

QUALITY OF SERVICE ASSESSMENT

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

for

Rajasthan Service Area

Assessment of:

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

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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.□

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

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

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

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

1.3.2 Methodology for Calculation of percentage of Consumer satisfied.

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

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

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

1.3.3 Comparison with the Benchmarking.

As per the tender document TRAI has fixed the benchmarks on broad parameters for Basic Service (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 four Service Areas of Rajasthan,UP(w),Himachal Pardesh, and Jammu & Kashmir in the third quarter of 2008. Accordingly, the survey was carried out in Rajasthan,UP(W),Himachal Pardesh, and Jammu & Kashmir during the months of September – November 2008 for Basic Wireline, Cellular Mobile Telephone and Broadband services.

The present report, deals with **Rajasthan 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 2,154 subscribers, to be divided among the 5 Operators. This is shown in the table below.

Name of the Operators	Sample
Airtel (Bharti Airtel Limited)	587
BSNL (Bharat Sanchar Nigam Limited)	600
Rel Comm (Reliance Communication)	581
Tata Teleservices	340
Shyam Telelink Ltd.	598
Total	2706

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

As per the tender document, survey agencies were supposed to cover a total sample 5% of exchanges of each BSO in the circle, covering a sample of 2,154 subscribers. These 5% of exchanges should be evenly spread over 10% of SDCA with each BSO.

For the purpose selecting exchange areas to be covered, BSNL exchanges were considered as the base. In Rajasthan Service Area there are 2342 total BSNL exchanges and 259 SDCAs. Therefore altogether 118 exchanges (5% of total exchanges) to be spread among 26 SDCAs (10% of total SDCAs) were selected for purpose of canvassing the questionnaire. The names of the 26 selected SDCAs are as follows:

1.Jaipur, 2.Alwar, 3.Ajmer, 4.Sriganganagar, 5.Hanumangarh, 6.Kota, 7.Sikar, 8.Tonk, 9. Churu, 10. Bhilwara, 11.Bikaner, 12. Jodhpur, 13.Udaipur, 14.Dausa, 15.Chittorgarh, 16.Bundi, 17.Tonk, 18.Jaisalmer, 19. Ladpura, 20. Kotputli, 21.Tijara (N) Bhiwadi, 22.Beawar, 23.Fatehpur, 24.Deoli, 25.Pokaran, 26. Kishangarhbas.

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

Rajasthan Service Area: Name of SDCAs & Exchanges covered		
SDCAs	Exchanges (118)	SELECTED EXCHANGES
JAIPUR	15	JP-Bajaj Nagar-I, JP-Bajaj Nagar-II, JP-Bani Park, JP-Bapu Nagar, JP-Central, JP-Durgapura-I, JP-Durgapura-II, JP-Govind Nagar, JP-Gujarki Thari, JP-Mansarovar-I, JP-Ram Nagar, JP-Shastri Nagar, JP-Sitapura-I, JP-Sitapura-II, Kalwara
ALWAR	7	Akbarpur, Alwar C-DOT MAIN, Alwar Collect. Alwar E-10B MAIN, Alwar HKM NAGAR, M.I.AREA, Prithvipura
AJMER	8	Ajmer E10B, Ajmer GNR, Ajmer PGanj, Bhagwanpura, Govindgarh, Saradhana, Ajmer Ajay Ngr, Ajmer DBhata
SRIGANGA NAGAR	5	Kalian, ladu wala, sriganganagar bs, sriganganagar dto, sriganganagar jn
HANUMAN GARH	4	Dhalia, fatehgarh, hanuman garh (jn), hanuman garh (town)
LADPURA	10	Dara, kt.bargaon, Kt.rly colony, Kt.shrinathpuram, Kt.vigyan-nagar, Mandana, Rangpur, Kt.keshavpura, Kt.mahaveer nagar, Kt.talwandi
SIKAR	7	Daulatpura, Kasli, Mandoli, Raghunathgarh, Sikar (FTJ Road)RSU, Sikar (TODI Nagar)RSU, Sikar MBM Main
TONK	2	Tonk, Ghas
CHURU	3	Khandwa, Ratannagar, Satra
BHILWARA	4	Bhilwara GandhiNagar, Bhilwara Main Mbm, Hamirgarh, Karoi
BIKANER	5	Bikaner RSU GSR, Bikaner RSU JNV, Bikaner RSU LGH, Karmisar, Mundsar
JODHPUR	10	Bisalpur, Chokha, Jodhpur Chandpole, Jodhpur K.Bhagtasni, Jodhpur KU(Basni), Jodhpur MAHARANI EMPORIUM, Jodhpur Subh Nagar, Manai, Nandri, Salawas
UDAIPUR	6	UP EWSD Main, UP Madri RSU-2, UP TP Nagar RSU, Jagat, Kathar, Madar
DAUSA	4	Chandrana, Dausa, Lawan, Nimali-WLL
KOTPUTLI	3	Kotputli, Kotputli-WLL, Narehda-WLL
TIJARAN	1	Bhiwadi-M
BEAWAR	4	Beawar MBM, Beawar RSU TC, Daulatpura, Ramgarh
CHITTORGARH	2	Bassi, Chittorgarh
BUNDI	3	Bundi, Jawahar sagar, Talera(RSU,Bundi)
JAISALMER	1	JAISALMER
DUDU	3	Boraj-WLL, Dudu, Mokhampura-WLL
RAMGARH	2	Alawada, Ramgarh
KISHANGA RHBAS	2	Khanpur Mewan, Kishangarhbas
FATEHPUR	3	Beswa, Fatehpur, Ramgarh
DEOLI	3	Deoli , Ghar, Rajmahal
POKARAN	1	POKARAN

It should be noted here that selection of exchange areas was done on the basis of BSNL exchange structure. At the time of survey, the field team could not find the required number of subscribers of some of the private Operators, such as Bharti, Shyam Telelink, 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.

Rajasthan Service Area: Basic (Wireline): Target Sample distribution in district providers.							
SDCA/Districts	Population	Population %	BSNL	Bharti	Rel Com	Tata Teleservices	Shyam Telecom
Jaipur	5251071	14.7%	88	86	85	50	88
Alwar	2992592	8.4%	50	49	49	28	50
Ajmer	2181670	6.1%	37	36	35	21	36
Sriganganagar	1789423	5.0%	30	29	29	17	30
Hanumangarh	1518005	4.2%	25	25	25	14	25
KOTA	1568525	4.4%	26	26	26	15	26
Sikar	2287788	6.4%	38	38	37	22	37
Tonk	1211671	3.4%	20	20	20	12	20
Churu	1923878	5.4%	32	32	31	18	32
Bhilwara	2013789	5.6%	34	33	33	19	34
Bikaner	1674271	4.7%	28	28	27	16	28
Jodhpur	2886505	8.1%	48	47	47	27	48
UDAIPUR	2633312	7.4%	44	43	43	25	44
Dausa	1317063	3.7%	22	22	21	13	22
Chittorgarh	1803524	5.0%	30	30	29	17	30
Bundi	962620	2.7%	16	16	16	9	16
Tonk	1211671	3.4%	20	20	20	12	20
Jaisalmer	508247	1.4%	9	8	8	5	9
All Total	35735625	100.0%	600	587	581	340	598

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

Rajasthan Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic	In-Person	Total
Bharti	Count	129	458	587
	%age	22.0%	78.0%	100.0%
BSNL	Count	128	472	600
	%age	21.3%	78.7%	100.0%
Rel Comm	Count	134	447	581
	%age	23.1%	76.9%	100.0%
Tata Teleservices	Count	76	264	340
	%age	22.4%	77.6%	100.0%
Shyam Telelink	Count	140	458	598
	%age	23.4%	76.6%	100.0%
Total	Count	607	2099	2706
	%age	22.4%	77.6%	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.

Rajasthan Service Area: Operator wise and user type wise sample distribution				
Operators		Prepaid	Postpaid	Total
Bharti	Count	51	536	587
	%age	8.7%	91.3%	100.0%
BSNL	Count	33	567	600
	%age	5.5%	94.5%	100.0%
Rel Comm	Count	20	561	581
	%age	3.4%	96.6%	100.0%
Tata Teleservices	Count	19	321	340
	%age	5.6%	94.4%	100.0%
Shyam Telelink	Count	28	570	598
	%age	4.7%	95.3%	100.0%
Total	Count	151	2555	2706
	%age	5.6%	94.4%	100.0%

2.2.2 Cellular Mobile

As per the tender document, survey agencies were supposed to cover a total sample of 4,200 subscribers, to be divided among the seven Operators. This is shown in the table below.

