaint.



4.3.2.9 Awareness about the contact details of Nodal Officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35.). 131 (4.9%) respondents had reported that they were aware about Nodal officers. The table below that out of these 131 respondents, only 6 (4.6%) were aware about the contact details of nodal officer. This was found to be highest in the case of Tata Teleservices (28.6%), followed by Rel comm. (20.0%), Bharti (10%). None of the respondents from Vodafone, BSNL and Idea Cellular were aware about the contact details of Nodal Officers.

Table 4.3.2.9 Are you aware of the contact details of the Nodal Officer?				
Operators		Yes	No	Total
Bharti	Count	1	9	10
	%age	10.0%	90.0%	100.0%
Vodafone	Count	0	16	16
	%age	0.0%	100.0%	100.0%
Idea Cellular	Count	0	16	16
	%age	0.0%	100.0%	100.0%
BSNL	Count	0	67	67
	%age	0.0%	100.0%	100.0%
Rel Comm	Count	3	12	15
	%age	20.0%	80.0%	100.0%
Tata Teleservices	Count	2	5	7
	%age	28.6%	71.4%	100.0%
Total	Count	6	125	131
	%age	4.6%	95.4%	100.0%

Graphical representation: The graph below shows the provider wise percentage of respondents who were aware and not aware of the contact details of the Nodal Officer.



4.3.2.10 Complaints to Nodal officer: Out of the 6 respondents who were aware of the contact details of Nodal Officers, none of them had made complaint to Nodal officers which were not resolved or unsatisfactorily resolved by call centre/ customer care. Therefore redressal mechanism with Nodal Officer could not be ascertained.

4.3.2.11 Awareness about the contact details of Appellate Authority: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35). 41 (1.5%) respondents had reported that they were aware about Appellate Authority. The table below that out of these 41 respondents, only 4 (9.8%) were aware about the contact details of Appellate Authority for filing of appeals on complaints not resolved unsatisfactorily resolved by Nodal officers . The table also shows that none of the Bharti or Vodafone and Rel Comm. subscribers, who were aware of the Appellate Authority, had the contact details for filing appeals.

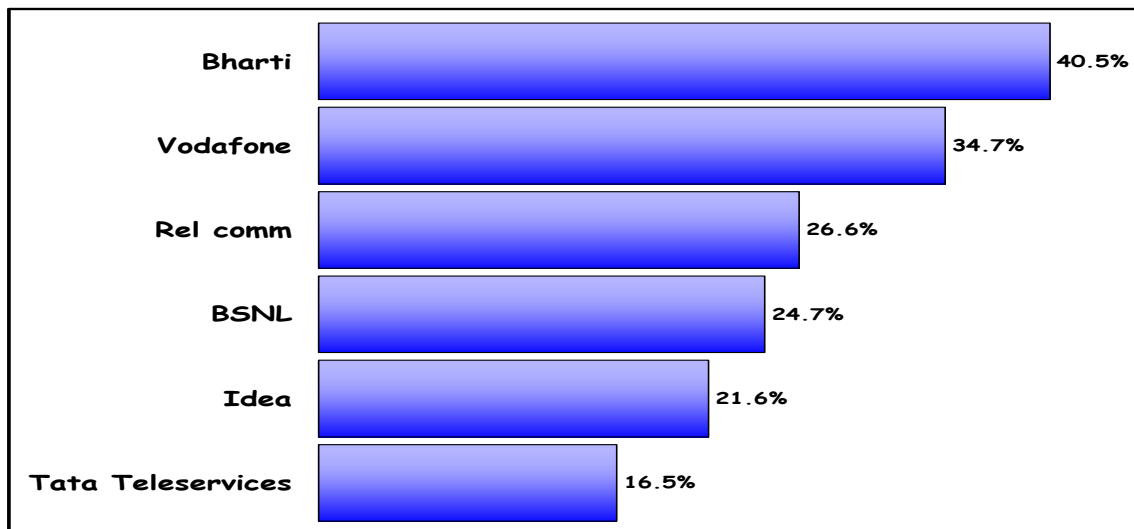
Table 4.3.2.11 Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by nodal officer?				
Operators		Yes	No	Total
Bharti	Count	0	6	6
	%age	0.00%	100.0%	100.0%
Vodafone	Count	0	14	14
	%age	0.00%	100.0%	100.0%
Idea Cellular	Count	1	4	5
	%age	20.00%	80.0%	100.0%
BSNL	Count	2	4	6
	%age	33.30%	66.7%	100.0%
Rel Comm	Count	0	5	5
	%age	0.00%	100.0%	100.0%
Tata Teleservices	Count	1	4	5
	%age	20.00%	80.0%	100.0%
Total	Count	4	37	41
	%age	9.80%	90.2%	100.0%

4.3.2.12 Redressal from Appellate authority: Out these 4 respondents, who were aware about the contact details of Appellate Authority, None of the consumers had filed the appeal to the Appellate authority in the prescribed form in the last 6 months. Therefore redressal mechanism with Appellate Authority could not be ascertained.

4.3.2.13 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 3338 prepaid customers of 6 providers targeted, 922 (27.6%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Bharti (40.5%), followed by Vodafone (34.7%). Whereas it was reported lowest from Tata Teleservices (16.5%). In the case of Idea Cellular, Rel Comm. and BSNL around 21.6 to 26.6% of prepaid customers were aware of this facility.

Table 4.3.2.13 Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Operators		Yes	No	Total
Bharti	Count	229	336	565
	%age	40.5%	59.5%	100.0%
Vodafone	Count	204	384	588
	%age	34.7%	65.3%	100.0%
Idea Cellular	Count	122	442	564
	%age	21.6%	78.4%	100.0%
BSNL	Count	145	443	588
	%age	24.7%	75.3%	100.0%
Rel Comm	Count	136	375	511
	%age	26.6%	73.4%	100.0%
Tata Teleservices	Count	86	436	522
	%age	16.5%	83.5%	100.0%
Total	Count	922	2416	3338
	%age	27.6%	72.4%	100.0%

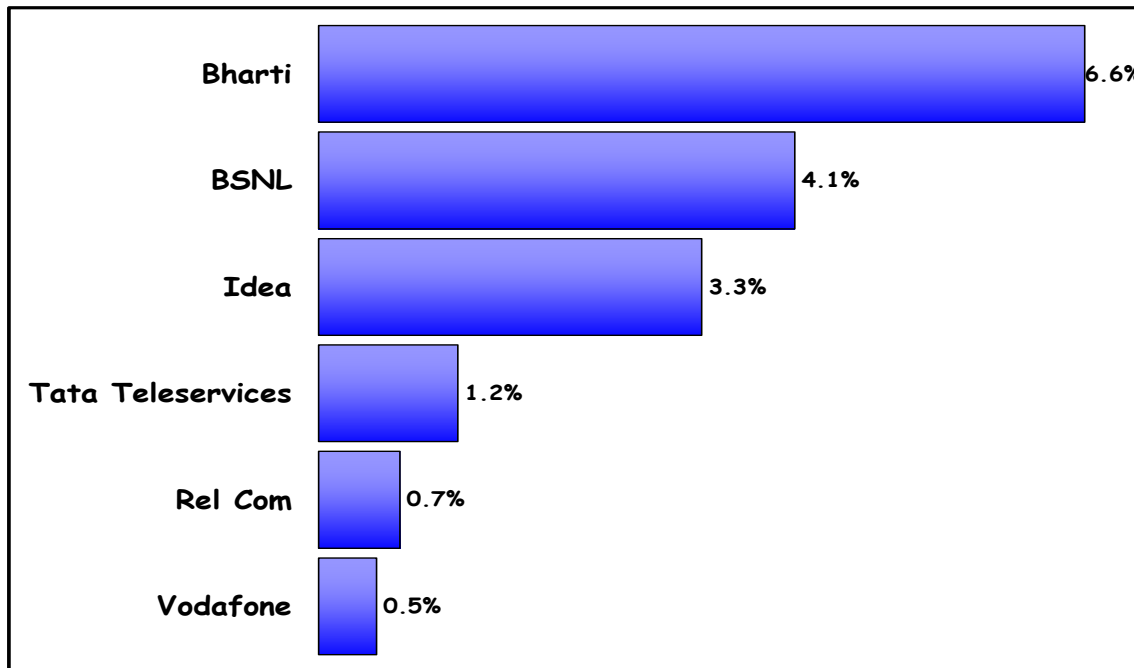
Graphical representation: The percentage of prepaid subscribers who were aware that they can get item wise usage charge details, request.



4.3.2.14 Denial of itemized usage charges detail: There were 922 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, 28 (3%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their Operators. Denial of itemized details were reported highest in the case of Bharti subscribers (6.6%), followed by BSNL (4.1%) and Idea Cellular (3.3%).

Operators		Yes	No	Total
Bharti	Count	15	214	229
	%age	6.6%	93.4%	100.0%
Vodafone	Count	1	203	204
	%age	0.5%	99.5%	100.0%
Idea Cellular	Count	4	118	122
	%age	3.3%	96.7%	100.0%
BSNL	Count	6	139	145
	%age	4.1%	95.9%	100.0%
Rel Comm	Count	1	135	136
	%age	0.7%	99.3%	100.0%
Tata Teleservices	Count	1	85	86
	%age	1.2%	98.8%	100.0%
Total	Count	28	894	922
	%age	3.0%	97.0%	100.0%

Graphical representation: The graph below shows Operators wise percentage of prepaid subscribers who were denied of their request for itemized usage charge details.



4.3.2.15 Reason for denial of itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers.

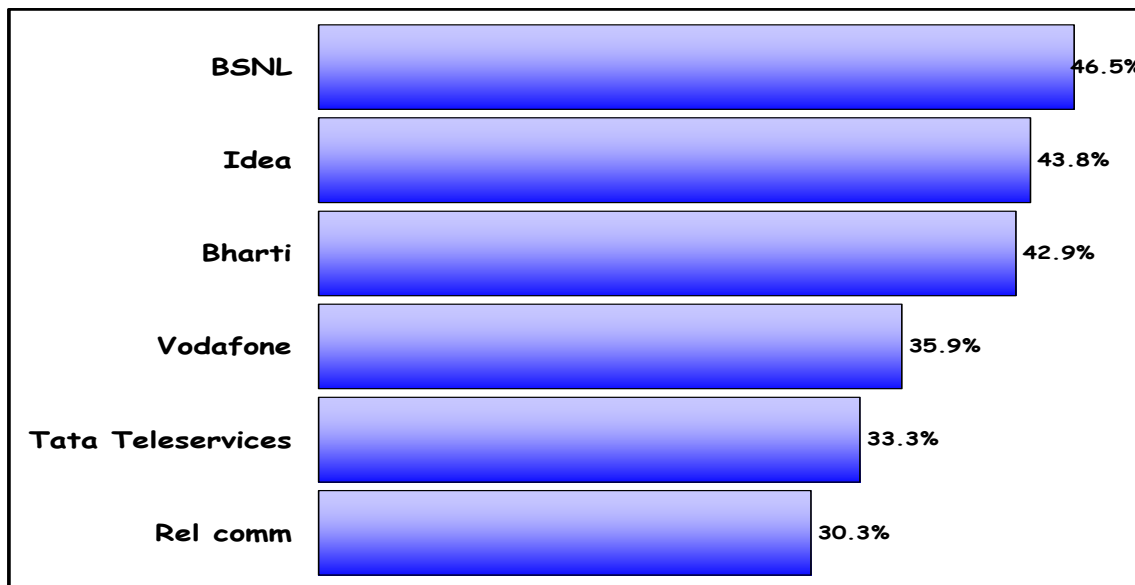
Out of 28 respondents, who were denied the itemized usage charges 15 (53.6%) reported that they were not given any reasons, whereas, 13 (around 46.4%) were denied on account of technical problem.

Table 4.3.2.15. What were the reason(s) for denying your request?				
Operators		No reason given	Technical Problem	Total
Bharti	Count	4	11	15
	%age	26.7%	73.3%	100.0%
Vodafone	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Idea Cellular	Count	3	1	4
	%age	75.0%	25.0%	100.0%
BSNL	Count	6	0	6
	%age	100.0%	0.0%	100.0%
Rel Comm	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	1	0	1
	%age	100.0%	0.0%	100.0%
Total	Count	15	13	28
	%age	53.6%	46.4%	100.0%

4.3.2.16 Provision of Manual of Practice by the Operators: There were 451 respondents who were new subscribers. In other words whose connection was less than 6 months old at the time of survey. The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 176 (39%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of BSNL (46.5%) followed by Idea Cellular (43.8%) and Bharti (42.9%), Vodafone (35.9%), Tata Teleservices (33.3%) and Rel Comm. (30.3%).

Operators		Yes	No	Total
Bharti	Count	9	12	21
	%age	42.9%	57.1%	100.0%
Vodafone	Count	28	50	78
	%age	35.9%	64.1%	100.0%
Idea Cellular	Count	28	36	64
	%age	43.8%	56.3%	100.0%
BSNL	Count	60	69	129
	%age	46.5%	53.5%	100.0%
Rel Comm	Count	20	46	66
	%age	30.3%	69.7%	100.0%
Tata Teleservices	Count	31	62	93
	%age	33.3%	66.7%	100.0%
Total	Count	176	275	451
	%age	39.0%	61.0%	100.0%

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



**Overall Score – Telecom Consumer Protection and Redressal of Grievances
CELLULAR MOBILE**

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

S.N.	Sub Parameter	Bharti	Vodafone	Idea Cellular	BSNL	Rel Comm	Tata Teleservices
1	Awareness of three stage grievance mechanism	21.8%	15.8%	8.5%	12.3%	12.0%	4.5%
2	For pre-paid customers awareness about item-wise usage charge details on request	40.5%	34.7%	21.6%	24.7%	26.6%	16.5%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	6.6%	0.5%	3.3%	4.1	0.7%	1.2%
4	For new customers provisioning of "Manual of practice while taking the new connection	42.9%	35.9%	43.8%	46.5%	30.3%	33.3%
5	Awareness of call center for redressing grievances	99.7%	97.2%	95.2%	89.2	95.2%	98.5%
6	Penetration of consumers made any complaint to the toll free number within last six months	34.3%	32.5%	25.0%	31.3%	19.5%	12.2%
7	Call center informing about the action taken on complaint	98.5%	89.2%	74.0%	73.4%	78.6%	87.7%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	13.6%	65.7%	60.0%	45.3%	70.4%	100.0%
9	Percentage satisfied with complaint resolution by call center	100%	97.0%	98.6%	97.4%	100%	98.6%
10	Awareness of nodal officer for redressing grievances	2.2%	3.5%	3.9%	14.8%	3.3%	1.6%
11	Awareness of appellate authority for redressing grievances	1.3%	3.1%	1.2%	1.3%	1.1%	1.1%