Operators	Sample
Airtel (Bharti Airtel Limited)	600
Vodafone	600
BSNL (Bidesh Sanchar Nigam Limited)	600
Idea Cellular	600
Shyam Telelink Ltd.	600
TATA (Tata Teleservices)	600
Rel Comm (Reliance Communication)	600
Total	4,200

The above sample represents the total operator wise subscribers in Rajasthan service area with 95% confidential 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 Rajasthan there are altogether 33 districts. Therefore 4 districts area – Jaipur, Jaisalmer, Sriganaganagar and Udaipur were selected. Therefore, Operators wise sample was distributed in the these four district/ area on the basis of their proportionate population.

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

Rajasthan Service Area: Cellular Mobile : Target sample distribution in to districts/area and Operators										
Districts/area	Population	Population %	Total sample size	Bharti	Vodafone	BSNL	Idea Cellular	Shyam Telelink	Rel Comm	Tata Teleser-vices
JAIPUR	5251071	51.6%	2170	310	310	310	310	310	310	310
JAISALMER	508247	5.0%	210	30	30	30	30	30	30	30
SRIGANGANAGAR	1789423	17.6%	735	105	105	105	105	105	105	105
UDAIPUR	2633312	25.9%	1085	155	155	155	155	155	155	155
ALL TOTAL	10182053	100.0%	4200	600	600	600	600	600	600	600

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 selected areas were 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.

Rajasthan Service Area: Cellular Mobile: Coverage Area	
District Headquarter/ area	Localities Covered
JAIPUR	Shankar Nagar, Brhamapuri, Katipura, Saket Nagar, Bajaj Nagar, Ram Nagar, Tilak Nagar, Janta Colony, Gopal Bari, Hasan Pura, Shastri Nagar, Parasram Nagar, Ambabari
JAISALMER	Gopa Chowk, Bara Bagh, Manak Chowk, Amarsagar Pole, Collectrate, Bus Stand.
SRIGANGANAGAR	Jawahar Nagar, Agrasen Nagar, Purani Abbadi, Block D, Block L, Block P, Gol Market, Durgamandir Market.
UDAIPUR	Jagadish Chowk, HathiPole, Suraj Pole, Gulab Bagh, Brahamapuri, Nehru Park, Town Hall, Ashok Nagar, Rang Sagar, Jawahar Nagar

2.2.2.3 Mode of interview

Two modes of interview were selected to cover the entire sample. More than 80% of operator sample was covered through in-depth interview with the consumers and rest of the sample was covered through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Rajasthan Service Area: Operator wise sample distribution with mode of interview				
Operators		Telephonic (CATI)	In-Person	Total
Bharti	Count	108	492	600
	%age	18.0%	82.0%	100.0%
Vodafone	Count	101	499	600
	%age	16.8%	83.2%	100.0%
Idea Cellular	Count	83	517	600
	%age	13.8%	86.2%	100.0%
BSNL	Count	55	545	600
	%age	9.2%	90.8%	100.0%
Rel Comm	Count	131	469	600
	%age	21.8%	78.2%	100.0%
Tata Teleservices	Count	128	472	600
	%age	21.3%	78.7%	100.0%
Shyam Telelink	Count	96	504	600
	%age	16.0%	84.0%	100.0%
Total	Count	702	3498	4200
	%age	16.7%	83.3%	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.

Rajasthan Service Area: Operator wise and user type wise sample distribution				
		Prepaid	Postpaid	Total
Bharti	Count	580	20	600
	%age	96.7%	3.3%	100.0%
Vodafone	Count	584	16	600
	%age	97.3%	2.7%	100.0%
Idea Cellular	Count	585	15	600
	%age	97.5%	2.5%	100.0%
BSNL	Count	580	20	600
	%age	96.7%	3.3%	100.0%
Rel Comm	Count	573	27	600
	%age	95.5%	4.5%	100.0%
Tata Teleservices	Count	582	18	600
	%age	97.0%	3.0%	100.0%
Shyam Telelink	Count	589	11	600
	%age	98.2%	1.8%	100.0%
Total	Count	4073	127	4200
	%age	97.0%	3.0%	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 of POPs (Point of Presence) in Rajasthan Service Area. It was found that altogether 5 providers are providing service in Rajasthan Service Area. They are – Bharti, BSNL, Rel Comm, Shyam Telelink and VSNL.

As per the tender document requirement, 10% of POPs of each of the operator was selected to carry out the survey.

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

Sample Distribution	
Operator	Sample
Bharti	600
BSNL	600
Rel Comm	165
Shyam Telelink	437
VSNL	251
Total	2053

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

2.2.3.1 Area wise distribution:

Altogether 9 districts of Rajasthan were selected for the broadband survey, where the providers had their PoPs. However, Bharti had the presence in only in Jaipur, whereas, Rel Comm is in Jaipur, Udaipur and Bikaner, VSNL is in Jaipur and Udaipur and BSNL is in all the selected districts/ area. The following table shows the district/ area wise and provider wise sample which was covered during the survey.

Rajasthan Service Area: Broadband: District wise and provider wise actual sample covered.						
District	Bharti	BSNL	Rel Comm	Shyam Telelink	VSNL	Total
Jaipur	600	214	102	123	180	1219
Udaipur	-	130	45	63	71	309
Alwar	-	57	-	62	-	119
Ajmer	-	52	-	37	-	89
Sriganganagar	-	39	-	31	-	70
Bikaner	-	55	18	57	-	130
Jodhpur	-	29	-	33	-	62
Jaisalmer	-	15	-	20	-	35
Hanumangarh	-	9	-	11	-	20
Total	600	600	165	437	251	2053

2.2.3.1 Mode of Interview

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

VOICE, accordingly developed a web based application and this was put on web site of VOICE in the month of February 2008. In order to publicize about the web based application, VOICE sent email to the data base received from few 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.

Rajasthan Service Area: Operator wise sample distribution with mode of interviews				
Operator		In-Person	Web/Online	Total
Bharti	Count	591	9	600
	%age	98.5%	1.5%	100.0%
BSNL	Count	586	14	600
	%age	97.7%	2.3%	100.0%
Rel Comm	Count	155	10	165
	%age	93.9%	6.1%	100.0%
Shyam Telelink	Count	432	5	437
	%age	98.9%	1.1%	100.0%
VSNL	Count	238	13	251
	%age	94.8%	5.2%	100.0%
Total	Count	2002	51	2053
	%age	97.5%	2.5%	100.0%

- The table above shows that out of the total sample of 2053, only 51 (2.5%) 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 97.5% of the total sample was covered using In-person interview techniques.

3.1 EXECUTIVE SUMMARY

3.1.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 22 questions. As regard to the **Rajasthan 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 Rajasthan Service Area as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 74.3% to 77.1%.
- The **highest overall satisfaction level** was shared by Rel Comm and Tata Teleservices with 77.1% each followed by Shyam Telelink (75.1%) and Bharti (75.0%).
- The lowest overall satisfaction level was achieved by BSNL with 74.3%.

3.1.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is poor in Rajasthan Service Area as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 58.2% to 60.6%.
- The highest **consumer satisfaction level** on network performance was achieved by BSNL (60.6%) followed by Shyam Telelink (59.8%) and Bharti (59.6%)
- The lowest consumer satisfaction level on network performance was achieved by Tata Teleservices (58.2%) followed by Rel Comm (58.7%).

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 5 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 5 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 65.7% to 68.4%. Whereas in the case of post-paid, it ranged from 61.0% to 68.1%.
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Tata Teleservices with 68.4% closely followed by Rel Comm (68.3%), Bharti (68.0%) and Shyam Telelink (67.9%). In the case of **post paid segment** the highest consumer satisfaction level was attained by BSNL with 68.1% followed by Shyam Telelink (67.3%), Rel Comm (64.0%) and Bharti (63.8%).
- 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 61.0%.

3.1.1.4: Maintainability (Benchmark >95%)

The customer perception of the parameter maintainability is poor in Rajasthan Service Area as out of 5 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 59.5% to 71.9%.
- The highest consumer satisfaction level on maintainability was achieved by Bharti with 71.9% closely followed by Shyam Telelink (71.8%), Rel comm. (70.8%) and Tata Teleservices (69.2%)
- The lowest consumer satisfaction level on maintainability was achieved by BSNL with 59.5%.

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

The customer perception of the parameter help service/ customer care is poor in Rajasthan Service Area as out of 5 operators none of them meet the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 61.9% to 63.6%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Bharti with 63.6% followed by BSNL (62.8%).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Tata Teleservices (61.9%), Shyam Telelink (62.0%) and Rel Comm (62.1%).

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 10.6% of consumers surveyed. The highest percentage of aware subscribers was found in the case of BSNL with 14.7% followed by Bharti (11.6%) and Shyam Telelink (10.7%). The lowest percentage of aware consumers were found in the case of Tata Teleservices (4.7%) followed by Rel Comm (9.0%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 99.4% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by only 7.3% and 0.5% of consumers respectively.
- Highest number of complaints to the call centre, within last six months, were made by Rel Com subscribers (79.0%), followed by Tata Teleservices (59.7%), Bharti (48.4%), BSNL (48.2%) and Shyam Telelink (46.9%).
- Overall 69.6% confirmed that they received the docket number of most of their complaints. This was reported highest in the case of BSNL (76.1%) followed by Bharti (74.3%), Rel Comm (69.1%), Shyam Telelink (68.9%) and Tata Teleservices (56.2%).
- Maximum Percentage of satisfied customers (Very satisfied and satisfied) with the resolution of complaints by call centre was found in the case of Rel Comm (89.8%) followed by Bharti (88.0%), BSNL (87.2%), Shyam Telelink (86.8%) and Tata Teleservices (80.8%).
- Out of 198 (7.3%) respondents who were aware of nodal officers, only 57 (28.8%) respondents 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 **Rajasthan 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 Rajasthan Service Area as out of 7 operators none of them meet the benchmark of 95%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 68.2% to 72.1%.
- The highest overall satisfaction level was achieved by Shyam Telelink with 72.1% followed by Bharti (71.8%), BSNL (70.0%), Tata teleservices (69.4%) and Vodafone (69%).
- The lowest overall satisfaction level was achieved by Idea Cellular with 68.2% closely followed by Rel Comm (68.3%).

3.1.2.2: Network Performance (Benchmark >95%)

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

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 66.5% to 71.3%.
- The highest consumer satisfaction level on network performance was attained by Bharti with 71.3%, followed by BSNL (69.4%), Tata Teleservices (68.2%) and Vodafone (68.0%).
- The lowest level of satisfaction was attained by the consumers of Shyam Telelink with 66.5% followed by Rel Comm (67.3%) and Idea Cellular (67.7%).

3.1.2.3: Billing (Benchmark >90%)

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

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

- In terms of **customer satisfaction level**, the achievement level of the operators, **in the case pre-paid segment**, ranged from 68.9% to 72.4%. Whereas in the case of **post-paid**, it ranged from 58.7% to 66.1%.
- The **highest consumer satisfaction level** with billing services, in **pre-paid segment** was achieved by Rel Comm with 72.4% followed by Idea Cellular (72.0%), Shyam Telelink (70.9%), Tata Teleservices (70.0%) and Vodafone (69.9%). In the case of **post paid segment** the highest consumer satisfaction level was attained by Tata Teleservices with 66.1%, followed by Vodafone (64.2%), Bharti (64.1%), Shyam Telelink (63.8%) and BSNL (62.4%).
- The **lowest consumer satisfaction level** with billing service in the **pre-paid segment** was achieved by Bharti with (68.9%) followed by BSNL (69.5%). In the case of **post-paid segment** the **lowest consumer satisfaction** level was attained by Idea Cellular with (58.7%) followed by Rel Comm (60.2%).

3.1.2.4: Maintainability (Benchmark >95%)

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

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 68.0% to 71.4%.
- The highest consumer satisfaction level on maintainability was achieved by Bharti with 71.4%, followed by Vodafone (69.4%), BSNL (69.1%), and Tata Teleservices (68.9%).
- The lowest consumer satisfaction level on maintainability was achieved by Shyam Telelink (68.0%) followed by Idea Cellular (68.2%) and Rel Comm (68.4%).

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

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

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 69.2% to 73.2%.
- The highest consumer satisfaction level on help service/ customer care was achieved by Shyam Telelink with 73.2% followed by Idea Cellular (72.3%), Rel Comm (71.6%), Vodafone (71.3%) and BSNL (71.0%).
- The lowest consumer satisfaction level on help services/ customer care was achieved by Bharti (69.2%) followed by Tata teleservices (69.8%).

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 10.5% of consumers surveyed. The highest percentage of aware subscribers were found in the case of Bharti with (12.7%) followed by Idea Cellular (12.0%), BSNL (11.2%) and Vodafone and Rel Comm (10% each) Whereas, the lowest percentage of aware subscribers were reported from Shyam Telelink (8.7%) followed by Tata Teleservices (9.3%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 89.9% of consumers surveyed. Awareness on the Nodal Officers and Appellate authority was abysmally low with 2.6% and 0.7% of consumers respectively.
- Highest number of complaints to the call centre, within last six months, were made by BSNL subscribers (27.7%) followed by the subscribers of Vodafone (22.3%), Rel Comm (21.3%), Tata Teleservices (20.8%), Bharti (20.2%) and Idea Cellular (19.3%). The lowest numbers of complaints to the call centre, within last six months, were made by the subscribers of Shyam Telelink (14.2%).
- Overall 77.1% confirmed that they received the docket number for most of their complaints. This was reported highest in the case of BSNL (84.9%) followed by Shyam Telelink (83.5%), Bharti (82.6%), Rel Comm (75.0%), Vodafone and Idea Cellular (71.6 % each) and Tata Teleservices (70.4%).
- Maximum percentage of satisfied consumers (Very Satisfied and Satisfied) with the resolution of complaints by call centre was found in the case of Shyam Telelink (87.1%) followed by Vodafone (84.3%), Bharti (83.5%), BSNL (78.3%), Rel Comm (72.7%), Tata Teleservices (70.4%) and Idea Cellular (61.2%).
- Out of 109 (2.6%) respondents who were aware of nodal officers, only 6 (5.5%) 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 **Rajasthan Service Area** performance of operators, most of the operators are not 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 Rajasthan Service Area as out of 5 operators, none of the operator was able to meet the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 57.6% to 68.1%.
- The highest overall satisfaction level was achieved by BSNL with 68.1%, followed by Bharti (65.5%), Shyam Telelink (64.3%) and Rel Comm (63.0%).
- The lowest overall satisfaction level was achieved by VSNL (57.6%).

3.1.3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in Rajasthan Service Area as out of 5 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 57.8% to 70.3%.
- The highest satisfaction level with the network performance was scored by Bharti (70.3%), followed by Shyam Telelink (66.4%) and BSNL (65.9%).
- The lowest customer satisfaction level on network performance was achieved by VSNL (57.8%) followed by Rel Comm (61.7%).

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 5 operators meet the benchmark of 90%. Similar situation was found in post-paid segment where none of the 5 operators meet the benchmark of 90%

- In terms of **customer satisfaction level**, the achievement level of the operators, in the case of **post-paid segment**, ranged from 67.7% to 74.8%. Whereas in the case of **pre-paid**, it ranged from 52.4% to 72.2%

- The **highest customer satisfaction level** with billing services, in **post-paid segment** was achieved by Rel Comm with 74.8%, followed by Bharti (74.6%), BSNL (72.6%) . In the case of **pre paid segment** the highest customer satisfaction level was attained by BSNL (72.2%) followed by Bharti and Rel Comm (66.7% each) and Shyam Telelink (63.0%).
- The **lowest customer satisfaction level** with billing service in the **post-paid segment** was achieved by VSNL with 67.7%, followed by Shyam Telelink (69.7%). In the case of **pre-paid segment** the **lowest customer satisfaction** level was attained again by VSNL at 52.4%.

3.1.3.4: Maintainability (Benchmark >85%)

The customer perception of the parameter maintainability is poor in Rajasthan Service Area as out of 5 operators none of them meets the benchmark of 85%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 58.3% to 74.1%.
- The highest customer satisfaction level on maintainability was achieved by Shyam Telelink (74.1%) followed by Bharti (69.8%) and Rel Comm (69.1%).
- The lowest customer satisfaction level on maintainability was achieved by VSNL with 58.3% followed by BSNL (60.4%).

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

The customer perception of the parameter help service/ customer care is significantly poor in Rajasthan Service Area as out of 5 operators none of them meets the benchmark of 90%.

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 59.5% to 70.5%.
- The highest customer satisfaction level on help service/ customer care was achieved by BSNL with 70.5% followed by VSNL (61.4%) and Shyam Telelink (60.9%).
- The lowest customer satisfaction level on help services/ customer care was achieved by Bharti with (59.5%) closely followed by Rel Comm (59.6%).