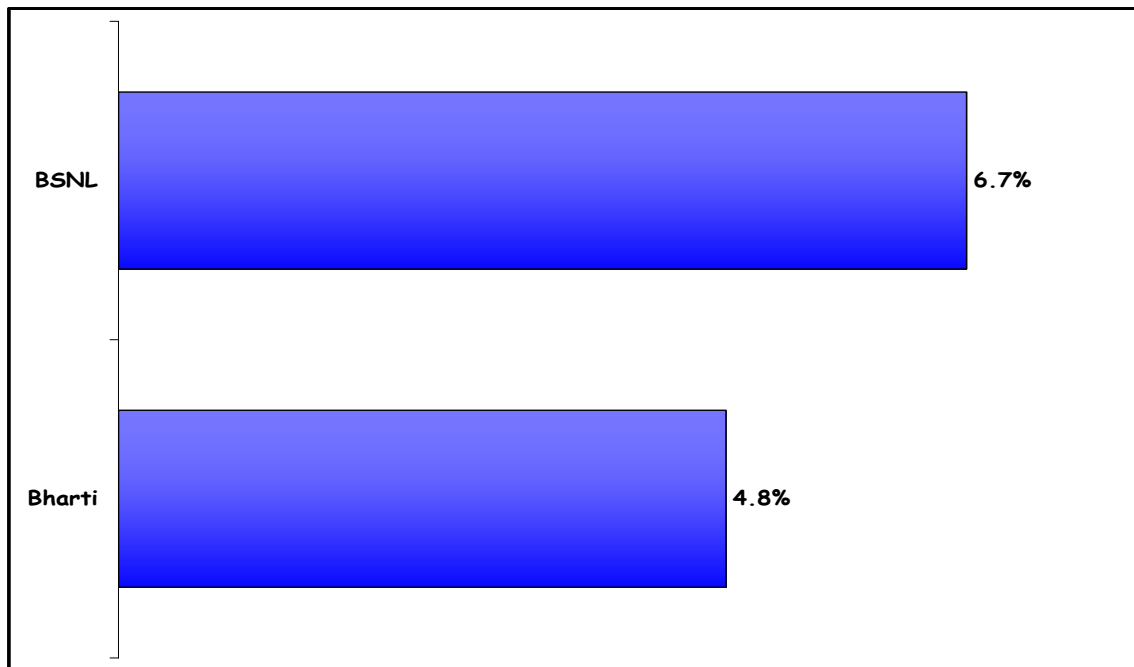
- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 4.5% to 21.8%. The highest percentage of aware subscribers were found in the case of Bharti (21.8%) followed by Vodafone (15.8%), BSNL (12.3%), Rel Comm (12.0%) and Idea Cellular (8.5%). The lowest percentage of aware consumers was found in the case of Tata Teleservices (4.5%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 89.2% to 99.7%. This was found to be highest in the case of Bharti (99.7 %) followed by Tata Teleservices (98.5%), Vodafone (97.2%), Idea Cellular & Rel Comm (95.2%) and BSNL (89.2).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 1.6% (Tata Teleservices) to 14.8% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 1.1% (Tata Teleservices & Rel Comm each) to 3.1% (Vodafone)
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Bharti (34.3%), closely followed by Vodafone (32.5%) and BSNL (31.3%), IDEA (25.0%) , Rel Comm (19.5%) and Tata Teleservices (12.2%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (40.5%) followed by Vodafone (34.7%), Rel Comm (26.6%), BSNL (24.7%), IDEA (21.6%) and Tata Teleservices (16.5%).

4.3.3 BROADBAND - Haryana Service Area

4.3.3.1: Awareness about redressal system: For the broadband services, altogether 1159 consumers of 2 Operators were interviewed. However, only 67 (5.8%) were aware of three stages of grievance redressal mechanism set up by their Operators. Awareness level was lowest if it compared with Basic Wireline Service (18.6%) and Cellular Mobile service (12.5%). Higher percentage of aware subscribers were found in the case of BSNL (6.7%) as compared to Bharti (4.8%).

Table 4.3.3.1 Are you aware of the three stage grievances redressed mechanism set up by your telecom Operators based on the regulation of TRAI for redressal of your grievances?				
Operator		No	Yes	Total
Bharti	Count	532	27	559
	%age	95.2%	4.8%	100.00%
BSNL	Count	560	40	600
	%age	93.3%	6.7%	100.00%
Total	Count	1092	67	1159
	%age	94.2%	5.8%	100.00%

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



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

Table 4.3.3.2 Which all stages of the three stage mechanism process set up by your telecom Operators for redressal of grievances of telecom consumers are you aware of?						
Operator		Call centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	530	4	4	29	559
	%age	94.8%	0.7%	0.7%	5.2%	
BSNL	Count	590	9	4	10	600
	%age	98.3%	1.5%	0.7%	1.7%	
Total	Count	1120	13	8	39	1159
	%age	96.6%	1.1%	0.7%	3.4%	

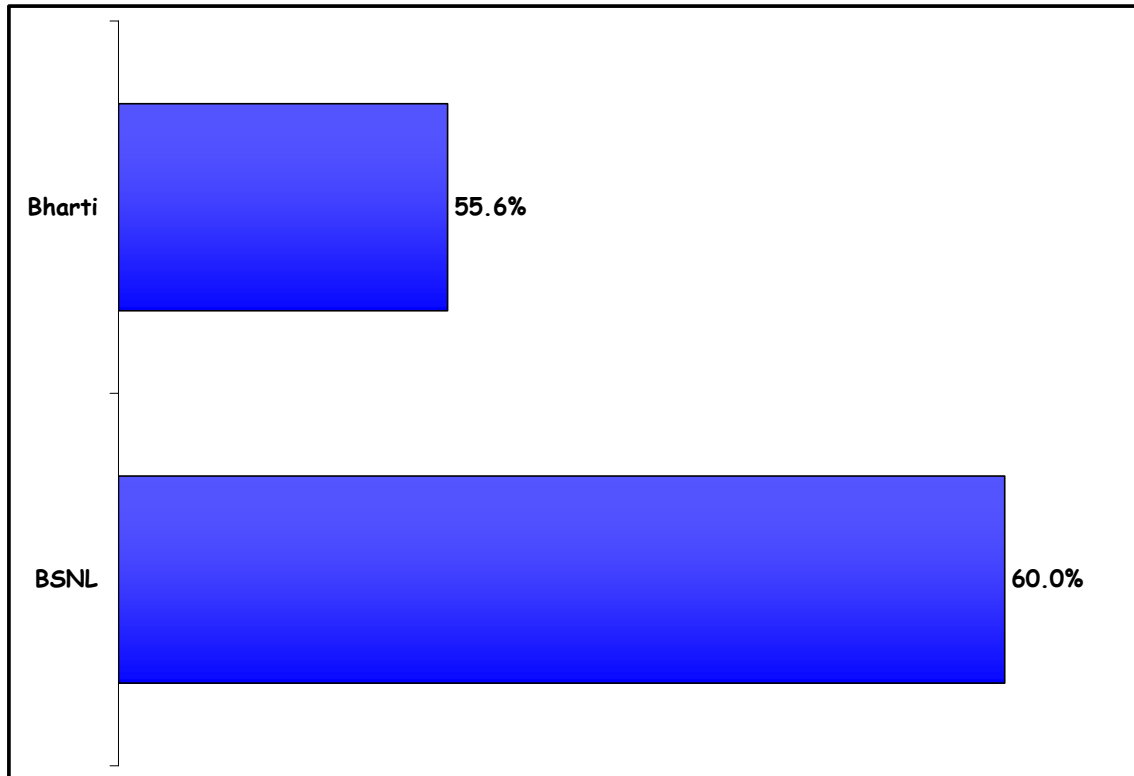
*Multi Responded

- Out of 1159 respondents targeted, 1120(96.6%) were aware of call centers of their Operators.
- Only 1.1% of respondents were aware about the Nodal officers. This was found to be higher in the case of BSNL (1.5%) as compared to Bharti (0.7%).
- Only 8 respondents (0.7%) were about Appellate Authority, 4 each of Bharti and BSNL.
- 39 (3.4%) respondents had also reported that they were not aware of any of the stage. Out of these 39, maximum customers (29, 5.2%) belonged to Bharti and rest 10 (1.7%) were customers of BSNL.

4.3.3.3: Consumers’ complaints about services: Respondents were asked if they had made any complaints within last six months to call centre/ helpline number. The table below shows that out of 1159 respondents, 671 (57.9%) had made complaints within last six months. The highest number of respondents, who had made complaints, was from BSNL (60.0%) as compared to Bharti (55.6%).

Table 4.3.3.3. Have you made any complain within 6 month to the toll free call center/ customer care/ helpline telephone number?				
Operator		Yes	No	Total
Bharti	Count	311	248	559
	%age	55.6%	44.4%	100.0%
BSNL	Count	360	240	600
	%age	60.0%	40.0%	100.0%
Total	Count	671	488	1159
	%age	57.9%	42.1%	100.0%

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

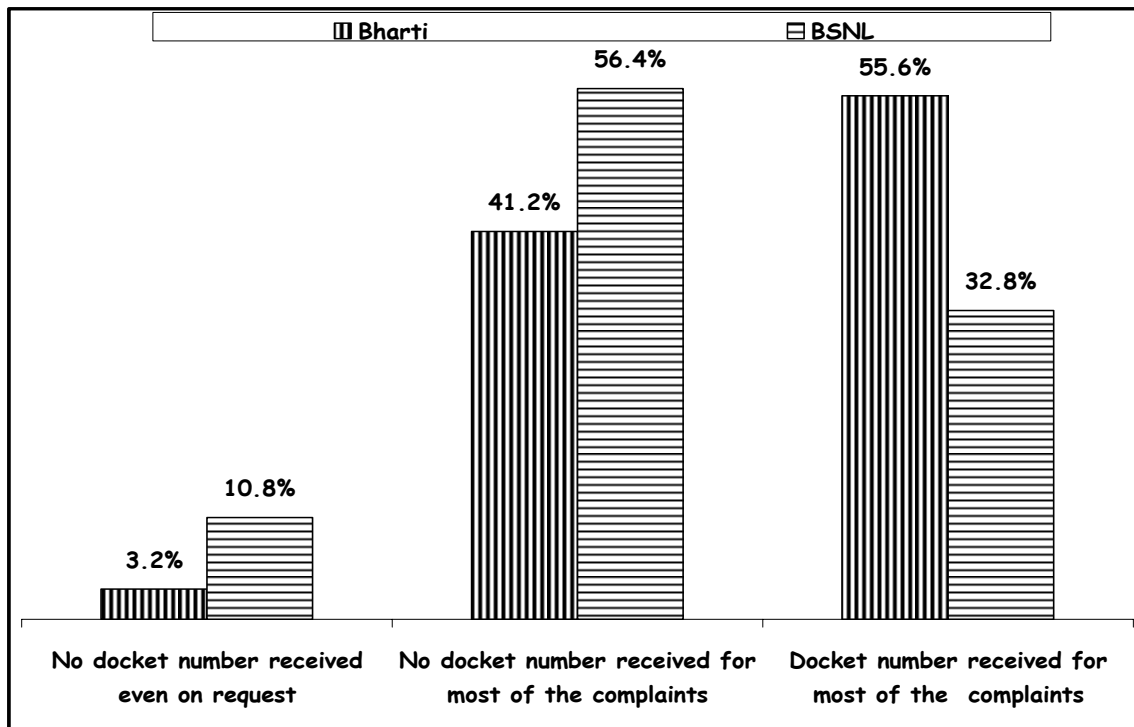


4.3.3.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they received docket numbers. Out of 671 respondents who had made a complaint, 43.4% confirmed that they received docket number for most of the complaints. However 49.3 % indicated that they didn't receive any docket number for most of the complaints. The table also shows 7.3% of respondents also reported that docket number was not given for their complaints even on request.

Table 4.3.3.4. Redressal of grievances mechanism provides for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Operators		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	10	128	173	311
	%age	3.2%	41.2%	55.6%	
BSNL	Count	39	203	118	360
	%age	10.8%	56.4%	32.8%	
Total	Count	49	331	291	671
	%age	7.3%	49.3%	43.4%	

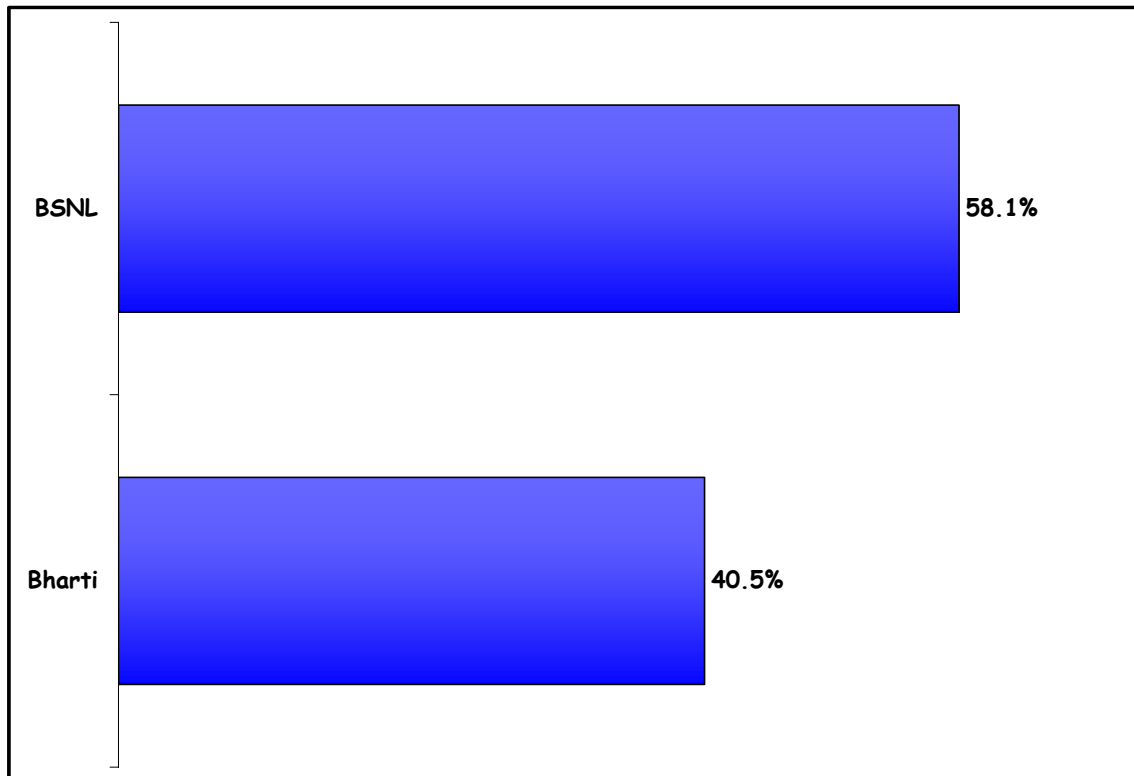
Graphical representation: The graph below shows that highest number of respondents who reported that they received docket number came from Bharti (55.6%) as compared to BSNL (32.8%).



4.3.3.5: Feed back from Call Centre: The respondents who made complaints to call centre/ helpline numbers were also asked whether call centre informed them about the action taken on complaints. Out of 671 respondents, 49.9% had reported that they were informed by call center for the action taken on their complaints. BSNL has the higher customers (58.1%), who reported that they have been informed about the action taken on their complaints as compared to Bharti (40.5%).