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 12.8% of consumers surveyed. The higher percentage of aware subscribers was found in the case of Shyam Telelink (18.3%) closely followed by Bharti (18.2%), Rel Comm (12.7%), BSNL (8.0%) and VSNL (1.6%).
- Awareness level was found high in the case of call centre/ customer care help line numbers as this was reported by 98.8% of consumers surveyed. Awareness about the Nodal Officer and Appellate Authority was reported by only 1.5% and 0.5% of consumers respectively.
- Highest numbers of complaints to the call centre, within last six months, were made by Shyam Telelink (94.3%) followed by BSNL (84.3%), Bharti (68.5%), Rel Comm (65.5%) and VSNL (55.8%).
- Overall 71.8% confirmed that they received the docket number of most of their complaints. This was reported higher in the case of Shyam Telelink (85.0%) followed by Bharti (76.2%), Rel Comm (74.1%), BSNL (61.3%) and VSNL (57.1%).
- Maximum percentage of satisfied consumers (Very Satisfied+ Satisfied) with the resolution of complaints by call centre was found in the case of BSNL with 90.0% followed by Bharti (85.4%), Shyam Telelink (83.7%), Rel Comm (76.9%) and VSNL (68.6%).
- Out of 31 (1.5%) respondents who were aware of Nodal Officers, 11 (35.5%) respondents 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), Rajasthan 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) (Area Service Area) - 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 reliability and availability	% Satisfac- tion with Maintain -ability	% Satisfac- tion with Supple- mentary services	% Satisfaction with overall services
			Postpaid	Prepaid					
Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
SERVICE AREA - RAJASTHAN									
Rajasthan	2706								
Bharti	587	70.6%	63.8%	68.0%	63.6%	59.6%	71.9%	67.7%	75.0%
BSNL	600	67.7%	68.1%	65.7%	62.8%	60.6%	59.5%	60.7%	74.3%
Rel Comm	581	68.5%	64.0%	68.3%	62.1%	58.7%	70.8%	57.1%	77.1%
Tata Teleservices	340	70.6%	61.0%	68.4%	61.9%	58.2%	69.2%	58.5%	77.1%
Shyam Telelink	598	67.2%	67.3%	67.9%	62.0%	59.8%	71.8%	63.8%	75.1%

- 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 4 parameters and third highest on 3 parameters. However, it achieved relatively lower scores on other 1 parameters
- Bharti was followed by BSNL as it has achieved highest score on 2 parameters, second highest on 1 parameter and third highest on other 2 parameters. However its score on other 2 parameters were the lowest among the five service providers.
- Shyam Telelink, although has not achieved highest score on any of the 7 parameter, it scored second highest 4 parameters. On rest of the 3 parameters its score was below average.
- Rel Comm was also not able to achieve highest score on any of the parameters, but achieved second highest on 2 and third highest on other 3 parameters. On rest of the 2 parameters it scored below average.
- Tata Teleservices, although achieved highest on 2 of the parameters but its performance on other 5 parameters were below average. In fact it scored lowest rank on 2 of 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, followed by BSNL, were found to be better than the other operators.

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) (RAJASTHAN 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
			Postpaid	Prepaid					
SERVICE AREA - RAJASTHAN									
Rajasthan	2706								
Bharti	587	98.4%	83.6%	96.1%	83.6%	77.9%	94.8%	96.9%	99.0%
BSNL	600	100.0%	95.6%	97.0%	82.5%	80.3%	70.9%	84.6%	98.7%
Rel Com	581	99.5%	85.0%	90.0%	80.4%	74.9%	90.9%	75.2%	99.1%
Tata Teleservices	340	100.0%	77.5%	94.7%	81.3%	74.6%	87.2%	75.4%	99.1%
Shyam Telelink	598	99.0%	93.9%	100.0%	78.0%	78.7%	86.9%	91.5%	99.3%

- The analysis reveals that in terms of satisfied customers, BSNL achieved the top score as on 3 parameters it has achieved the highest number of satisfied customers, on other 2 parameters it achieved second highest and on another 1, the third highest. Only on 1 of the parameter it scored the least.
- BSNL is followed by Bharti which also achieved highest percentage of satisfied consumers on 3 parameters, and third highest on other 2 parameters. However, on 2 of the parameters, the percentage of satisfied customers were below relatively low..
- ShyamTelelink could achieve the highest percentage of satisfied consumers on 1 parameters. However, it achieved second highest on other 2 parameters and third highest on another 1 parameter. However, on rest of the 2 parameters it achieved relatively low percentages.
- Rel Com could not achieve highest percentage of satisfied consumers on any of the 7 parameters. However it achieved second highest on 1 parameter and third highest on another one. On rest of the parameters its performance was below average.
- Tata Teleservices was able to achieve highest percentage of satisfied consumers on 1 of the parameter and third highest on other two. But on rest of the parameters, the percentages of satisfied consumers were found to be relatively low.

The analysis reveals that in terms of percentage of satisfied consumers, BSNL 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

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

Cellular Mobile (Rajasthan 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 - RAJASTHAN									
RAJASTHAN	4200								
Bharti	600	69.3%	64.1%	68.9%	69.2%	71.3%	71.4%	66.7%	71.8%
Vodafone	600	67.4%	64.2%	69.9%	71.3%	68.0%	69.4%	67.8%	69.0%
Idea Cellular	600	69.2%	58.7%	72.0%	72.3%	67.7%	68.2%	67.3%	68.2%
BSNL	600	69.6%	62.4%	69.5%	71.0%	69.4%	69.1%	66.9%	70.0%
Rel Comm	600	65.7%	60.2%	72.4%	71.6%	67.3%	68.4%	66.4%	68.3%
Tata Teleservices	600	68.1%	66.1%	70.0%	69.8%	68.2%	68.9%	65.2%	69.4%
Shyam Telelink	600	65.2%	63.8%	70.9%	73.2%	66.5%	68.0%	66.9%	72.1%

- 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. It has been able to achieve highest score on only 2 out of 7 parameters included in the study; it has scored second highest on 2 parameters and third highest on other 1 parameter. However, on 2 of the parameter it scored the lowest
- Vodafone was able attain highest score on only 1 parameter, second highest on other 2. On rest of the 4 parameters, Vodafone attained average score. .
- Bharti and Vodafone were followed by BSNL as it achieved highest score on 1 parameter, second highest on 1 and third highest on another 1. On rest of the 4 parameters its score was either average or below average.
- Idea cellular, although could not attain highest score on none of the parameters, it scored second highest on 2 of the parameters also third highest on other 2. On the rest of the 3 parameters the scores were below average. In fact on 1 of the parameter it scored the lowest.
- Tata Teleservices scored highest on 1 of the parameter and third highest on another 1. But on rest of the parameters the scores were average and below average.
- Rel Com was also able to attain highest score on 1 of the parameter and third highest on another 1. But on the rest of the parameter it attained below average score.
- Shyam Telelink achieved highest in 1 parameter and third highest on another 1. On rest of the 5 parameters its score was below average. In fact on 3 of the parameters it scored the lowest.

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 and Vodafone followed by BSNL were better than other 4 service providers in Rajasthan.

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 (RAJASTHAN 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
			Postpaid	Prepaid					
SERVICE AREA - RAJASTHAN									
RAJASTHAN	4200								
Bharti	600	96.0%	86.4%	92.8%	91.3%	97.1%	97.7%	94.8%	96.8%
Vodafone	600	96.0%	85.2%	96.1%	95.0%	94.1%	96.7%	91.9%	94.3%
Idea Cellular	600	99.2%	73.9%	95.0%	95.5%	93.6%	97.0%	95.3%	93.7%
BSNL	600	98.3%	79.0%	93.4%	94.8%	96.4%	97.3%	89.5%	95.5%
Rel Comm	600	96.2%	78.4%	96.5%	96.5%	93.7%	95.8%	95.0%	93.3%
Tata Teleservices	600	99.2%	84.1%	95.0%	95.2%	96.8%	98.3%	96.9%	96.0%
Shyam Telelink	600	95.5%	91.4%	98.0%	96.9%	98.0%	97.8%	85.0%	98.0%

- The analysis reveals that in terms of satisfied customers, Shyam Telelink achieved the highest score as on 4 parameters it has attained highest percentage of satisfied consumers. On other 1 parameter it has achieved second highest percentage. But on the rest of the 2 parameters it attained the lowest percentage of satisfied customers.
- Tata Teleservices also achieved highest percentage of satisfied consumers on 2 parameters second and third highest on one of the each parameter. On rest of the 3 parameters its score was average and below average.
- Shyam Telelink and Tata Teleservices were followed by Idea Cellular which attained highest score on I of the parameter and second and third highest on 1 of the each parameter. On rst of the parameter it attained average and below average percentage of satisfied customers. In fact on 2 of the parameters it attained lowest percentage among the 7 providers operating in Rajasthan.
- In the case of other four providers –Bharti, Rel Comm, Vodafone and BSNL– the achievement level, with regard to percentage of satisfied consumers – was relatively low. It was only in the case of Rel Com that on 2 of the parameter it had the second highest percentage of satisfied consumers.