Table 4.3.3.5. Did the call centre inform you the action taken on your complaint?				
Operators		Yes	No	Total
Bharti	Count	126	185	311
	%age	40.5%	59.5%	
BSNL	Count	209	151	360
	%age	58.1%	41.9%	
Total	Count	335	336	671
	%age	49.9%	50.1%	

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

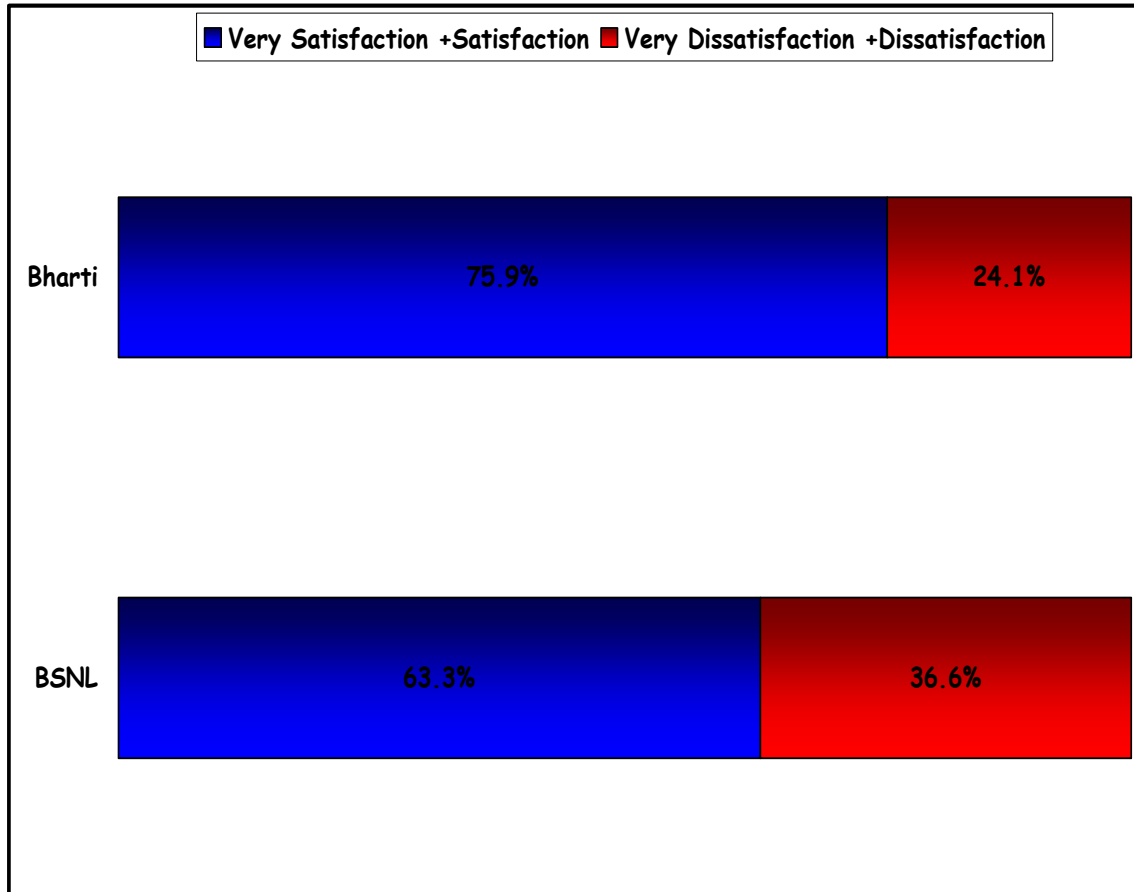


4.3.3.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Table 4.3.3.6. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline								
Operators		Satisfied + Very satisfied	satisfied	very satisfied	Dissatisfied + Very Dissatisfied	very dissatisfied	dissatisfied	Total
Bharti	Count	236	228	8	75	36	39	311
	%age	75.9%	73.3%	2.6%	24.1%	11.6%	12.5%	100%
BSNL	Count	228	223	5	132	16	116	360
	%age	63.3%	61.9%	1.4%	36.6%	4.4%	32.2%	100%
Total	Count	464	451	13	207	52	155	671
	%age	69.1%	67.2%	1.9%	30.8%	7.7%	23.1%	100%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) came from **Bharti** (75.9%) as compared to BSNL (63.3%).
- The percentage of **very satisfied consumers** was also found in the case of **Bharti** (2.6%) as compare to BSNL (1.4%).
- As far as **Dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from **BSNL** (36.6%). However, **Bharti has had the highest percentage of very dissatisfied consumers** (11.6%).

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



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

Table 4.3.3.7. Please specify the reason(s) for your dissatisfaction.

Operator		Difficult to connect to the call center executive	customer care executive not polite\courteous	customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is long	Customer care executive was unable to understand the problem	Total
Bharti	Count	31	24	23	25	19	75
	%age	41.3%	32.0%	30.7%	33.3%	25.3%	
BSNL	Count	68	33	30	42	10	132
	%age	51.5%	25.0%	22.7%	31.8%	7.6%	
Total	Count	99	57	53	67	29	207
	%age	47.8%	27.5%	25.6%	32.4%	14.0%	

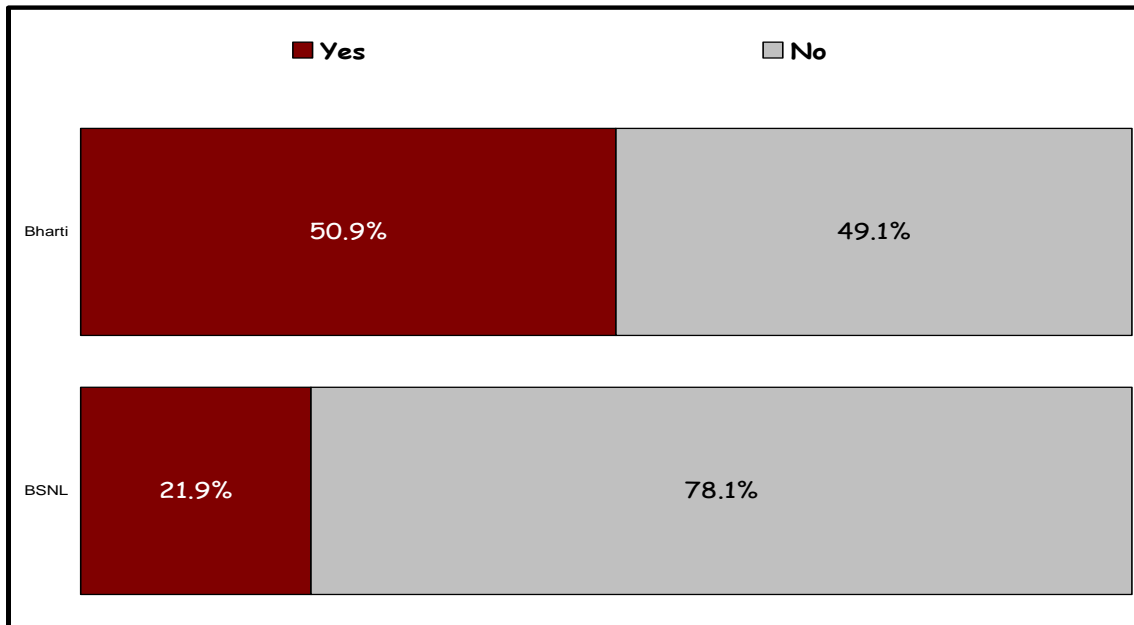
Note: sum may not add because of multiple response

- Out of 207 dis-satisfied respondents most of them (47.8%) cited the reasons as **“Difficult to connect to the call center executive.”** This was cited by higher percentage of consumers in the case of **BSNL** (51.5%) as compared to **Bharti** (41.3%).
- The other reasons cited include **“Time taken by call centre for redressal of complaint is long”** reported by almost 1 out of 3 respondents or complainants (32.4%). This was found higher in the case of **Bharti** (33.3%), however, closely followed by **BSNL** (31.8%).
- **“Customer care executive not polite\courteous”** cited by 27.5%, was other reason for dissatisfaction. This was reported higher in the case of **Bharti**, by almost 1 out of 3 (32%) complainants as compared to 1 out of 4 (25%) of **BSNL** complainants..
- **“Customer care executive not equipped with adequate information”** was cited by 25.6% of respondents. This was reported higher in the case of **Bharti** (30.7%) as compared to **BSNL** (22.7%)..
- **“Customer care executive was unable to understand the problem”** was also reported by 14% of respondents. In the case of **Bharti**, this was reported by over 1 out of 4 (25%) complainants. In the case of **BSNL** this was reported by only 7.6% of complainants.

4.3.3.8 Resolution of billing complaints: The following table shows that out of 671 respondents who had complained to call center/customer care, 318 had billing related complaints. Out of these 118 (37.1%) had confirmed that their complaint was satisfactorily resolved by call centre/ customer care within four week after lodging the complaint. This was found to be higher in the case of Bharti (50.9%) as compared to BSNL (21.9%). Therefore altogether almost 63% reported that it was not resolved satisfactorily within the specified time. The percentage was too high in the case of BSNL (78.1%) as compared to Bharti (49.1%).

Table 4.3.3.8 Was your billing resolved satisfactorily by call center/customer care within four weeks after lodging of the complaint?				
Operator		Yes	No	Total
Bharti	Count	85	82	167
	%age	50.9%	49.1%	
BSNL	Count	33	118	151
	%age	21.9%	78.1%	
Total	Count	118	200	318
	%age	37.1%	62.9%	

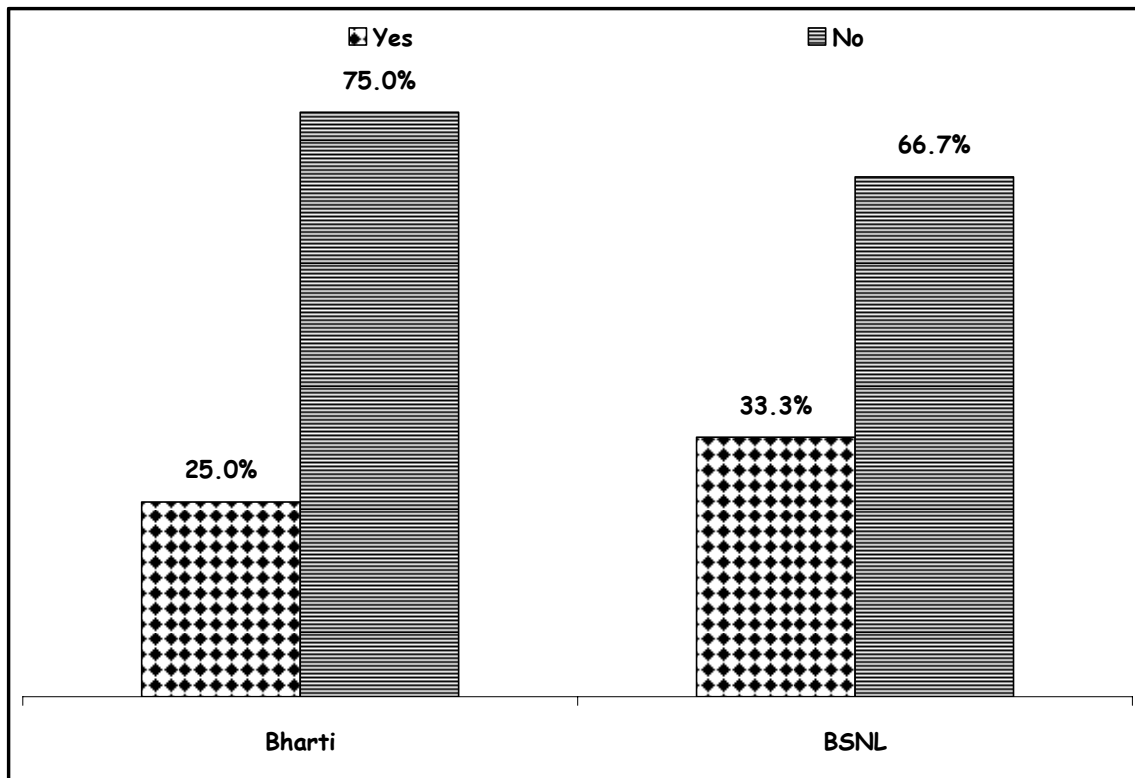
Graphical representation: The graphs below shows the provider wise percentage of respondents who confirmed that their billing complaint were resolved satisfactorily by call centre/ customer cared with four weeks after lodging the complaint. BSNL had the highest number of unsatisfied complainants (78.1%) as compared to Bharti (49.1%).



4.3 3.9.: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 25.). 13 (1.1%) respondents had reported that they were aware about Nodal officers. The table below shows that out of these 13 respondents, 4 (30.8%) were aware about the contact details of nodal officer. BSNL had the higher percentage of respondents (33.3%) who were aware about the contact details of nodal officers as compared to Bharti (25.0%).

Table 4.3.3.9. Are you aware of the contact details of the nodal officer?				
Operator		Yes	No	Total
Bharti	Count	1	3	4
	%age	25.0%	75.0%	
BSNL	Count	3	6	9
	%age	33.3%	66.7%	
Total	Count	4	9	13
	%age	30.8%	69.2%	

Graphical representation: The percentage of respondents who were aware and not aware of the contact details of the Nodal Officer.



4.3.3.10 Complaints to Nodal officer: Out of the 4 respondents who were aware of Nodal Officers, none of them had made complaints to the nodal officer, which were not resolved or unsatisfactorily resolved by call centre/ customer care. Therefore, the analysis of redressal mechanism with the Nodal Officers could not be ascertained.

Table 4.3.1.11: Awareness about the contact details of Appellate Authority:

As regard to the awareness about the contact details of the Appellate Authority, out of 8 respondents who had reported that they were aware about Appellate Authority, only 3 of them were aware about contact details of Appellate Authority for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. And none of the 3 had ever filed the appeal to the Authority. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.3.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 34 prepaid customers of 2 providers targeted, 10 (29.4%) reported that they were aware of this facility. The highest percentage was reported from the prepaid subscribers of Bharti (46.2%) as compared to BSNL (19.0%).

Table 4.3.3.12. Are you aware that a prepaid customer can get item wise usage charges details on request?				
Operator		Yes	No	Total
Bharti	Count	6	7	13
	%age	46.2%	53.8%	
BSNL	Count	4	17	21
	%age	19.0%	81.0%	
Total	Count	10	24	34
	%age	29.4%	70.6%	

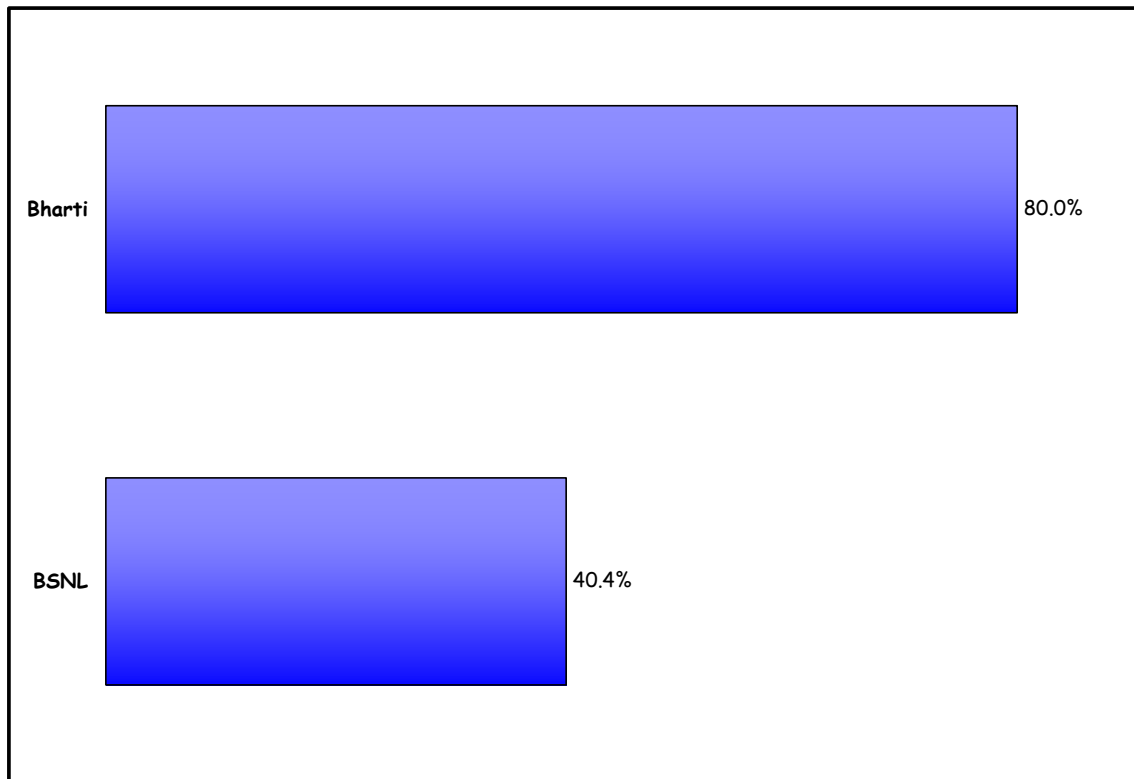
*Only for Prepaid customer

4.3.1.13: Denial of itemized usage charges detail: There were 10 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. None of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their Operators.

4.3.3.14: Provision of Manual of Practice by the Operators: TRAI has suggested to all the Operators to provide manual of practice to the new customers. Out of 109 new customers (Subscribed in last 6 months), 57 (52.3%) indicated that they have not been provided the manual of practice containing the term and condition of service, grievances redressal mechanism while taking the connection. Only 47.7% confirmed of receiving the manual. This was reported be higher in the case of Bharti where 4 out of 5 (80.0%) confirmed to have received the manual as compared to 2 out of 5 (40.4%) in the case of BSNL.

Table 4.3.3.14. Have you been provided the manual of practice containing the terms and condition of service, grievance redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
Bharti	Count	16	4	20
	%age	80.0%	20.0%	
BSNL	Count	36	53	89
	%age	40.4%	59.6%	
Total	Count	52	57	109
	%age	47.7%	52.3%	

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



**Overall Score – Telecom Consumer Protection and Redressal of Grievances
BROADBAND**

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

S.N.	Sub Parameter	Bharti	BSNL
1	Awareness of three stage grievance mechanism	4.8%	6.7%
2	For pre-paid customers awareness about item-wise usage charge details on request	46.2%	19.0%
3	If aware (for pre-paid customers) ever denied of item wise usage charge details for pre paid connection	0.0%	0.0%
4	For new customers provisioning of "Manual of practice while taking the new connection	80.0%	40.4%
5	Awareness of call center for redressing grievances	94.8%	98.3%
6	Penetration of consumers made any complaint to the toll free number within last six months	55.6%	60.0%
7	Call center informing about the action taken on complaint	40.5%	58.1%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	50.9%	21.9%
9	Percentage satisfied with complaint resolution by call center	75.9%	63.3%
10	Awareness of nodal officer for redressing grievances	0.7%	1.5%
11	Awareness of appellate authority for redressing grievances	0.7%	0.7%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 4.8% to 6.7%. The highest percentage of aware subscribers was found in the case of BSNL(6.7%). The lowest percentage of aware consumers was found in the case of Bharti (4.8%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 94.8% to 98.3%. This was found to be highest in the case of BSNL (98.3%) and lowest in the case of Bharti (94.8%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 0.7% (Bharti) to 1.5% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which was same in case of Bharti as well as BSNL (0.7%).
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of BSNL (60.0%) followed by Bharti (55.6%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (46.2%) followed by BSNL (19.0%).

5. Conclusion and Recommendations



5. Conclusion and Recommendations

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

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

Therefore, the present report deals with the subject matter as listed above of the three services – Basic Wireline, Cellular Mobile and Broadband – in Haryana Service Area.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very dissatisfied. The satisfaction level was measured by using these weights and calculating the mean score. Therefore overall satisfaction was calculated using the following formula:

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

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

5.1 Key Takeout

5.1.1 Basic Wireline:

- 1) None of the Operators were able to meet the benchmark on any of the 7 parameters set up the TRAI.
- 2) **Bharti emerged as better than others 3 providers** as it was able to score higher on 6 out of 7 parameters. However, its performance on the maintainability was considered to be low.
- 3) The performance level of Tata Teleservices was higher than the other three Operators – Bharti, Rel Comm. and BSNL - in the case of network and maintainability. However, the performance on service provision, post paid billing service and the supplementary services such as call waiting, call forwarding, voice mail etc. were found to be lower than all the other three Operators.
- 4) The performance of Rel Comm. was rated as second highest on all the parameters.
- 5) In the case of BSNL, its performance on all the parameters was rated as quite low. Infact, BSNL was unable to score as highest or second highest on any of the 7 parameters included in the study.

- 6) **With regard to the implementation and effectiveness of grievance redressal**, the performance level of all the Operators were considered to be low as overall only 18.6% of consumers were aware about the three stages of redressal mechanism set up by the Operators. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective Operators. The awareness level about the nodal officers could be gauged from the fact that only 34 (2.1%) customers had heard about the nodal officers being appointed by their providers. But only 16 out of them know the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and Operators should widely publicize these details. The situation was worse in the case of Appellate authority as the awareness level was abysmally low among the consumers.
- 7) The performance of BSNL was found to be lower than other providers. The possible reason could be the highest number of complaints lodged by their customers. Almost 7 out of 10 customers contacted during the survey had reported that they had lodged complaint with the customer care in the last six months. Although, the performance of Bharti was rated high but as far as number of complaints was considered it was not far behind the BSNL, as almost 3 out of 10 Bharti customers reported the same.
- 8) TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. At least 3 out of 10 customers contacted during the survey reported that they have not received the docket number on most of the complaints they had registered with the customer care centre of their Operators.

5.1.2 Cellular Mobile

- 1) None of the Operators were able to meet the benchmark on any of the 7 parameters set up by the TRAI.
- 2) **The performance of Bharti was found to be better than others** as it scored relatively higher on 5 out of the 7 parameters. However, its performance on **provision of service, post paid billing service was lower** than 2 of the operators. **In one of the other parameter – supplementary services – its performance was significantly low.**
- 3) The performance of Rel Comm. was relatively better than 4 of the Operators covered in the study. They are – Idea Cellular, Vodafone, Tata and BSNL. Its performance was found to be highest on help services and maintainability. However, **its performance on service provision and post paid billing service were found to be slightly lower** as compared to at least 3 providers.
- 4) In the case of Tata Teleservices, its performance on network reliability was found to be higher than other cellular providers in Haryana Service Area. Its performance on provision of service and post paid billing services was also better than at least other 4 providers. However, **its performance on the pre-paid billing service and maintainability were relatively low** as compared to most of the other providers.
- 5) The performance of Vodafone was found to be best in the case of service provisioning, post-paid billing service and supplementary services. **However, its performances on pre-paid billing service, network and maintainability were found to be quite low.**

- 6) In the case of BSNL, its performance was average on almost all the parameters. **The performance level was found to be critical in the area of provision of services.** The services which were ranked **below average** also included network performance and supplementary services.
- 7) The performance of Idea Cellular is the cause of concern as it was not able to achieve good ratings on any of the 7 parameters included in the study. Secondly, its performance was **rated as lowest on provision of services and maintainability. The performance was below average on post paid billing service, help service, network reliability and supplementary services.**
- 8) **With regard to the implementation and effectiveness of grievance redressal mechanism,** the performance level of all the Operators were considered to be low as overall only 450 (12.5%) of consumers were aware about the three stages of redressal mechanism set up by the Operators. In the case of Bharti this was reported by 1 out of 5 customers contacted during the survey. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective Operators. The awareness level about the nodal officers could be gauged from the fact that out of 131 customers who had heard about the nodal officers being appointed by their providers, less than 5% (6) of them know the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and Operators should widely publicize these details. The situation was worse in the case of Appellate authority as the awareness level was abysmally low (1.5%) among the consumers.
- 9) The performance of Idea Cellular was found to be lower than other providers on most of the parameters. The possible reason could be the feed back mechanism set up for the resolution of complaint. Near three-fourth of consumer reported that they were not contacted back by the call centre to inform on th action taken by the company. Similarly the low performance level of Vodafone and BSNL could be on account of high numbers of complaints registered by their customers. Over 30% customers contacted during the survey had reported that they had lodged complaint with the customer care in the last six months.
- 10) TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. However, over 1 out 2 customers contacted during the survey reported that they have not received the docket number on most of the complaints they had registered with the customer care centre of their Operators.

5.1.3 Broadband

1. Only 2 Operators – Bharti and BSNL – are providing their service in Haryana and none of them were able to meet the benchmark on any of the 7 parameters set up the TRAI.
2. The performance of BSNL could be considered better than Bharti as it scored high on 5 of the 7 parameters. **However, its performance on help service and maintainability was rated slightly lower as compared to Bharti.**
3. In the case of Bharti, the performance rating was better than BSNL on 2 of the 7 parameters – help service and maintainability. The performance was found to be lower than BSNL on all the other 5 parameters.

4. **With regard to the implementation and effectiveness of grievance redressal mechanism,** the performance level of both the providers were considered to be low as overall only 5.8% of consumers were aware about the three stages of redressal mechanism set up by the Operators. Most of the consumers know about only one stage – call centre or customer care facility set up by their respective Operators. However, the awareness level about the contact details of nodal officers was slightly better among the broadband consumers as out of 13 (1.1%) customers who had heard about the nodal officers being appointed by their providers, nearly half of them knew the contact details of the nodal officers. As per the TRAI regulations, the contact details of Nodal officers should be clearly mentioned on bills and Operators should widely publicize these details.
5. The performance of Bharti was found to be lower than BSNL on most of the parameters. However, as far as percentages of complainants are concerned it was found to be slightly higher in the case of BSNL (60%) than Bharti (55.6%).
6. TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. However, almost 1 out of 2 customers contacted during the survey reported that they have not received the docket number on most of the complaints and this was found to be higher in the case of BSNL (56.4%) as compared to Bharti (41.2%).

5.2 Recommendations

5.2.1 Basic Wireline:

- 1) Bharti should improve its service on maintainability. Setting up the instruments and getting it activated is the only half of the service provided. The operator should regularly maintain the line so that consumer could avail the services on regular basis with minimum interruption. Trained manpower to maintain the lines and continuous feed back from the consumer on line quality should be done on periodic basis.
- 2) Tata Teleservices should enhance its performance on supplementary services such as call waiting, call forwarding, voice mail etc. At present customers find it bit complicated therefore the rating score is found to be low. The operator should also improve its services for post paid customers. Delivering bills on time and transparency should be adopted so that consumers are aware about the charges they are paying.
- 3) The performance of Rel Comm. was rated above average on almost all of the parameters. It could further improve its services to become number one Operators in Haryana.
- 4) The performance of BSNL was found to be low on most of the parameters. The drastic improvement is needed in almost all the area from provisioning of services to maintainability to help services.
- 5) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multiple pronged strategy is required in order to reach the customers. In the case of prepaid customers, a separate mechanism should be evolved to make them aware about the redressal mechanism.

5.2.2 Cellular Mobile

- 1) Bharti, though rated higher on most of the parameters, should enhance its supplementary services. Secondly, operator should also adopt an effective policy to address the grievances of post paid customers. Although, the share of post paid subscribers were found to be low as compared to pre paid, it requires a separate mechanism to redress their grievances.
- 2) Vodafone, Rel Comm. and Tata teleservices should improve its services for the prepaid customers. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.
- 3) Tata Teleservices and Vodafone should also improve their maintenance services as their score was found to be low as compared to other operators. .
- 4) Tata and Rel Comm. are needed to improve their performance on maintainability. A more focused approach should be adopted so that they could serve better to their customers. This requires investment on skilled man power in order to avoid the repeat complaints on the same issue.
- 5) BSNL services were ranked quite low on account of its poor performance on provision of services and also low on help services, network performance, maintainability and postpaid billing services. The provider has to still prove its performance on almost all the parameters.

5.2.2.3 Broadband

- 1) BSNL should should concentrate in improving its help services by putting up more equipment so that customers could reach the call centre by spending lesser time. The operator is also required to enhance the skill of call centre executive so that they can better understand the consumers' problem.
- 2) Bharti is aggressively pursuing its marketing strategy. It has to put more effort on service provision, transparent bills, simple and smooth operating supplementary services and etc. Basically Bharti needed to implement the speedy installation and activation of services.

6. ANNEXURE - TABLES

6.1 Basic Wire line

6.1.1-Service Provision

6.1.1.1 When did you last apply for a phone connection?

Operators		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	365	71	632	1068
	% age	34.2%	6.6%	59.2%	100.0%
Rel Comm	Count	367	104	608	1079
	% age	34.0%	9.6%	56.3%	100.0%
TATA Teleservices	Count	28	25	918	971
	% age	2.9%	2.6%	94.5%	100.0%
MTNL	Count	49	20	1029	1098
	% age	4.5%	1.8%	93.7%	100.0%
Total	Count	809	220	3187	4216
	% age	19.2%	5.2%	75.6%	100.0%

6.1.1.2 How much time was taken to get the telephone connection installed and activated after you applied for it; Operators Wise

Operators		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
Bharti	Count	0	13	78	345	436
	% age	0.0%	3.0%	17.9%	79.1%	100.0%
Rel Comm	Count	9	27	96	339	471
	% age	1.9%	5.7%	20.4%	72.0%	100.0%
TATA Teleservices	Count	0	0	7	46	53
	% age	0.0%	0.0%	13.2%	86.8%	100.0%
MTNL	Count	1	0	15	53	69
	% age	1.4%	0.0%	21.7%	76.8%	100.0%
Total	Count	10	40	196	783	1029
	% age	1.0%	3.9%	19.0%	76.1%	100.0%

**6.1.1.3 How satisfied are you with time taken to provide working phone connection:
Operators Wise**

Operators		Very Satisfied (a)	Satisfied (b)	Dissatisfied	Very Dissatisfied	Total
Bharti	Count	20	389	19	8	436
	% age	4.6%	89.2%	4.4%	1.8%	
Rel Comm	Count	43	368	40	20	471
	% age	9.1%	78.1%	8.5%	4.2%	
TATA Teleservices	Count	5	42	6	0	53
	% age	9.4%	79.2%	11.3%	0.0%	
MTNL	Count	6	58	4	1	69
	% age	8.7%	84.1%	5.8%	1.4%	
Total	Count	74	857	69	29	1029
	% age	7.2%	83.3%	6.7%	2.8%	100.0%

6.1.1.4 How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months: Operators Wise

Operators		Very Satisfied (a)	Satisfied (b)	Dissatisfied	Very Dissatisfied	Total sample
Bharti	Count	6	126	3	2	137
	% age	4.4%	92.0%	2.2%	1.5%	
Rel Comm	Count	12	163	4	0	179
	% age	6.7%	91.1%	2.2%	0.0%	
TATA Teleservices	Count	17	199	1	2	219
	% age	7.8%	90.9%	0.5%	0.9%	
MTNL	Count	9	87	5	1	102
	% age	8.8%	85.3%	4.9%	1.0%	
Total	Count	44	575	13	5	637
	% age	6.9%	90.3%	2.0%	0.8%	100.0%

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

Operators		Very Satisfied (a)	Satisfied (b)	Dissatisfied	Very Dissatisfied	Total
Bharti	Count	64	528	23	2	617
	% age	10.4%	85.6%	3.7%	0.3%	100.0%
Rel Comm	Count	35	516	28	4	583
	% age	6.0%	88.5%	4.8%	0.7%	100.0%
TATA Teleservices	Count	55	535	41	1	632
	% age	8.7%	84.7%	6.5%	0.2%	100.0%
MTNL	Count	55	598	38	1	692
	% age	7.9%	86.4%	5.5%	0.1%	100.0%
Total	Count	209	2177	130	8	2524
	% age	8.3%	86.3%	5.2%	0.3%	100.0%

6.1.2-B-Billing Related (only for postpaid customers)

6.1.2.1 How satisfied are you with the timely delivery if bills?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	57	858	82	5	1002
	% age	5.7%	85.6%	8.2%	0.5%	100.0%
Rel Comm	Count	46	721	77	6	850
	% age	5.4%	84.8%	9.1%	0.7%	100.0%
TATA Teleservices	Count	25	703	63	10	801
	% age	3.1%	87.8%	7.9%	1.2%	100.0%
MTNL	Count	121	850	112	4	1087
	% age	11.1%	78.2%	10.3%	0.4%	100.0%
Total	Count	249	3132	334	25	3740
	% age	6.7%	83.7%	8.9%	0.7%	100.0%