The analysis reveals that in terms of percentage of satisfied consumers, ShyamTelelink and Tata Teleservices emerged as the number top operators, followed by Idea Cellulares. 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, RAJASTHAN 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 - RAJASTHAN) - 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 - RAJASTHAN									
Rajasthan	2053								
Bharti	600	74.9%	74.6%	66.7%	59.5%	70.3%	69.8%	71.5%	65.5%
BSNL	600	67.4%	72.6%	72.2%	70.5%	65.9%	60.4%	75.6%	68.1%
Rel Comm	165	73.6%	74.8%	66.7%	59.6%	61.7%	69.1%	62.8%	63.0%
Shyam Telelink	437	72.8%	69.7%	63.0%	60.9%	66.4%	74.1%	66.7%	64.3%
VSNL	251	66.0%	67.7%	52.4%	61.4%	57.8%	58.3%	61.7%	57.6%

- 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 in Rajasthan Service Area as it has achieved highest score on 2 out of 7 parameters, excluding the satisfaction on overall services, listed in the above table. It also achieved second highest on other 4 parameters. However, on of the parameters it scored the lowest.
- The performance of BSNL, on 3 of the parameters, was also found be better than others as it achieved the highest score on those parameters. However, on other four parameters, it score was found to be average or below average.
- Shyam Telelink attained highest and second highest on each of the 1 parameters. On the rest of 5 parameters, it scored average and below average..
- Rel com was also able to score highest on 1 of the parameters. However, on rest of the 6 parameters, its score was average to below average.
- The performance of VSNL in Rajasthan Service Area was found to be critical. Barring one parameter where it scored the second highest, VSNL scored the lowest on 6 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 followed by BSNL were found to be better than the other three operators.

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 RAJASTHAN) - 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 customer s with Help Services	% of Satisfied customers with Network performance reliability and availability	% of Satisfied customer s with Maintainability	% of Satisfied customers with Supplementary services	% of Satisfied customers with overall services
			Postpaid	Prepaid					
SERVICE AREA - RAJASTHAN									
Rajasthan	2053								
Bharti	600	92.4%	97.8%	83.3%	73.4%	92.6%	95.3%	93.4%	87.7%
BSNL	600	91.8%	97.6%	88.9%	90.6%	89.7%	78.1%	85.6%	92.7%
Rel Comm	165	94.9%	96.6%	66.7%	76.6%	70.6%	96.3%	65.4%	65.5%
Shyam Telelink	437	95.5%	97.5%	66.7%	82.6%	90.3%	77.8%	88.2%	89.7%
VSNL	251	97.5%	96.4%	57.1%	81.8%	70.5%	72.9%	85.2%	65.7%

- The analysis reveals that in terms of satisfied customers, Bharti achieved the highest scores as in 4 parameters it scored highest number of satisfied consumers. It also scored second highest on other 2 parameters and average on 1 parameter.
- Bharti is followed by BSNL, which attained highest percentage of satisfied consumers on 2 of the parameters, second highest on other 2 and average on another 1 parameters. However, it attained lowest percentage of satisfied consumers on 1 of the parameter.
- The performance of Shyam Telelink and Rel Comm was average. Although Shyam Telelink could not attain the highest on any of the parameters, it scored second highest on 3 of the parameters. Whereas, Rel Com achieved highest percentage on 1 of the parameters, its performance on other parameters were average and below average. In fact on one of the parameters it scored the lowest percentage.
- VSNL, on the other hand, could not perform better as it attained lowest percentage of satisfied consumers on almost all the parameters, except one where it achieved the average percentage.

The analysis reveals that in terms of percentage of satisfied consumers, the performance of Bharti followed by BSNL could be considered as better than other 3 providers. However, the above analysis calculates the percentage of satisfied consumers by taking in to account the consumers who were “very satisfied” and “satisfied” on various parameters. Therefore, it does not show the level of customer satisfaction.

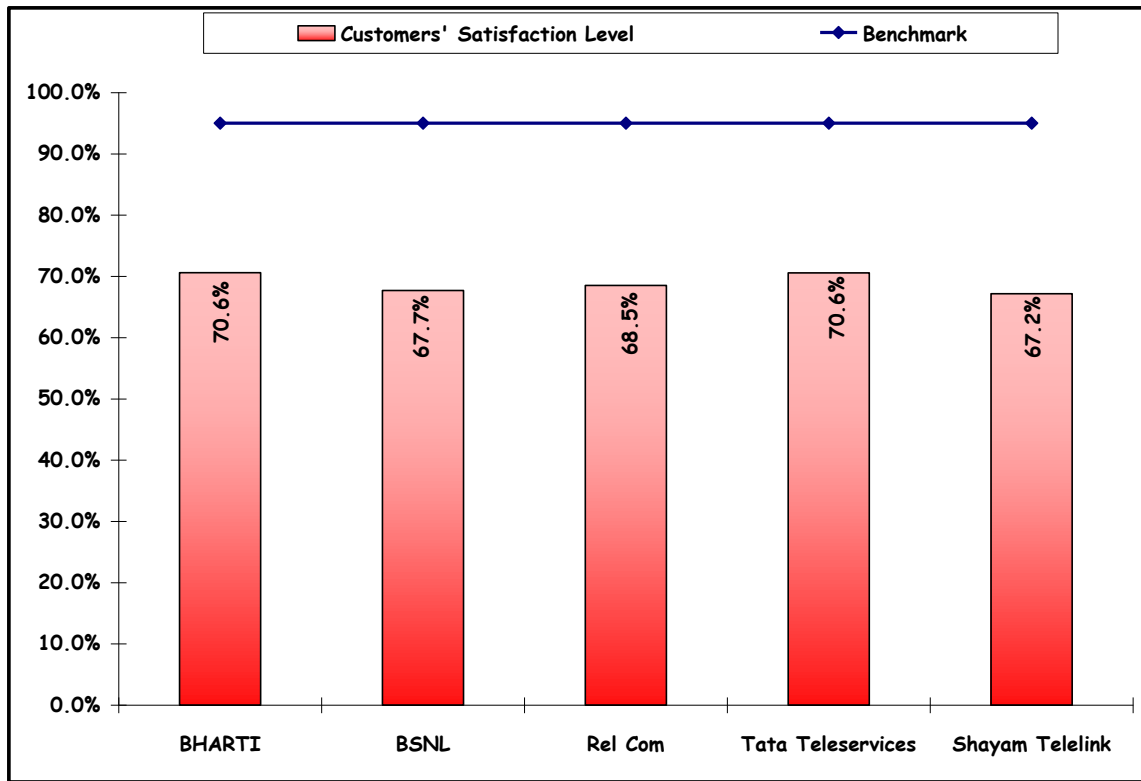
4.2 Graphical Presentation

4.2.1 BASIC WIRE LINE – RAJASTHAN SERVICE AREA

4.2.1.1 SATISFIED WITH PROVISION OF SERVICES

Consumer satisfaction level

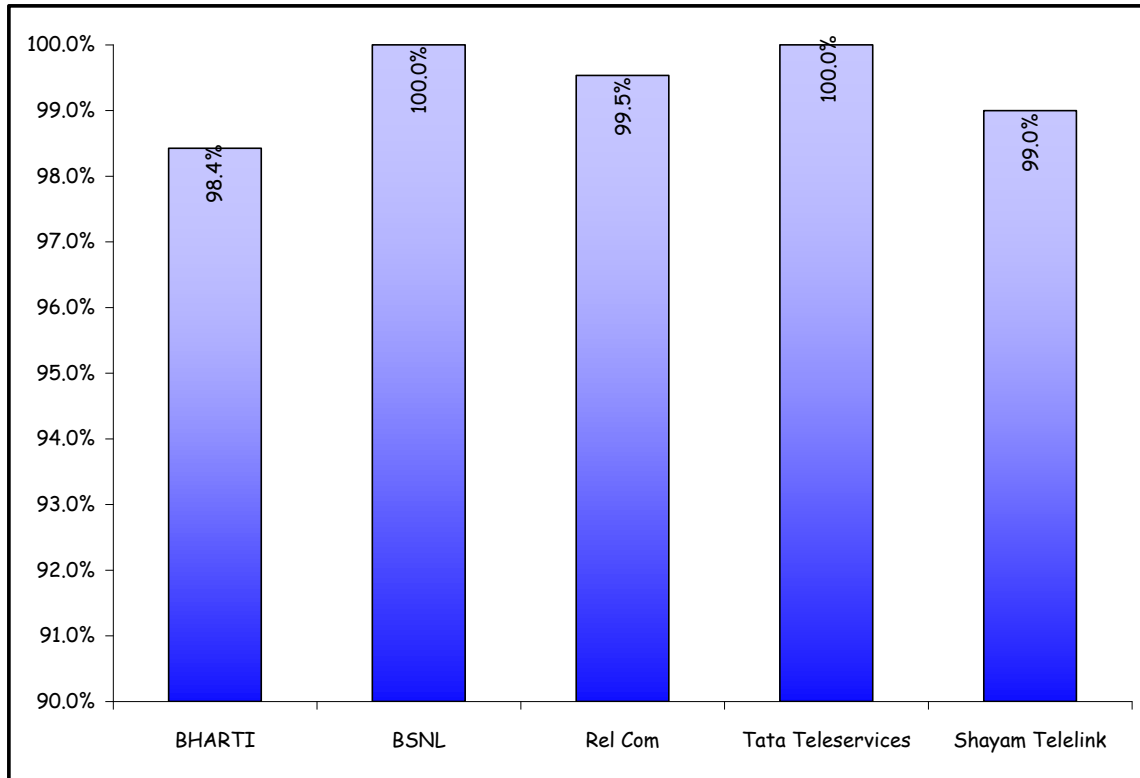
The following graph shows the consumer satisfaction level with the provision of service.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 67.2% to 70.6%.
- Highest level of satisfaction was shared by the consumers of Bharti and Tata Teleservices (70.6% each), followed by Rel Comm (68.5%).
- The lowest level of satisfaction was attained by the consumers of Shyam Telelink (67.2%) followed by BSNL (67.7%).