6.1.2.2 How satisfied are you with the accuracy of the bills?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	52	903	40	7	1002
	% age	5.2%	90.1%	4.0%	0.7%	100.0%
Rel Comm	Count	27	780	39	4	850
	% age	3.2%	91.8%	4.6%	0.5%	100.0%
TATA Teleservices	Count	18	734	45	4	801
	% age	2.2%	91.6%	5.6%	0.5%	100.0%
MTNL	Count	105	942	35	5	1087
	% age	9.7%	86.7%	3.2%	0.5%	100.0%
Total	Count	202	3359	159	20	3740
	% age	5.4%	89.8%	4.3%	0.5%	100.0%

6.1.2.3 Please specify the reason(s) for your dissatisfaction.

Operators		CHARGES NOT AS PER TARIFF PLAN SUBSCRIBED	TARIFF PLAN CHANGED WITHOUT INFORMATION	CHARGED FOR VALUE ADDED SERVICE NOT REQUESTED	CHARGE FOR CALLS/SERVICES NOT MADE/USED	OTHERS	Total
Bharti	Count	9	11	8	24	2	47
	% age	19.1%	23.4%	17.0%	51.1%	4.3%	100.0%
Rel Comm	Count	13	12	6	16	1	43
	% age	27.7%	25.5%	12.8%	34.0%	2.1%	100.0%
TATA Teleservices	Count	20	9	7	15	2	49
	% age	42.6%	19.1%	14.9%	31.9%	4.3%	100.0%
MTNL	Count	1	9	9	23	2	40
	% age	2.1%	19.1%	19.1%	48.9%	4.3%	100.0%
Total	Count	43	41	30	78	7	179
	% age	24.0%	22.9%	16.8%	43.6%	3.9%	100.0%

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

Operators		Yes	No	Total
Bharti	Count	115	887	1002
	% age	11.5%	88.5%	100.0%
Rel Comm	Count	109	741	850
	% age	12.8%	87.2%	100.0%
TATA Teleservices	Count	75	726	801
	% age	9.4%	90.6%	100.0%
MTNL	Count	151	936	1087
	% age	13.9%	86.1%	100.0%
Total	Count	450	3290	3740
	% age	12.0%	88.0%	100.0%

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

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	6	83	24	2	115
	% age	5.2%	72.2%	20.9%	1.7%	5.2%
Rel Comm	Count	15	59	29	6	109
	% age	13.8%	54.1%	26.6%	5.5%	13.8%
TATA Teleservices	Count	5	43	26	1	75
	% age	6.7%	57.3%	34.7%	1.3%	6.7%
MTNL	Count	12	126	12	1	151
	% age	7.9%	83.4%	7.9%	0.7%	7.9%
Total	Count	38	311	91	10	450
	% age	8.4%	69.1%	20.2%	2.2%	8.4%

6.1.2.6 How satisfied are you with the clarity of the bills sent by your Operators in terms of transparency & understandability?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	37	919	42	4	1002
	% age	3.7%	91.7%	4.2%	0.4%	100.0%
Rel Comm	Count	41	772	36	1	850
	% age	4.8%	90.8%	4.2%	0.1%	100.0%
TATA Teleservices	Count	8	778	14	1	801
	% age	1.0%	97.1%	1.7%	0.1%	100.0%
MTNL	Count	73	1003	8	3	1087
	% age	6.7%	92.3%	0.7%	0.3%	100.0%
Total	Count	159	3472	100	9	3740
	% age	4.3%	92.8%	2.7%	0.2%	100.0%

6.1.2.7 Please specify the reason(s) for your dissatisfaction; Operators Wise

Operators		DIFFICULT TO READ THE BILL	DIFFICULT TO UNDERSTAND THE LANGUAGE	CALCULATIONS NOT CLEAR	ITEM WISE CHARGES LIKE TOTAL MINUTES OF USAGE OF LOCAL ,STD,	OTHERS	Total
Bharti	Count	2	4	37	7	0	46
	% age	4.3%	8.7%	80.4%	15.2%	0.0%	100.0%
Rel Comm	Count	6	5	26	1	3	37
	% age	16.2%	13.5%	70.3%	2.7%	8.1%	100.0%
TATA Teleservices	Count	6	4	4	2	0	15
	% age	40.0%	26.7%	26.7%	13.3%	0.0%	100.0%
MTNL	Count	1	2	7	3	1	11
	% age	9.1%	18.2%	63.6%	27.3%	9.1%	100.0%
Total	Count	15	15	74	13	4	109
	% age	13.8%	13.8%	67.9%	11.9%	3.7%	100.0%

Prepaid:

6.1.2.8 How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	Total
Bharti	Count	1	64	1	66
	% age	1.5%	97.0%	1.5%	100.0%
Rel Comm	Count	7	217	5	229
	% age	3.1%	94.8%	2.2%	100.0%
TATA Teleservices	Count	5	154	11	170
	% age	2.9%	90.6%	6.5%	100.0%
MTNL	Count	0	10	1	11
	% age	0.0%	90.9%	9.1%	100.0%
Total	Count	13	445	18	476
	% age	2.7%	93.5%	3.8%	100.0%

6.1.3- Help Service/Customer Care

6.1.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your Operators? : Operators wise

Operators		Yes	No	Total
Bharti	Count	831	237	1068
	% age	77.8%	22.2%	
Rel Comm	Count	761	318	1079
	% age	70.5%	29.5%	
TATA Teleservices	Count	773	198	971
	% age	79.6%	20.4%	
MTNL	Count	764	334	1098
	% age	69.6%	30.4%	
Total	Count	3129	1087	4216
	% age	74.2%	25.8%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	4	73	731	23	831
	% age	0.5%	8.8%	88.0%	2.8%	100.0%
Rel Comm	Count	8	95	611	47	761
	% age	1.1%	12.5%	80.3%	6.2%	100.0%
TATA Teleservices	Count	19	75	659	20	773
	% age	2.5%	9.7%	85.3%	2.6%	100.0%
MTNL	Count	3	113	608	40	764
	% age	0.4%	14.8%	79.6%	5.2%	100.0%
Total	Count	34	356	2609	130	3129
	% age	1.1%	11.4%	83.4%	4.2%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	1	51	741	38	831
	% age	0.1%	6.1%	89.2%	4.6%	100.0%
Rel Comm	Count	5	89	611	56	761
	% age	0.7%	11.7%	80.3%	7.4%	100.0%
TATA Teleservices	Count	6	87	658	22	773
	% age	0.8%	11.3%	85.1%	2.8%	100.0%
MTNL	Count	1	57	658	48	764
	% age	0.1%	7.5%	86.1%	6.3%	100.0%
Total	Count	13	284	2668	164	3129
	% age	0.4%	9.1%	85.3%	5.2%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	6	52	731	42	831
	% age	0.7%	6.3%	88.0%	5.1%	100.0%
Rel Comm	Count	10	95	593	63	761
	% age	1.3%	12.5%	77.9%	8.3%	100.0%
TATA Teleservices	Count	5	87	654	27	773
	% age	0.6%	11.3%	84.6%	3.5%	100.0%
MTNL	Count	3	55	647	59	764
	% age	0.4%	7.2%	84.7%	7.7%	100.0%
Total	Count	24	289	2625	191	3129
	% age	0.8%	9.2%	83.9%	6.1%	100.0%

6.1.3.5 How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	7	52	745	27	831
	% age	0.8%	6.3%	89.7%	3.2%	100.0%
Rel Comm	Count	10	96	611	44	761
	% age	1.3%	12.6%	80.3%	5.8%	100.0%
TATA Teleservices	Count	9	86	660	18	773
	% age	1.2%	11.1%	85.4%	2.3%	100.0%
MTNL	Count	3	51	653	57	764
	% age	0.4%	6.7%	85.5%	7.5%	100.0%
Total	Count	29	285	2669	146	3129
	% age	0.9%	9.1%	85.3%	4.7%	100.0%

6.1.4-Network Performance, Reliability & Availability

6.1.4.1 How satisfied are you with the availability of working telephone (dial tone)?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	2	51	970	45	1068
	% age	0.2%	4.8%	90.8%	4.2%	100.0%
Rel Comm	Count	6	65	959	49	1079
	% age	0.6%	6.0%	88.9%	4.5%	100.0%
TATA Teleservices	Count	2	59	891	19	971
	% age	0.2%	6.1%	91.8%	2.0%	100.0%
MTNL	Count	1	66	956	75	1098
	% age	0.1%	6.0%	87.1%	6.8%	100.0%
Total	Count	11	241	3776	188	4216
	% age	0.3%	5.7%	89.6%	4.5%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	2	37	977	52	1068
	% age	0.2%	3.5%	91.5%	4.9%	100.0%
Rel Comm	Count	6	55	941	77	1079
	% age	0.6%	5.1%	87.2%	7.1%	100.0%
TATA Teleservices	Count	2	63	877	29	971
	% age	0.2%	6.5%	90.3%	3.0%	100.0%
MTNL	Count	0	38	961	99	1098
	% age	0.0%	3.5%	87.5%	9.0%	100.0%
Total	Count	10	193	3756	257	4216
	% age	0.2%	4.6%	89.1%	6.1%	100.0%

6.1.4.3 How satisfied are you with the voice quality?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	1	38	992	37	1068
	% age	0.1%	3.6%	92.9%	3.5%	100.0%
Rel Comm	Count	8	53	967	51	1079
	% age	0.7%	4.9%	89.6%	4.7%	100.0%
TATA Teleservices	Count	2	66	873	30	971
	% age	0.2%	6.8%	89.9%	3.1%	100.0%
MTNL	Count	0	47	964	87	1098
	% age	0.0%	4.3%	87.8%	7.9%	100.0%
Total	Count	11	204	3796	205	4216
	% age	0.3%	4.8%	90.0%	4.9%	100.0%

6.1.5-Maintainability

6.1.5.1 Have you experienced fault in your telephone connection in the last 12 months?

Operators		Yes	No	Total
Bharti	Count	305	763	1068
	% age	28.6%	71.4%	100.0%
Rel Comm	Count	293	786	1079
	% age	27.2%	72.8%	100.0%
TATA Teleservices	Count	189	782	971
	% age	19.5%	80.5%	100.0%
MTNL	Count	285	813	1098
	% age	26.0%	74.0%	100.0%
Total	Count	1072	3144	4216
	% age	25.4%	74.6%	100.0%

6.1.5.2 How many time your telephone became faulty in the last one month?

Operators		More than 7 days	2-3 Times	One Time	Nil	Total
Bharti	Count	6	36	157	106	305
	% age	2.0%	11.8%	51.4%	34.8%	100.0%
Rel Comm	Count	7	67	115	104	293
	% age	2.4%	22.9%	39.2%	35.5%	100.0%
TATA Teleservices	Count	2	27	96	64	189
	% age	1.0%	14.3%	50.8%	33.9%	100.0%
MTNL	Count	7	31	126	121	285
	% age	2.5%	10.8%	44.2%	42.5%	100.0%
Total	Count	22	161	494	395	1072
	% age	2.1%	15.0%	46.1%	36.8%	100.0%

6.1.5.3 How long did it take generally for repairing the fault after lodging complaint?

Operators		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
Bharti	Count	7	9	189	100	305
	% age	2.2%	3.0%	62.0%	32.8%	100.0%
Rel Comm	Count	17	19	136	121	293
	% age	5.8%	6.5%	46.4%	41.3%	100.0%
TATA Teleservices	Count	3	24	78	84	189
	% age	1.6%	12.7%	41.3%	44.4%	100.0%
MTNL	Count	7	16	150	112	285
	% age	2.5%	5.6%	52.6%	39.3%	100.0%
Total	Count	34	68	553	417	1072
	% age	3.2%	6.3%	51.6%	38.9%	100.0%

6.1.5.4 How satisfied are you with the fault repair service?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	10	259	31	5	305
	% age	3.3%	84.9%	10.2%	1.6%	3.3%
Rel Comm	Count	31	213	35	14	293
	% age	10.6%	72.7%	11.9%	4.8%	10.6%
TATA Teleservices	Count	13	128	44	4	189
	% age	6.9%	67.7%	23.3%	2.1%	6.9%
MTNL	Count	30	198	54	3	285
	% age	10.5%	69.5%	18.9%	1.1%	10.5%
Total	Count	84	798	164	26	1072
	% age	7.8%	74.4%	15.4%	2.4%	7.8%

6.1.6-Supplementary Services

6.1.6.1 Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?

Operators		Yes	No	Total
Bharti	Count	288	780	1068
	% age	27.0%	73.0%	100.0%
Rel Comm	Count	172	907	1079
	% age	15.9%	84.1%	100.0%
TATA Teleservices	Count	177	794	971
	% age	18.2%	81.8%	100.0%
MTNL	Count	158	940	1098
	% age	14.4%	85.6%	100.0%
Total	Count	795	3421	4216
	% age	18.9%	81.1%	100.0%

6.1.6.2 How satisfied are you with the quality of the supplementary services provided?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	9	273	6	0	288
	% age	3.1%	94.8%	2.1%	0.0%	3.1%
Rel Comm	Count	25	139	7	1	172
	% age	14.5%	80.8%	4.1%	0.6%	14.5%
TATA Teleservices	Count	22	137	18	0	177
	% age	12.4%	77.4%	10.2%	0.0%	12.4%
MTNL	Count	17	139	2	0	158
	% age	10.8%	88.0%	1.3%	0.0%	10.8%
Total	Count	73	688	33	1	795
	% age	9.2%	86.5%	4.2%	0.1%	9.2%

6.1.7-Overall Satisfaction

6.1.7.1 How satisfied are you with the overall quality of your telephone service?

Operators		VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	Total
Bharti	Count	64	959	41	4	1068
	% age	6.0%	89.8%	3.8%	0.4%	100.0%
Rel Comm	Count	104	904	57	14	1079
	% age	9.6%	83.8%	5.3%	1.3%	100.0%
TATA Teleservices	Count	150	726	92	3	971
	% age	15.4%	74.8%	9.5%	0.3%	100.0%
MTNL	Count	111	940	45	2	1098
	% age	10.1%	85.6%	4.1%	0.2%	100.0%
Total	Count	429	3529	235	23	4216
	% age	10.2%	83.7%	5.6%	0.5%	100.0%

6.1.8-General Information

6.1.8.1 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?

Operators		Yes	No	Total
Bharti	Count	303	133	436
	% age	69.5%	30.5%	100.0%
Rel Comm	Count	387	84	471
	% age	82.2%	17.8%	100.0%
TATA Teleservices	Count	42	11	53
	% age	79.2%	20.8%	100.0%
MTNL	Count	59	10	69
	% age	85.5%	14.5%	100.0%
Total	Count	791	238	1029
	% age	76.9%	23.1%	100.0%

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

Operators		Yes	No	Total
Bharti	Count	23	1045	1068
	% age	2.2%	97.8%	100.0%
Rel Comm	Count	48	1031	1079
	% age	4.4%	95.6%	100.0%
TATA Teleservices	Count	7	964	971
	% age	0.7%	99.3%	100.0%
MTNL	Count	6	1092	1098
	% age	0.5%	99.5%	100.0%
Total	Count	84	4132	4216
	% age	2.0%	98.0%	100.0%

6.1.8.3 If yes, Please name your previous Operators?

Operators		Bharti	Rel Comm	TATA	MTNL	Total
Bharti	Count	0	2	2	19	23
	% age	0.0%	8.7%	8.7%	82.6%	100.0%
Rel Comm	Count	10	0	14	24	48
	% age	20.8%	0.0%	29.2%	50.0%	100.0%
TATA Teleservices	Count	0	2	0	5	7
	% age	0.0%	28.6%	0.0%	71.4%	100.0%
MTNL	Count	3	1	2	0	6
	% age	50.0%	16.7%	33.3%	0.0%	100.0%
Total	Count	13	5	18	48	84
	% age	15.5%	6.0%	21.4%	57.1%	100.0%

6.1.8.4 How many days were taken by previous Operators for termination of your mobile phone connection?

Operators		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
Bharti	Count	4	0	4	5	13
	% age	30.8%	0.0%	30.8%	38.5%	100.0%
Rel Comm	Count	0	0	3	2	5
	% age	0.0%	0.0%	60.0%	40.0%	100.0%
TATA Teleservices	Count	2	1	12	3	18
	% age	11.1%	5.6%	66.7%	16.7%	100.0%
MTNL	Count	5	3	30	10	48
	% age	10.4%	6.3%	62.5%	20.8%	100.0%
Total	Count	11	4	49	20	84
	% age	13.1%	4.8%	58.3%	23.8%	100.0%

6.1.8.5 Did your Operators adjust your security deposit in the bill raised after you requested for termination?

Operators		Yes	No	Total
Bharti	Count	3	10	13
	% age	23.1%	76.9%	100.0%
Rel Comm	Count	3	2	5
	% age	60.0%	40.0%	100.0%
TATA Teleservices	Count	14	4	18
	% age	77.8%	22.2%	100.0%
MTNL	Count	35	13	48
	% age	72.9%	27.1%	100.0%
Total	Count	55	29	84
	% age	65.5%	34.5%	100.0%

6.1.8.6 Have you registered your telephone number for do not call (DNC) registry with your Operators so that you do not receive unsolicited commercial calls / SMS?

Operators		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	147	11	910	1068
	% age	13.8%	1.0%	85.2%	100.0%
Rel Comm	Count	114	3	962	1079
	% age	10.6%	0.3%	89.2%	100.1%
TATA Teleservices	Count	50	6	915	971
	% age	5.1%	0.6%	94.2%	99.9%
MTNL	Count	115	11	972	1098
	% age	10.5%	1.0%	88.5%	100.0%
Total	Count	426	31	3759	4216
	% age	10.1%	0.7%	89.2%	100.0%

6.1.8.7 Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?

Operators		Continued receiving	Slight Decrease	Considerable Decrease	Stop receiving	Total
Bharti	Count	4	1	3	3	11
	% age	36.4%	9.1%	27.3%	27.3%	100.1%
Rel Comm	Count	1	0	0	2	3
	% age	33.3%	0.0%	0.0%	66.7%	100.0%
TATA Teleservices	Count	5	0	1	0	6
	% age	83.3%	0.0%	16.7%	0.0%	100.0%
MTNL	Count	6	1	3	1	11
	% age	54.5%	9.1%	27.3%	9.1%	100.0%
Total	Count	16	2	7	6	31
	% age	51.6%	6.5%	22.6%	19.4%	100.1%

6.2 Cellular Services

6.2.1-Service Provision

6.2.1.1 When did you last apply for mobile phone connection?

Operators		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	21	15	564	600
	%age	3.5%	2.5%	94.0%	100.0%
Vodafone	Count	78	18	504	600
	%age	13.0%	3.0%	84.0%	100.0%
Idea Cellular	Count	64	36	500	600
	%age	10.7%	6.0%	83.3%	100.0%
BSNL	Count	129	46	426	601
	%age	21.5%	7.7%	70.9%	100.0%
RelComm	Count	66	35	500	601
	%age	11.0%	5.8%	83.2%	100.0%
Tata Teleservices	Count	93	72	435	600
	%age	15.5%	12.0%	72.5%	100.0%
Total	Count	451	222	2929	3602
	%age	12.5%	6.2%	81.3%	100.0%

6.2.1.2 How much time was taken to get the telephone connection installed and activated after you applied for it; Operators Wise

Operators		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	0	29	7	36
	% age	0.0%	0.0%	80.6%	19.4%	100.0%
Vodafone	Count	2	2	26	66	96
	% age	2.1%	2.1%	27.1%	68.8%	100.0%
Idea Cellular	Count	2	10	68	20	100
	% age	2.0%	10.0%	68.0%	20.0%	100.0%
BSNL	Count	1	8	112	54	175
	% age	0.6%	4.6%	64.0%	30.9%	100.0%
Rel Comm	Count	0	8	65	28	101
	% age	0.0%	7.9%	64.4%	27.7%	100.0%
Tata Teleservices	Count	2	9	134	20	165
	% age	1.2%	5.5%	81.2%	12.1%	100.0%
Total	Count	7	37	434	195	673
	% age	1.0%	5.5%	64.5%	29.0%	100.0%

6.2.1.3. How satisfied are you with time taken to provide working phone connection; Operators Wise?

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	25	10	36
	% age	0.0%	2.8%	69.4%	27.8%	100.0%
Vodafone	Count	1	1	86	8	96
	% age	1.0%	1.0%	89.6%	8.3%	100.0%
Idea Cellular	Count	0	14	77	9	100
	% age	0.0%	14.0%	77.0%	9.0%	100.0%
BSNL	Count	0	10	153	12	175
	% age	0.0%	5.7%	87.4%	6.9%	100.0%
Rel Comm	Count	0	3	75	23	101
	% age	0.0%	3.0%	74.3%	22.8%	100.0%
Tata Teleservices	Count	0	13	89	63	165
	% age	0.0%	7.9%	53.9%	38.2%	100.0%
Total	Count	1	42	505	125	673
	% age	0.1%	6.2%	75.0%	18.6%	100.0%

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

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	34	7	41
	% age	0.0%	0.0%	82.9%	17.1%	100.0%
Vodafone	Count	0	0	9	58	67
	% age	0.0%	0.0%	13.4%	86.6%	100.0%
Idea Cellular	Count	0	0	36	4	40
	% age	0.0%	0.0%	90.0%	10.0%	100.0%
BSNL	Count	1	2	14	3	20
	% age	5.0%	10.0%	70.0%	15.0%	100.0%
Rel Comm	Count	1	3	47	14	65
	% age	1.5%	4.6%	72.3%	21.5%	100.0%
Tata Teleservices	Count	0	0	34	0	34
	% age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	2	5	174	86	267
	% age	0.7%	1.9%	65.2%	32.2%	100.0%

6.2.2-A-Billing Related (only for prepaid customers)

6.2.2.1 How satisfied are you with the accuracy of charges, i.e. amount deducted on every usage?

Operators		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	7	506	51	564
	% age	0.0%	1.2%	89.7%	9.0%	100%
Vodafone	Count	0	26	550	12	588
	% age	0.0%	4.4%	93.5%	2.0%	100%
Idea Cellular	Count	0	22	495	47	564
	% age	0.0%	3.9%	87.8%	8.3%	100%
BSNL	Count	0	5	533	50	588
	% age	0.0%	0.9%	90.6%	8.5%	100%
Rel Comm	Count	0	27	429	53	509
	% age	0.0%	5.3%	84.3%	10.4%	100%
Tata Teleservices	Count	0	32	439	51	522
	% age	0.0%	6.1%	84.1%	9.8%	100%
Total	Count	0	119	2952	264	3335
	% age	0.0%	3.6%	88.5%	7.9%	100.0%

6.2.2.2 Please specify the reason(s) for your dissatisfaction?

Operators		Total	Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used
Bharti	Count	7	7	1	0	1
	% age	100.0%	100.0%	14.3%	0.0%	14.3%
Vodafone	Count	26	9	18	5	2
	% age	100.0%	34.6%	69.2%	19.2%	7.7%
Idea Cellular	Count	22	15	9	4	10
	% age	100.0%	68.2%	40.9%	18.2%	45.5%
BSNL	Count	5	4	0	1	3
	% age	100.0%	80.0%	0.0%	20.0%	60.0%
Rel Comm	Count	27	24	2	7	10
	% age	100.0%	88.9%	7.4%	25.9%	37.0%
Tata Teleservices	Count	32	11	22	0	0
	% age	100.0%	34.4%	68.8%	0.0%	0.0%
Total	Count	119	70	52	17	26
	% age	100.0%	58.8%	43.7%	14.3%	21.8%

6.2.2-B Billing Related –(Only for Postpaid Customers)

6.2.2.3 How satisfied are you with the timely delivery of bills?

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	35	0	0	35	0
	% age	100.0%	0.0%	0.0%	100.0%	0.0%
Vodafone	Count	12	0	0	7	5
	age %	100.0%	0.0%	0.0%	58.3%	41.7%
Idea Cellular	Count	36	0	2	34	0
	% age	100.0%	0.0%	5.6%	94.4%	0.0%
BSNL	Count	13	0	1	12	0
	% age	100.0%	0.0%	7.7%	92.3%	0.0%
Rel Comm	Count	90	0	0	90	0
	% age	100.0%	0.0%	0.0%	100.0%	0.0%
Tata Teleservices	Count	78	0	0	66	12
	% age	100.0%	0.0%	0.0%	84.6%	15.4%
Total	Count	264	0	3	244	17
	% age	100.0%	0.0%	1.1%	92.4%	6.4%

6.2.2.4 How satisfied are you with the accuracy of the bills?

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	35	0	1	34	0
	% age	100.0%	0.0%	2.9%	97.1%	0.0%
Vodafone	Count	12	0	3	6	3
	age %	100.0%	0.0%	25.0%	50.0%	25.0%
Idea Cellular	Count	36	0	3	33	0
	% age	100.0%	0.0%	8.3%	91.7%	0.0%
BSNL	Count	13	0	1	11	1
	% age	100.0%	0.0%	7.7%	84.6%	7.7%
Rel Comm	Count	90	0	3	85	2
	% age	100.0%	0.0%	3.3%	94.4%	2.2%
Tata Teleservices	Count	78	0	3	67	8
	% age	100.0%	0.0%	3.8%	85.9%	10.3%
Total	Count	264	0	14	236	14
	% age	100.0%	0.0%	5.3%	89.4%	5.3%

6.2.2.5 (b). Please specify the reason(s) for your dissatisfaction						
Service provider		Total	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for calls/services not made/used	Charged for value added services not subscribed
Bharti	Count	1	0	0	1	0
	% age		0.0%	0.0%	100.0%	0.0%
Vodafone	Count	3	1	0	2	1
	age %		33.3%	0.0%	66.7%	33.3%
Idea	Count	3	1	0	2	2
	% age		33.3%	0.0%	66.7%	66.7%
BSNL	Count	1	0	1	1	0
	% age		0.0%	100.0%	100.0%	0.0%
Rel Comm	Count	3	1	2	1	0
	% age		33.3%	66.7%	33.3%	0.0%
Tata Teleservices	Count	3	2	1	1	0
	% age		66.7%	33.3%	33.3%	0.0%
Total	Count	14	5	4	8	3
	% age		35.7%	28.6%	57.1%	21.4%

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

Operators		Yes	No	Total
Bharti	Count	3	32	35
	% age	8.6%	91.4%	100.0%
Vodafone	Count	5	7	12
	age %	41.7%	58.3%	100.0%
Idea Cellular	Count	7	29	36
	% age	19.4%	80.6%	100.0%
BSNL	Count	1	12	13
	% age	7.7%	92.3%	100.0%
Rel Comm	Count	17	73	90
	% age	18.9%	81.1%	100.0%
Tata Teleservices	Count	11	67	78
	% age	14.1%	85.9%	100.0%
Total	Count	44	220	264
	% age	16.7%	83.3%	100.0%

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

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	3	0	0	3	0
	% age	100.0%	0.0%	0.0%	100.0%	0.0%
Vodafone	Count	5	0	2	2	1
	age %	100.0%	0.0%	40.0%	40.0%	20.0%
Idea Cellular	Count	7	0	2	4	1
	% age	100.0%	0.0%	28.6%	57.1%	14.3%
BSNL	Count	1	0	0	1	0
	% age	100.0%	0.0%	0.0%	100.0%	0.0%
Rel Comm	Count	17	0	2	14	1
	% age	100.0%	0.0%	11.8%	82.4%	5.9%
Tata Teleservices	Count	11	0	3	7	1
	% age	100.0%	0.0%	27.3%	63.6%	9.1%
Total	Count	44	0	9	31	4
	% age	100.0%	0.0%	20.5%	70.5%	9.1%

6.2.2.8 How satisfied are you with the clarity of the bills sent by your Operators in terms of transparency and understandability?

Operators		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD,ISD calls and charges thereon not given	Others please specify	Total
Bharti	Count	0	1	0	1	0	1
	% age	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	0	1	1	0	1
	age %	0.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Idea Cellular	Count	1	3	3	2	0	5
	% age	20.0%	60.0%	60.0%	40.0%	0.0%	100.0%
BSNL	Count	0	0	0	0	0	0
	% age	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rel Comm	Count	2	3	2	4	0	5
	% age	40.0%	60.0%	40.0%	80.0%	0.0%	100.0%
Tata Teleservices	Count	5	1	2	5	0	7
	% age	71.4%	14.3%	28.6%	71.4%	0.0%	100.0%
Total	Count	8	8	8	13	0	19
	% age	42.1%	42.1%	42.1%	68.4%	0.0%	100.0%

6.2.2.9 (b) Please specify the reason(s) for your dissatisfaction; Service Provider Wise

Operators		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD,ISD calls and charges thereon not given	Others please specify	Total
Bharti	Count	0	1	0	1	0	1
	% age	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	0	1	1	0	1
	age %	0.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Idea Cellular	Count	1	3	3	2	0	5
	% age	20.0%	60.0%	60.0%	40.0%	0.0%	100.0%
BSNL	Count	0	0	0	0	0	0
	% age	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rel Comm	Count	2	3	2	4	0	5
	% age	40.0%	60.0%	40.0%	80.0%	0.0%	100.0%
Tata Teleservices	Count	5	1	2	5	0	7
	% age	71.4%	14.3%	28.6%	71.4%	0.0%	100.0%
Total	Count	8	8	8	13	0	19
	% age	42.1%	42.1%	42.1%	68.4%	0.0%	100.0%

6.2.3 – Help Service / Customer Care

6.2.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your Operators? : Operators wise

Operators		YES	NO	Total
Bharti	Count	242	358	600
	% age	40.3%	59.7%	100.0%
Vodafone	Count	291	309	600
	age %	48.5%	51.5%	100.0%
Idea Cellular	Count	404	196	600
	% age	67.3%	32.7%	100.0%
BSNL	Count	327	274	601
	% age	54.4%	45.6%	100.0%
Rel Comm	Count	315	286	601
	% age	52.4%	47.6%	100.0%
Tata Teleservices	Count	442	158	600
	% age	73.7%	26.3%	100.0%
Total	Count	2021	1581	3602
	% age	56.1%	43.9%	100.0%

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

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	242	3	19	210	10
	% age	100.0%	1.2%	7.9%	86.8%	4.1%
Vodafone	Count	291	0	31	247	13
	age %	100.0%	0.0%	10.7%	84.9%	4.5%
Idea Cellular	Count	404	0	133	261	10
	% age	100.0%	0.0%	32.9%	64.6%	2.5%
BSNL	Count	327	0	28	256	43
	% age	100.0%	0.0%	8.6%	78.3%	13.1%
Rel Comm	Count	315	0	37	220	58
	% age	100.0%	0.0%	11.7%	69.8%	18.4%
Tata Teleservices	Count	442	1	68	338	35
	% age	100.0%	0.2%	15.4%	76.5%	7.9%
Total	Count	2021	4	316	1532	169
	% age	100.0%	0.2%	15.6%	75.8%	8.4%