Percent of satisfied consumers

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

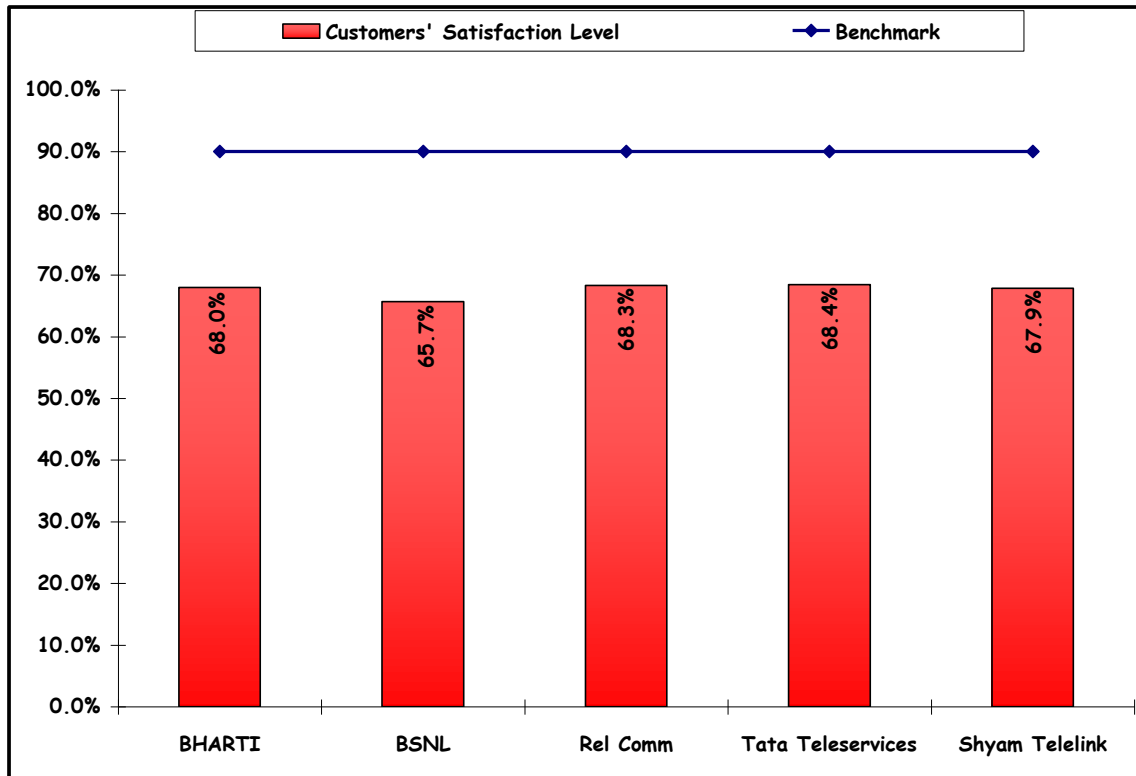


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of all the operators, >95% of customers were satisfied with the provision of services.
- Highest percentage of satisfied customers were found in the case of BSNL and Tata Teleservices (100% each) closely followed by Rel Comm (99.5%) and Shyam Telelink (99.0%) .
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (98.4%).

4.2.1.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

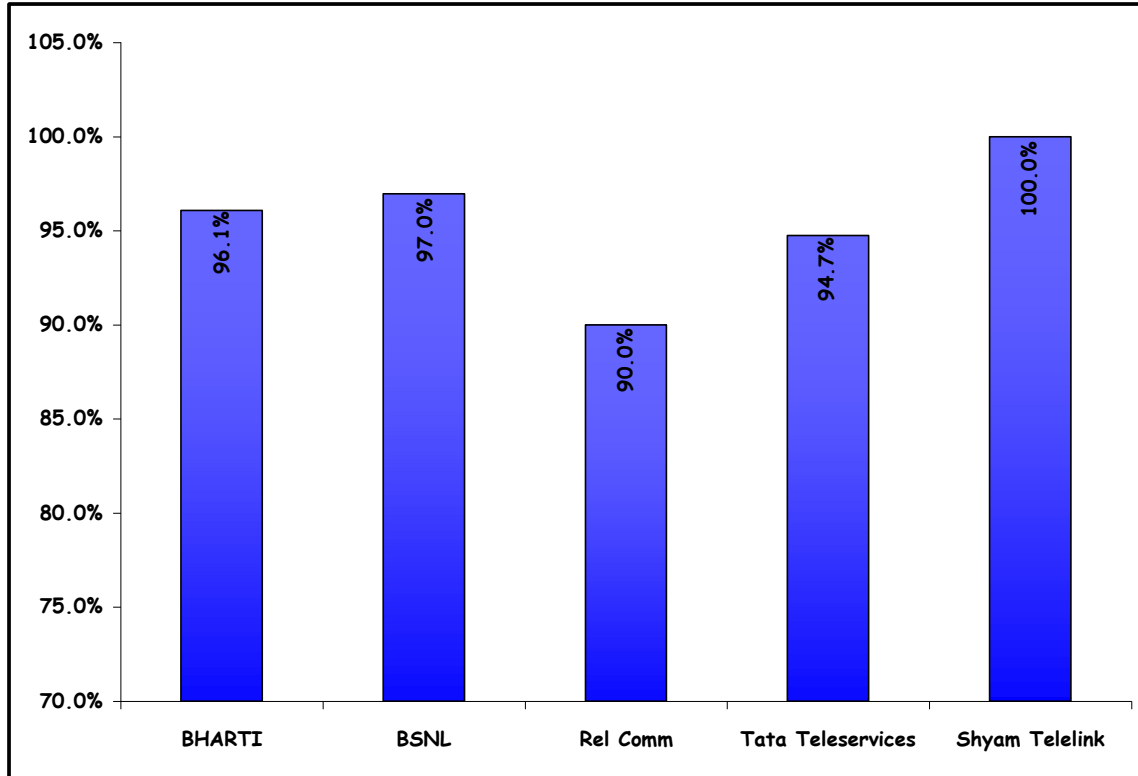
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 65.7% to 68.4%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (68.4%), closely followed by Rel Comm (68.3%), Bharti (68.0%) and ShyamTelelink (67.9%).
- 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.

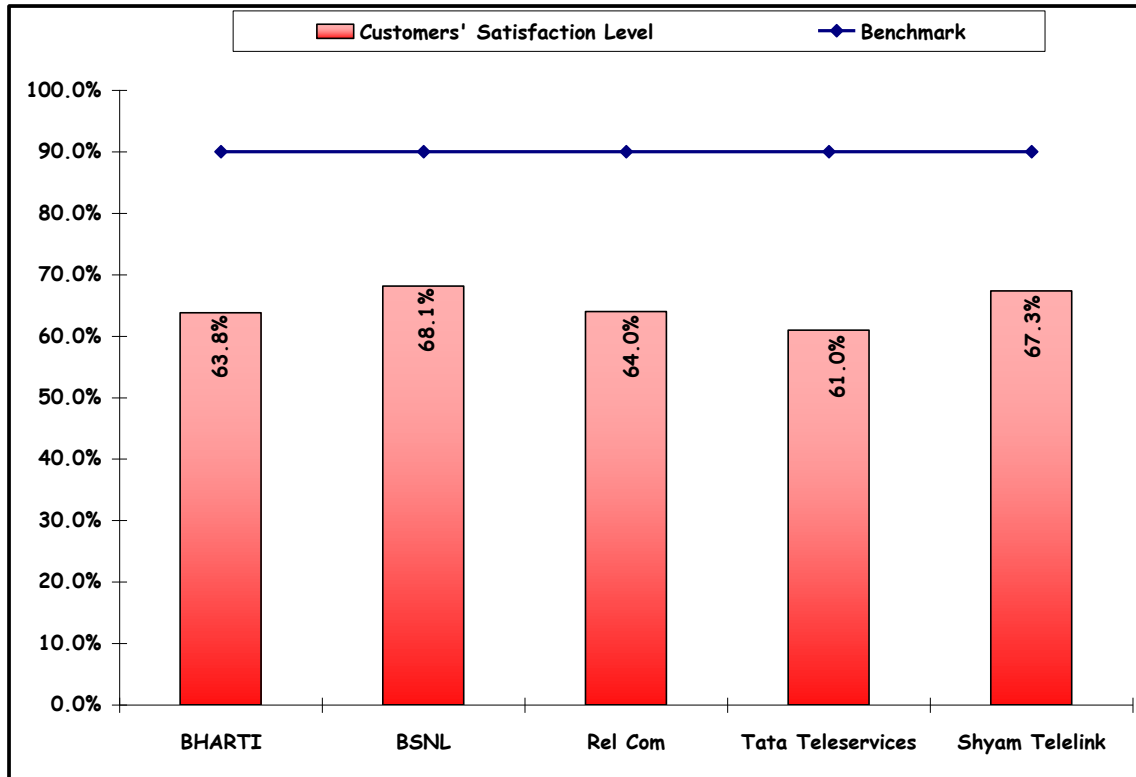


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of three the operators, >95% of customers were satisfied with the billing service, in the pre paid segment.
- Highest percentage of satisfied customers were found in the case of ShyamTelelink (100%), followed by BSNL (97.0%), Bharti (96.1%).
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Comm (90.0%) followed by Tata Teleservices (94.7%).

4.2.1.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

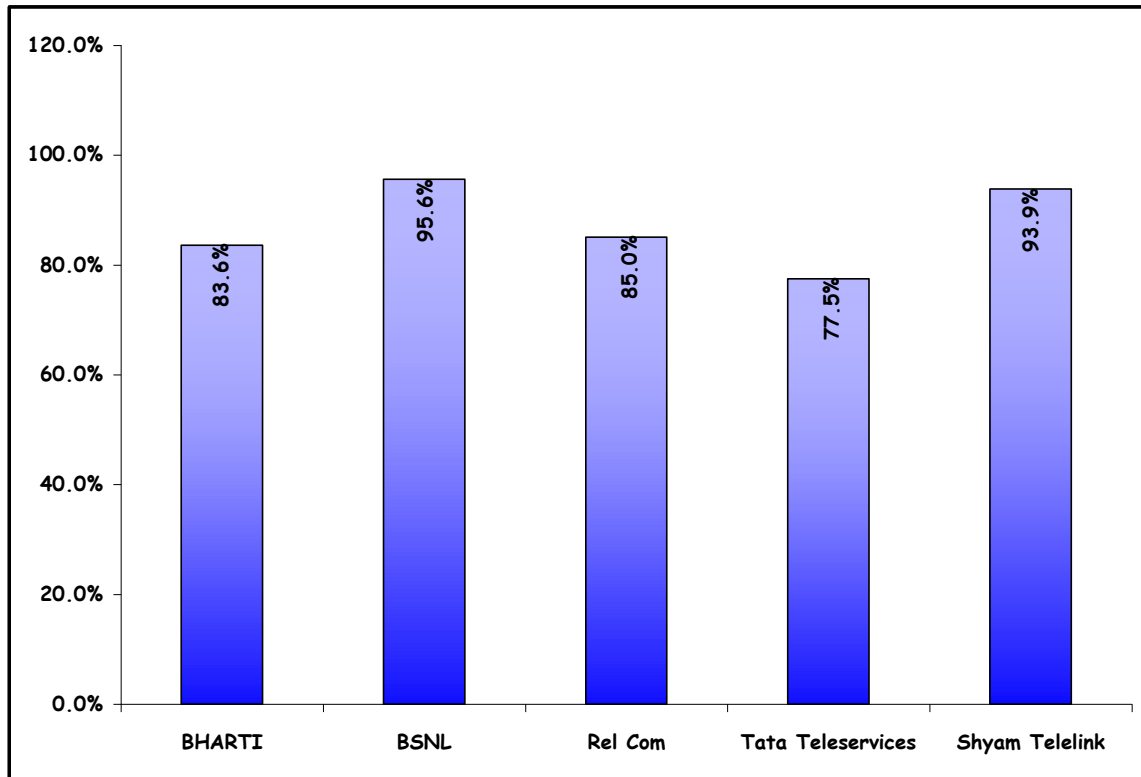
The following graph shows the consumer satisfaction level with the post-paid billing services.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 61.0% to 68.1%.
- Highest level of satisfaction was found by the consumers of BSNL (68.1%), followed by Shyam Telelink (67.3%), Rel Comm (64.0%) and Bharti (63.8%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (61.0%).

Percent of satisfied consumers

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

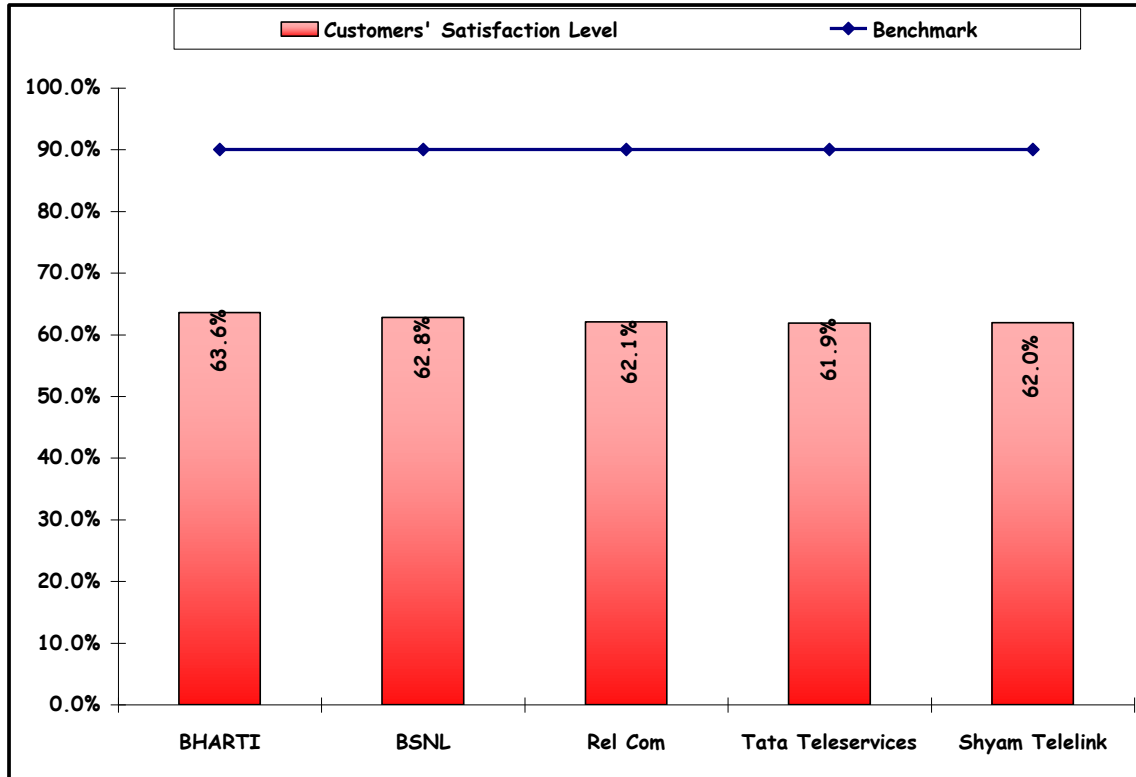


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of 2 operator, >90% of customer were satisfied with the billing service, in the post-paid segment.
- Highest percentage of satisfied customers were found in the case of BSNL (95.6%), followed by Shyam Telelink (93.9%) Rel Comm (85.0%) and Bharti (83.6%).
- Whereas, the lowest percentage of satisfied customers were in the case of Tata Teleservices with 77.5%.