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

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	242	0	14	186	42
	% age	100.0%	0.0%	5.8%	76.9%	17.4%
Vodafone	Count	291	0	10	259	22
	age %	100.0%	0.0%	3.4%	89.0%	7.6%
Idea Cellular	Count	404	2	39	357	6
	% age	100.0%	0.5%	9.7%	88.4%	1.5%
BSNL	Count	327	0	33	267	27
	% age	100.0%	0.0%	10.1%	81.7%	8.3%
Rel Comm	Count	315	0	25	245	45
	% age	100.0%	0.0%	7.9%	77.8%	14.3%
Tata Teleservices	Count	442	1	44	285	112
	% age	100.0%	0.2%	10.0%	64.5%	25.3%
Total	Count	2021	3	165	1599	254
	% age	100.0%	0.1%	8.2%	79.1%	12.6%

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

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	242	0	8	219	15
	% age	100.00%	0.0%	3.3%	90.5%	6.2%
Vodafone	Count	291	0	22	253	16
	age %	100.00%	0.0%	7.6%	86.9%	5.5%
Idea Cellular	Count	404	0	25	372	7
	% age	100.00%	0.0%	6.2%	92.1%	1.7%
BSNL	Count	327	0	20	270	37
	% age	100.00%	0.0%	6.1%	82.6%	11.3%
Rel Comm	Count	315	0	27	272	16
	% age	100.00%	0.0%	8.6%	86.3%	5.1%
Tata Teleservices	Count	442	2	47	328	65
	% age	100.00%	0.5%	10.6%	74.2%	14.7%
Total	Count	2021	2	149	1714	156
	% age	100.00%	0.1%	7.4%	84.8%	7.7%

6.2.3.5. How satisfied are you with the time taken by a Call centre/customer care/ helpline to resolve your complaint?

Operators		Total	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Bharti	Count	242	0	6	212	24
	% age	100.0%	0.0%	2.5%	87.6%	9.9%
Vodafone	Count	291	0	10	262	19
	age %	100.0%	0.0%	3.4%	90.0%	6.5%
Idea Cellular	Count	404	1	26	367	10
	% age	100.0%	0.2%	6.4%	90.8%	2.5%
BSNL	Count	327	0	13	277	37
	% age	100.0%	0.0%	4.0%	84.7%	11.3%
Rel Comm	Count	315	1	11	238	65
	% age	100.0%	0.3%	3.5%	75.6%	20.6%
Tata Teleservices	Count	442	1	28	360	53
	% age	100.0%	0.2%	6.3%	81.4%	12.0%
Total	Count	2021	3	94	1716	208
	% age	100.0%	0.1%	4.7%	84.9%	10.3%

6.2.4 –E Network performance, reliability and availability

6.2.4.1 How satisfied are you with the availability of signal of your Operators in your locality?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	2	6	274	318	600
	% age	0.3%	1.0%	45.7%	53.0%	100.0%
Vodafone	Count	0	6	266	328	600
	% age	0.0%	1.0%	44.3%	54.7%	100.0%
Idea Cellular	Count	9	14	321	256	600
	% age	1.5%	2.3%	53.5%	42.7%	100.0%
BSNL	Count	0	10	377	214	601
	% age	0.0%	1.7%	62.7%	35.6%	100.0%
Rel Comm	Count	0	19	338	244	601
	% age	0.0%	3.2%	56.2%	40.6%	100.0%
Tata Teleservices	Count	0	12	402	186	600
	% age	0.0%	2.0%	67.0%	31.0%	100.0%
Total	Count	11	67	1978	1546	3602
	% age	0.3%	1.9%	54.9%	42.9%	100.0%

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

Operator		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	1	2	516	81	600
	% age	0.2%	0.3%	86.0%	13.5%	100.0%
Vodafone	Count	0	10	534	56	600
	% age	0.0%	1.7%	89.0%	9.3%	100.0%
Idea Cellular	Count	0	11	556	33	600
	% age	0.0%	1.8%	92.7%	5.5%	100.0%
BSNL	Count	0	12	544	45	601
	% age	0.0%	2.0%	90.5%	7.5%	100.0%
Rel Comm	Count	1	15	514	71	601
	% age	0.2%	2.5%	85.5%	11.8%	100.0%
Tata Teleservices	Count	0	23	466	111	600
	% age	0.0%	3.8%	77.7%	18.5%	100.0%
Total	Count	2	73	3130	397	3602
	% age	0.1%	2.0%	86.9%	11.0%	100.0%

6.2.4.3 How often does your call drops during conversation?

Operators		Total	Very frequently	Frequently	Occasionally	Never
Bharti	Count	600	1	354	98	147
	% age	100.0%	0.2%	59.0%	16.3%	24.5%
Vodafone	Count	600	0	305	233	62
	% age	100.0%	0.0%	50.8%	38.8%	10.3%
Idea Cellular	Count	600	1	138	351	110
	% age	100.0%	0.2%	23.0%	58.5%	18.3%
BSNL	Count	601	1	232	257	111
	% age	100.0%	0.2%	38.6%	42.8%	18.5%
Rel Comm	Count	601	0	234	244	123
	% age	100.0%	0.0%	38.9%	40.6%	20.5%
Tata Teleservices	Count	600	0	159	302	139
	% age	100.0%	0.0%	26.5%	50.3%	23.2%
Total	Count	3602	3	1422	1485	692
	% age	100.0%	0.1%	39.5%	41.2%	19.2%

6.2.4.3 How satisfied are you with the voice quality?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	1	225	323	51	600
	% age	0.2%	37.5%	53.8%	8.5%	100.0%
Vodafone	Count	1	282	269	48	600
	% age	0.2%	47.0%	44.8%	8.0%	100.0%
Idea Cellular	Count	1	132	441	26	600
	% age	0.2%	22.0%	73.5%	4.3%	100.0%
BSNL	Count	0	158	366	77	601
	% age	0.0%	26.3%	60.9%	12.8%	100.0%
Rel Comm	Count	0	186	331	84	601
	% age	0.0%	30.9%	55.1%	14.0%	100.0%
Tata Teleservices	Count	1	122	410	67	600
	% age	0.2%	20.3%	68.3%	11.2%	100.0%
Total	Count	4	1105	2140	353	3602
	% age	0.1%	30.7%	59.4%	9.8%	100.0%

6.2.5-Maintainability

6.2.5.1 How often your mobile handsets faces problem of signal?

Operators		Total	Very frequently	Frequently	Occasionally	Never
Bharti	Count	600	6	7	68	519
	% age	100.0%	1.0%	1.2%	11.3%	86.5%
Vodafone	Count	600	0	8	182	410
	% age	100.0%	0.0%	1.3%	30.3%	68.3%
Idea Cellular	Count	600	1	9	338	252
	% age	100.0%	0.2%	1.5%	56.3%	42.0%
BSNL	Count	601	5	13	199	384
	% age	100.0%	0.8%	2.2%	33.1%	63.9%
Rel Comm	Count	601	3	16	176	406
	% age	100.0%	0.5%	2.7%	29.3%	67.6%
Tata Teleservices	Count	600	4	9	233	354
	% age	100.0%	0.7%	1.5%	38.8%	59.0%
Total	Count	3602	19	62	1196	2325
	% age	100.0%	0.5%	1.7%	33.2%	64.5%

6.2.5.2 How satisfied are you with the availability of network signal?

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	4	2	538	56	600
	% age	0.7%	0.3%	89.7%	9.3%	100.0%
Vodafone	Count	0	9	558	33	600
	% age	0.0%	1.5%	93.0%	5.5%	100.0%
Idea Cellular	Count	1	13	547	39	600
	% age	0.2%	2.2%	91.2%	6.5%	100.0%
BSNL	Count	0	11	517	73	601
	% age	0.0%	1.8%	86.0%	12.1%	100.0%
Rel Comm	Count	0	12	485	104	601
	% age	0.0%	2.0%	80.7%	17.3%	100.0%
Tata Teleservices	Count	0	3	534	63	600
	% age	0.0%	0.5%	89.0%	10.5%	100.0%
Total	Count	5	50	3179	368	3602
	% age	0.1%	1.4%	88.3%	10.2%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	4	5	460	131	600
	% age	0.7%	0.8%	76.7%	21.8%	100.0%
Vodafone	Count	0	9	554	37	600
	% age	0.0%	1.5%	92.3%	6.2%	100.0%
Idea Cellular	Count	0	13	553	34	600
	% age	0.0%	2.2%	92.2%	5.7%	100.0%
BSNL	Count	0	10	475	116	601
	% age	0.0%	1.7%	79.0%	19.3%	100.0%
Rel Comm	Count	0	16	409	176	601
	% age	0.0%	2.7%	68.1%	29.3%	100.0%
Tata Teleservices	Count	1	5	505	89	600
	% age	0.2%	0.8%	84.2%	14.8%	100.0%
Total	Count	5	58	2956	583	3602
	% age	0.1%	1.6%	82.1%	16.2%	100.0%

6.2.6-Supplementary Services

6.2.6.1 Do you use value added services like roaming, ringtone,GPRS,e-mail,voice mail or any other such services?

Operators		Yes	No	Total
Bharti	Count	74	526	600
	% age	12.3%	87.7%	100.0%
Vodafone	Count	33	567	600
	% age	5.5%	94.5%	100.0%
Idea Cellular	Count	104	496	600
	% age	17.3%	82.7%	100.0%
BSNL	Count	113	488	601
	% age	18.8%	81.2%	100.0%
Rel Comm	Count	147	454	601
	% age	24.5%	75.5%	100.0%
Tata Teleservices	Count	95	505	600
	% age	15.8%	84.2%	100.0%
Total	Count	566	3036	3602
	% age	15.7%	84.3%	100.0%

6.2.6.2. Did the Operators have your explicit consent before providing the chargeable value added service such as ringtone, emails/ GPRS, voice mail etc.

Operators		Yes	No	Total
Bharti	Count	65	9	74
	% age	87.8%	12.2%	100.0%
Vodafone	Count	30	3	33
	% age	90.9%	9.1%	100.0%
Idea Cellular	Count	47	57	104
	% age	45.2%	54.8%	100.0%
BSNL	Count	68	45	113
	% age	60.2%	39.8%	100.0%
Rel Comm	Count	92	55	147
	% age	62.6%	37.4%	100.0%
Tata Teleservices	Count	62	33	95
	% age	65.3%	34.7%	100.0%
Total	Count	364	202	566
	% age	64.3%	35.7%	100.0%

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

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	0	0	62	12	74
	% age	0.0%	0.0%	83.8%	16.2%	100.0%
Vodafone	Count	0	0	15	18	33
	% age	0.0%	0.0%	45.5%	54.5%	100.0%
Idea Cellular	Count	0	0	87	17	104
	% age	0.0%	0.0%	83.7%	16.3%	100.0%
BSNL	Count	0	2	86	25	113
	% age	0.0%	1.8%	76.1%	22.1%	100.0%
Rel Comm	Count	0	2	95	50	147
	% age	0.0%	1.4%	64.6%	34.0%	100.0%
Tata Teleservices	Count	0	1	63	31	95
	% age	0.0%	1.1%	66.3%	32.6%	100.0%
Total	Count	0	5	408	153	566
	% age	0.0%	0.9%	72.1%	27.0%	100.0%

6.2.7 - Overall Satisfaction

6.2.7.1 (a) How satisfied are you with the overall quality of your mobile service; Operators wise

Operators		VERY DISSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED	Total
Bharti	Count	0	15	486	99	600
	% age	0.0%	2.5%	81.0%	16.5%	100.0%
Vodafone	Count	0	1	538	61	600
	% age	0.0%	0.2%	89.7%	10.2%	100.0%
Idea Cellular	Count	0	10	479	111	600
	% age	0.0%	1.7%	79.8%	18.5%	100.0%
BSNL	Count	0	8	528	65	601
	% age	0.0%	1.3%	87.9%	10.8%	100.0%
Rel Comm	Count	0	17	472	112	601
	% age	0.0%	2.8%	78.5%	18.6%	100.0%
Tata Teleservices	Count	0	6	478	116	600
	% age	0.0%	1.0%	79.7%	19.3%	100.0%
Total	Count	0	57	2981	564	3602
	% age	0.0%	1.6%	82.8%	15.7%	100.0%

6.2.7.1B -Please specify the reason(s) for your dissatisfaction.

Operators		BILLING PROBLEM	NETWORK PROBLEM.	PROBLEM WITH HELPLINE/CUSTOMER CARE	TOTAL
Bharti	Count	1	13	7	15
	%age	6.7%	86.7%	46.7%	100.0%
Vodafone	Count	0	1	0	1
	%age	0.0%	100.0%	0.0%	100.0%
Idea Cellular	Count	0	10	3	10
	%age	0.0%	100.0%	30.0%	100.0%
BSNL	Count	0	7	1	8
	%age	0.0%	87.5%	12.5%	100.0%
Rel Comm	Count	6	13	2	17
	%age	35.3%	76.5%	11.8%	100.0%
Tata Teleservices	Count	4	2	1	6
	%age	66.7%	33.3%	16.7%	100.0%
Total	Count	11	46	14	57
	%age	19.3%	80.7%	24.6%	100.0%

6.2.8-General Information

6.2.8. 1. 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?

Operators		Yes	No	Total
Bharti	Count	25	11	36
	% age	69.4%	30.6%	100.0%
Vodafone	Count	23	73	96
	% age	24.0%	76.0%	100.0%
Idea Cellular	Count	74	26	100
	% age	74.0%	26.0%	100.0%
BSNL	Count	118	57	175
	% age	67.4%	32.6%	100.0%
Rel Comm	Count	69	32	101
	% age	68.3%	31.7%	100.0%
Tata Teleservices	Count	122	43	165
	% age	73.9%	26.1%	100.0%
Total	Count	431	242	673
	% age	64.0%	36.0%	100.0%

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

Operators		Yes	No	Total
Bharti	Count	30	570	600
	% age	5.0%	95.0%	100%
Vodafone	Count	19	581	600
	% age	3.2%	96.8%	100%
Idea Cellular	Count	16	584	600
	% age	2.7%	97.3%	100%
BSNL	Count	10	591	601
	% age	1.7%	98.3%	100%
Rel Comm	Count	8	593	601
	% age	1.3%	98.7%	100%
Tata Teleservices	Count	65	535	600
	% age	10.8%	89.2%	100%
Total	Count	148	3454	3602
	%age	4.1%	95.9%	100%

6.2.8.3. If yes, Please name your previous Operators?

Operators		Bharti Airtel Limited	Vodafone	IDEA	BSNL	Rel Comm	Tata Teleservices	Total
Bharti	Count	0	8	15	6	0	1	30
	% age	0.0%	26.7%	50.0%	20.0%	0.0%	3.3%	100.0%
Vodafone	Count	6	0	2	2	3	6	19
	% age	31.6%	0.0%	10.5%	10.5%	15.8%	31.6%	100.0%
Idea Cellular	Count	5	0	0	3	1	7	16
	% age	31.3%	0.0%	0.0%	18.8%	6.3%	43.8%	100.0%
BSNL	Count	6	1	1	0	0	2	10
	% age	60.0%	10.0%	10.0%	0.0%	0.0%	20.0%	100.0%
Rel Comm	Count	2	4	1	0	0	1	8
	% age	25.0%	50.0%	12.5%	0.0%	0.0%	12.5%	100.0%
Tata Teleservices	Count	49	1	5	1	9	0	65
	% age	75.4%	1.5%	7.7%	1.5%	13.8%	0.0%	100.0%
Total	Count	68	14	24	12	13	17	148
	% age	45.9%	9.5%	16.2%	8.1%	8.8%	11.5%	100.0%

6.2.8.4 How many days were taken by previous Operators for termination of your mobile phone connection?

Operators		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	0	4	18	8	30
	% age	0.0%	13.3%	60.0%	26.7%	100.0%
Vodafone	Count	0	5	13	1	19
	% age	0.0%	26.3%	68.4%	5.3%	100.0%
Idea Cellular	Count	0	3	3	10	16
	% age	0.0%	18.8%	18.8%	62.5%	100.0%
BSNL	Count	0	5	3	2	10
	% age	0.0%	50.0%	30.0%	20.0%	100.0%
Rel Comm	Count	0	1	7	0	8
	% age	0.0%	12.5%	87.5%	0.0%	100.0%
Tata Teleservices	Count	1	5	42	17	65
	% age	1.5%	7.7%	64.6%	26.2%	100.0%
Total	Count	1	23	86	38	148
	% age	0.7%	15.5%	58.1%	25.7%	100.0%

6.2.8.5. Did your Operators adjust your security deposit in the bill raised after you requested for termination?

Operators		Yes	No	Total
Bharti	Count	24	6	30
	% age	80.0%	20.0%	100.0%
Vodafone	Count	17	2	19
	% age	89.5%	10.5%	100.0%
Idea Cellular	Count	6	10	16
	% age	37.5%	62.5%	100.0%
BSNL	Count	8	2	10
	% age	80.0%	20.0%	100.0%
Rel Comm	Count	6	2	8
	% age	75.0%	25.0%	100.0%
Tata Teleservices	Count	54	11	65
	% age	83.1%	16.9%	100.0%
Total	Count	115	33	148
	% age	77.7%	22.3%	100.0%

6.2.8.6. Have you registered your telephone number for do not call (DNC) registry with your Operators so that you do not receive unsolicited commercial calls / SMS?

Operators		Yes	No	Do not mind receiving such calls/SMS	Total
Bharti	Count	5	141	454	600
	% age	0.8%	23.5%	75.7%	100.0%
Vodafone	Count	1	116	483	600
	% age	0.2%	19.3%	80.5%	100.0%
Idea Cellular	Count	25	89	486	600
	% age	4.2%	14.8%	81.0%	100.0%
BSNL	Count	9	140	452	601
	% age	1.5%	23.3%	75.2%	100.0%
Rel Comm	Count	12	205	384	601
	% age	2.0%	34.1%	63.9%	100.0%
Tata Teleservices	Count	1	207	392	600
	% age	0.2%	34.5%	65.3%	100.0%
Total	Count	53	898	2651	3602
	% age	1.5%	24.9%	73.6%	100.0%

6.2.8.7. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?

Operators		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	2	2	0	1	5
	% age	40%	40%	0%	20%	100%
Vodafone	Count	0	0	0	1	1
	% age	0%	0%	0%	100%	100%
Idea Cellular	Count	6	1	6	12	25
	% age	24%	4%	24%	48%	100%
BSNL	Count	2	5	0	2	9
	% age	22%	56%	0%	22%	100%
Rel Comm	Count	0	2	3	7	12
	% age	0%	17%	25%	58%	100%
Tata Teleservices	Count	0	0	0	1	1
	% age	0%	0%	0%	100%	100%
Total	Count	10	10	9	24	53
	% age	19%	19%	17%	45%	100%

6.3 Broadband

6.3.1-Service Provision

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

Operator		With in 15 working days	More than 15 working days	Total
Bharti	Count	253	306	559
	% age	45.3%	54.7%	100.0%
BSNL	Count	361	239	600
	% age	60.2%	39.8%	100.0%
Total	Count	614	545	1159
	% age	53.0%	47.0%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	250	153	156	559
	% age	0.0%	44.7%	27.4%	27.9%	100.0%
BSNL	Count	8	119	280	193	600
	% age	1.3%	19.8%	46.7%	32.2%	100.0%
Total	Count	8	369	433	349	1159
	% age	0.7%	31.8%	37.4%	30.1%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	1	314	142	459
	% age	0.4%	0.2%	68.4%	30.9%	100.0%
BSNL	Count	2	14	245	49	310
	% age	0.6%	4.5%	79.0%	15.8%	100.0%
Total	Count	4	15	559	191	769
	% age	0.5%	2.0%	72.7%	24.8%	100.0%

6.3.2-A-Billing Related (only for postpaid customers)

6.3.2.1 How satisfied with the timely delivery of bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	8	499	39	546
	% age	0.0%	1.5%	91.4%	7.1%	100.0%
BSNL	Count	5	13	395	166	579
	% age	0.9%	2.2%	68.2%	28.7%	100.0%
Total	Count	5	21	894	205	1125
	% age	0.4%	1.9%	79.5%	18.2%	100.0%

6.3.2.2 How satisfied are you with the accuracy of the bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	8	80	458	546
	% age	0.0%	1.5%	14.7%	83.9%	100.0%
BSNL	Count	6	19	239	315	579
	% age	1.0%	3.3%	41.3%	54.4%	100.0%
Total	Count	6	27	319	773	1125
	% age	0.5%	2.4%	28.4%	68.7%	100.0%

6.3.2.3 Please specify the reason(s) for your dissatisfaction.

Operator		Charges not as per the tariff plan subscribed	Tariff plan changed without information	Charged for calls\services not made\used	Charged for calls\ services not made\used	Total
Bharti	Count	2	6	1	0	8
	%age	25.0%	75.0%	12.5%	0.0%	
BSNL	Count	13	14	2	2	25
	%age	52.0%	56.0%	8.0%	8.0%	
Total	Count	15	20	3	2	33
	%age	45.5%	60.6%	9.1%	6.1%	

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

Operator		Yes	No	Total
Bharti	Count	168	378	546
	% age	30.8%	69.2%	100.0%
BSNL	Count	178	401	579
	% age	30.7%	69.3%	100.0%
Total	Count	346	779	1125
	% age	30.8%	69.2%	100.0%

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

Operator		Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	159	7	168
	% age	1.2%	94.6%	4.2%	100.0%
BSNL	Count	6	96	76	178
	% age	3.4%	53.9%	42.7%	100.0%
Total	Count	8	255	83	346
	% age	2.3%	73.7%	24.0%	100.0%

6.3.2.6 How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency & understandability?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	43	448	55	546
	%age	0.0%	7.9%	82.1%	10.1%	100.0%
BSNL	Count	0	21	382	176	579
	%age	0.0%	3.6%	66.0%	30.4%	100.0%
Total	Count	0	64	830	231	1125
	%age	0.0%	5.7%	73.8%	20.5%	100.0%

6.3.2.7 Please specify the reason(s) for your dissatisfaction;

Operator		Difficult to read the bill	Difficult to understand the language	calculation not clear	Item wise charges not given	Total
Bharti	Count	29	16	17	11	43
	%age	67.4%	37.2%	39.5%	25.6%	100.0%
BSNL	Count	12	8	3	8	21
	%age	57.1%	38.1%	14.3%	38.1%	100.0%
Total	Count	41	24	20	19	64
	%age	64.1%	37.5%	31.3%	29.7%	100.0%

6.3.2-B-Billing Related (only for prepaid customers)

6.3.2.8 How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	3	7	2	13
	%age	7.7%	23.1%	53.8%	15.4%	
BSNL	Count	0	2	13	6	21
	%age	0.0%	9.5%	61.9%	28.6%	
Total	Count	1	5	20	8	34
	%age	2.9%	14.7%	58.8%	23.5%	

6.3.2.9 Please specify the reason(s) for your dissatisfaction

Operator		Charges not as per tariff plan subscribed	Tariff plan changed without information	charged for value added services not requested	Tariff plan changed without information	Total
Bharti	Count	3	3	2	1	4
	%age	75.0%	75.0%	50.0%	25.0%	
BSNL	Count	1	0	2	1	2
	%age	50.0%	0.0%	100.0%	50.0%	
Total	Count	4	3	4	2	6
	%age	66.7%	50.0%	66.7%	33.3%	

6.3.3- Help Service/Customer Care

6.3.3.1 Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your service provider? : Service provider wise

Operator		Yes	No	Total
Bharti	Count	369	190	559
	% age	66.0%	34.0%	100.0%
BSNL	Count	443	157	600
	% age	73.8%	26.2%	100.0%
Total	Count	812	347	1159
	% age	70.1%	29.9%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	18	73	277	369
	% age	0.3%	4.9%	19.8%	75.1%	100.0%
BSNL	Count	1	12	212	218	443
	% age	0.2%	2.7%	47.9%	49.2%	100.0%
Total	Count	2	30	285	495	812

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	218	146	369
	% age	0.0%	1.4%	59.1%	39.6%	100.0%
BSNL	Count	2	24	181	236	443
	% age	0.5%	5.4%	40.9%	53.3%	100.0%
Total	Count	2	29	399	382	812
	% age	0.2%	3.6%	49.1%	47.0%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	1	79	289	369
	% age	0.0%	0.3%	21.4%	78.3%	100.0%
BSNL	Count	4	33	190	216	443
	% age	0.9%	7.4%	42.9%	48.8%	100.0%
Total	Count	4	34	269	505	812
	% age	0.5%	4.2%	33.1%	62.2%	100.0%

6.3.3.5 How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	6	70	293	369
	% age	0.0%	1.6%	19.0%	79.4%	100.0%
BSNL	Count	5	29	224	185	443
	% age	1.1%	6.5%	50.6%	41.8%	100.0%
Total	Count	5	35	294	478	812
	% age	0.6%	4.3%	36.2%	58.9%	100.0%

6.3.4-Network Performance, Reliability & Availability

6.3.4.1 How satisfied are you with the speed of the broadband connection?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	78	394	87	559
	%age	0.0%	14.0%	70.5%	15.6%	100.0%
BSNL	Count	0	52	411	137	600
	%age	0.0%	8.7%	68.5%	22.8%	100.0%
Total	Count	0	130	805	224	1159
	%age	0.0%	11.2%	69.5%	19.3%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	76	407	76	559
	%age	0.0%	13.6%	72.8%	13.6%	100.0%
BSNL	Count	0	63	348	189	600
	%age	0.0%	10.5%	58.0%	31.5%	100.0%
Total	Count	0	139	755	265	1159
	%age	0.0%	12.0%	65.1%	22.9%	100.0%

6.3.5-Maintainability

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

Operator		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	73	9	86	391	559
	% age	13.1%	1.6%	15.4%	69.9%	100.0%
BSNL	Count	36	25	303	236	600
	% age	6.0%	4.2%	50.5%	39.3%	100.0%
Total	Count	109	34	389	627	1159
	% age	9.4%	2.9%	33.6%	54.1%	100.0%

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

Operator		Problem was related to computer hardware, software	problem was related to the broadband connection \modem	Total
Bharti	Count	71	11	82
	% age	86.6%	13.4%	100.0%
BSNL	Count	38	23	61
	% age	62.3%	37.7%	100.0%
Total	Count	109	34	143
	% age	76.2%	23.8%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	34	112	413	559
	% age	0.0%	6.1%	20.0%	73.9%	100.0%
BSNL	Count	4	122	201	273	600
	% age	0.7%	20.3%	33.5%	45.5%	100.0%
Total	Count	4	156	313	686	1159
	% age	0.3%	13.5%	27.0%	59.2%	100.0%

6.3.6-Supplementary Services

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

Operator		Yes	No	Total
Bharti	Count	265	294	559
	% age	47.4%	52.6%	100.0%
BSNL	Count	296	304	600
	% age	49.3%	50.7%	100.0%
Total	Count	561	598	1159
	% age	48.4%	51.6%	100.0%

6.3.6.2 How satisfied are you with the quality of the supplementary services provided?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	7	18	224	16	265
	%age	2.6%	6.8%	84.5%	6.0%	100.00%
BSNL	Count	6	43	138	109	296
	%age	2.0%	14.5%	46.6%	36.8%	100.00%
Total	Count	13	61	362	125	561
	%age	2.3%	10.9%	64.5%	22.3%	100.00%

6.3.7-Overall Satisfaction

6.1.7.1 How satisfied are you with the overall quality of your telephone service?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	5	80	449	25	559
	%age	0.9%	14.3%	80.3%	4.5%	100.00%
BSNL	Count	8	52	513	27	600
	%age	1.3%	8.7%	85.5%	4.5%	100.00%
Total	Count	13	132	962	52	1159
	%age	1.1%	11.4%	83.0%	4.5%	100.00%

6.3.7.2 Please specify the reason(s) for your dissatisfaction

Operator		Billing related problem	Help service related problem	Network performance related problem	Maintainability related problem	Supplementary service related problem	Total
Bharti	Count	25	12	51	10	2	85
	%age	29.4%	14.1%	60.0%	11.7%	2.4%	
BSNL	Count	12	3	41	3	10	60
	%age	20.1%	5.0%	68.4%	5.0%	16.6%	
Total	Count	37	15	92	13	12	145
	%age	25.5%	10.3%	63.5%	9.0%	8.3%	

6.3.8-General Information

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

Operator		Yes	No	Total
Bharti	Count	219	340	559
	%age	39.2%	60.8%	100.0%
BSNL	Count	276	324	600
	%age	46.0%	54.0%	100.0%
Total	Count	495	664	1159
	%age	42.7%	57.3%	100.0%

ANNEXURE - QUESTIONNAIRES



SURVEY OF BASIC SERVICE (WIRELINER)

Name: _____

Tel: _____

Age (in years):

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

STD Code	Telephone Number

Usage Type : 1 Residential 2 Commercial

Area: 1 Rural 2 Urban

Operator: 1 Airtel 4 BSNL 5 Rel Com

User Type: 1 Postpaid 2 Prepaid

7 TATA 8 MTNL 11 HFCL 12 Shyam

State: _____ District _____

Address: _____

Name of SDCA (only for surveyor):

Mode of Interview: 1 Telephonic 2 In-person

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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



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

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

For Prepaid Customers only

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

C. HELP SERVICES/CUSTOMER CARE

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

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



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

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

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



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

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

SURVEY OF CELLULAR MOBILE TELEPHONE SERVICE

Name: _____

Gender: Male Female

Mobile No.

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

--	--	--	--	--	--	--	--	--	--

Occupation: Service Business/self employed

Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL

Area: Rural Urban

Rel Comm Aircel TATA MTNL

User Type: Prepaid Postpaid

Spice BPL HFCL Shyam

Type: GSM CDMA

RTL RISL Dishnet Others (Specify).....

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

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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



B. BILLING RELATED – PREPAID CUSTOMER

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

C. BILLING RELATED – POSTPAID CUSTOMER

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

D. HELP SERVICES/CUSTOMER CARE

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your 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 Q26(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____	

H. GENERAL INFORMATION

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



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

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

42. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q 48)
43. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q48)
44. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
45. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
48. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 52)
49. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 52)
50. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q52 to Q54 are for prepaid customers only) 52. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)

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

the bills?	<input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
6. Have you made any billing related complaints in last 12 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If no, go to Q 8(a))
7. 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
8(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 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	<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)

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 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) _____

D. HELP SERVICE

10. Did you complain or make a query in the last 12 months to the customer care/ helpdesk/ call centre toll free number of your operator?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If no, go to Q 15)
11. How satisfied are you with the ease of access of customer care or helpdesk/toll free number?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied

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

G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL

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

Questionnaire for

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

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

32. Are you aware of the contact details of the Nodal Officer?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q 38)
33. Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 yes <input type="checkbox"/> 2 No —————> (if no go to Q38)
34. Can you approach your Nodal Officer easily?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)
38. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42)
39. Have you filed any appeal in the prescribed form in last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (if no go to Q 42)
40. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q42 to Q44 are for prepaid customers only) 42. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Have you been denied of your request for item-wise	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)

usage charge details for your pre-paid connection?	
44. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)
For new customers only(Subscribed in last 6 months) 45. Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No