4.2.1.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

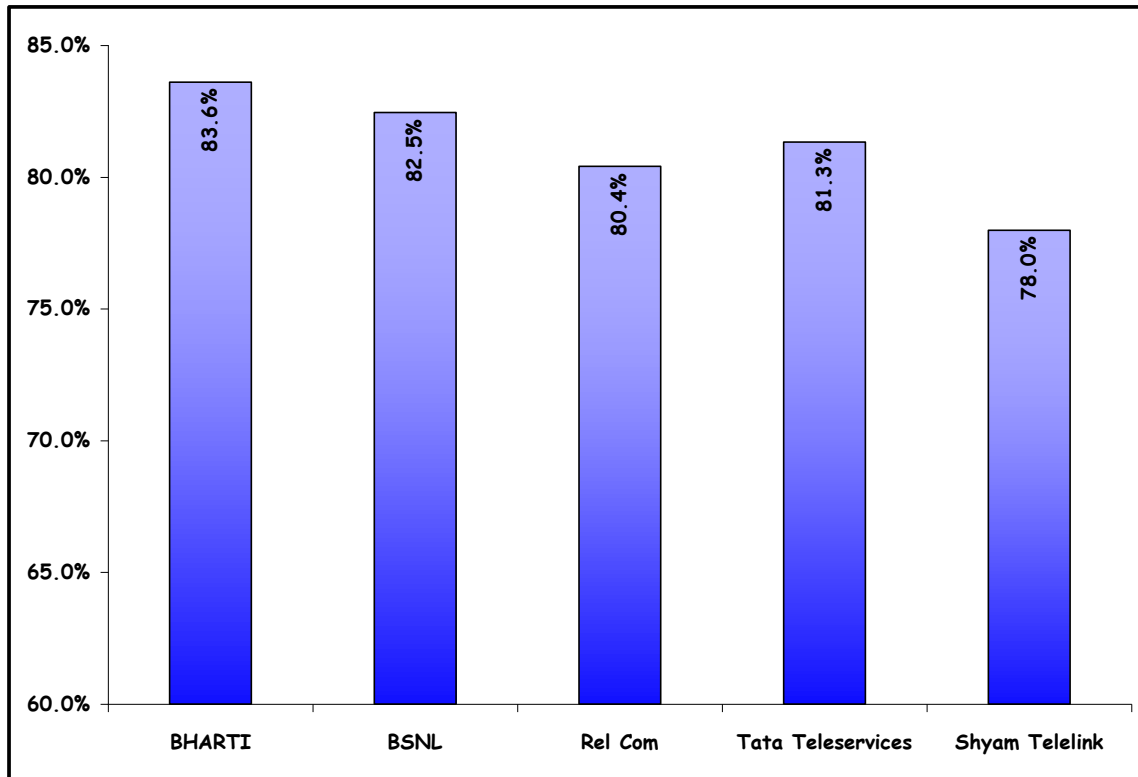
The following graph shows the consumer satisfaction level with the help service.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 61.9% to 63.6%
- Highest level of satisfaction was found by the consumers of Bharti (63.6%), followed by BSNL (62.8%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (61.9%) followed by Shyam Telelink (62.0%) and RelComm (62.1%).

Percent of satisfied consumers

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

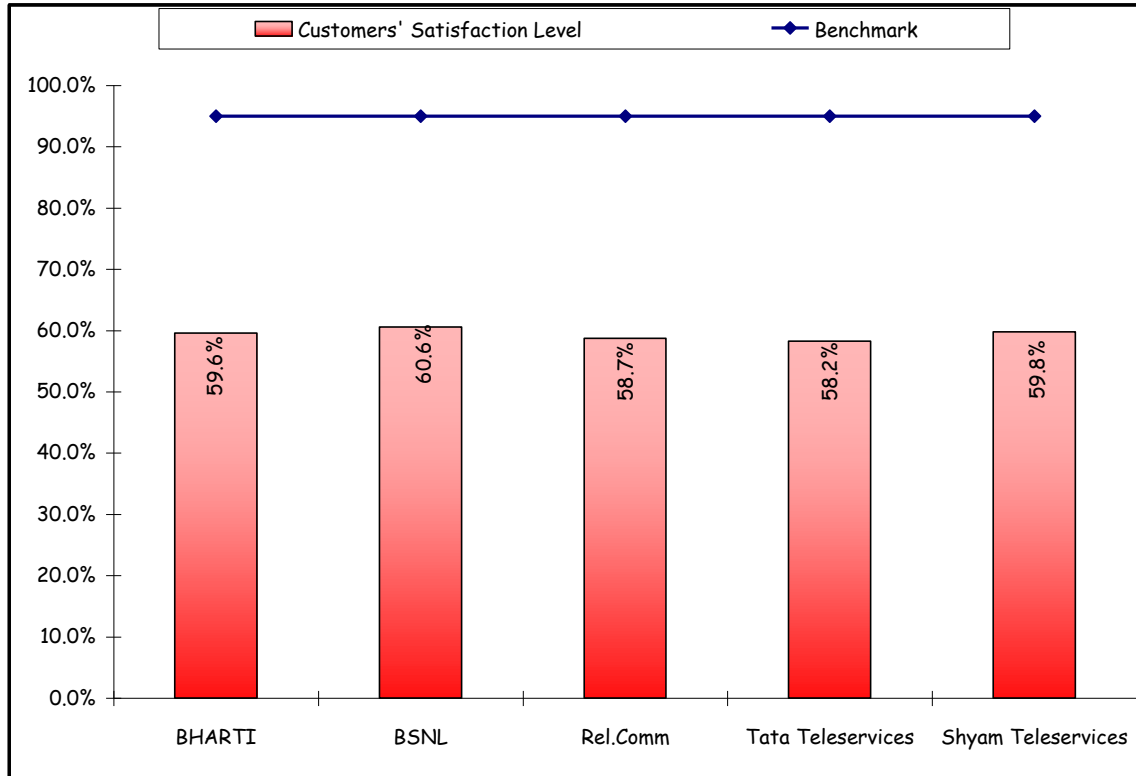


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of none of the operators, >90% of customers were satisfied with the help service.
- Highest percentage of satisfied customers was found in the case of Bharti (83.6%), followed by BSNL (82.5%), Tata Teleservices (81.3%) and Rel Comm (80.4%).
- Whereas, the lowest percentage of satisfied customers was in the case of Shyam Telelink (78.0%).

4.2.1.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

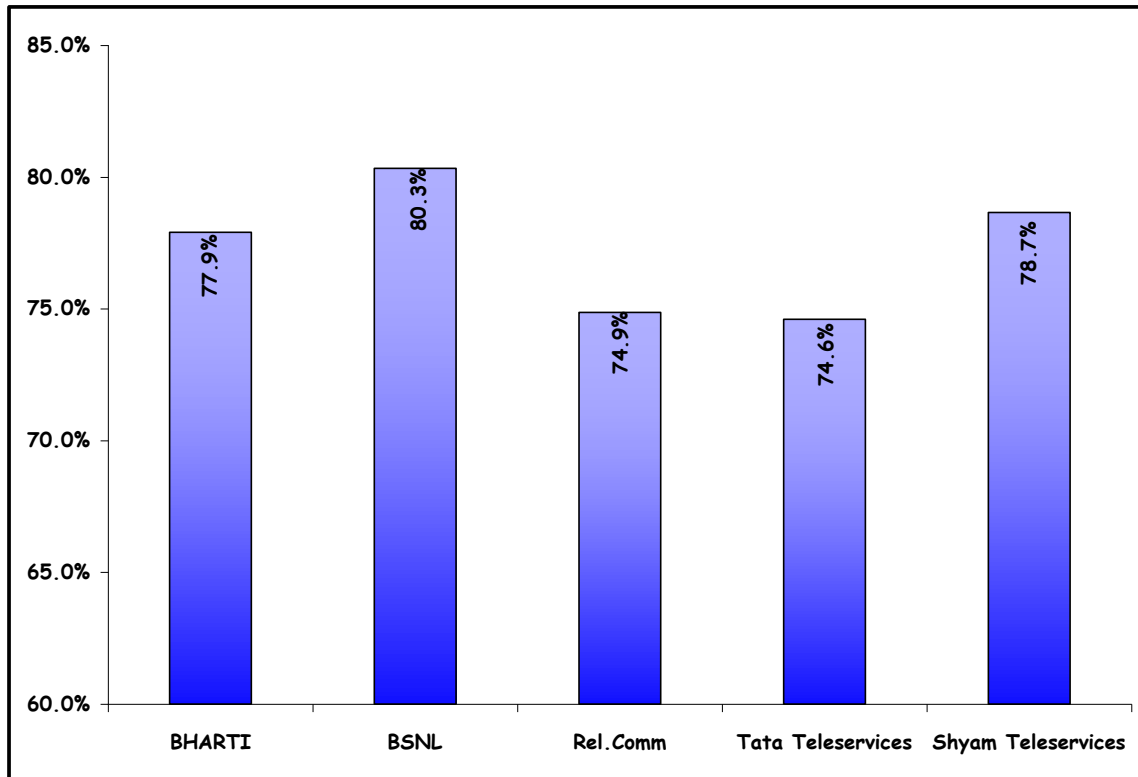
The following graph shows the consumer satisfaction level with network performance.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 58.2% to 60.6%.
- Highest level of satisfaction was found by the consumers of BSNL with 60.6% followed by Shyam Telelink (59.8%) and Bharti (59.6%),
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (58.2%) followed by Rel Comm (58.7%).

Percent of satisfied consumers

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

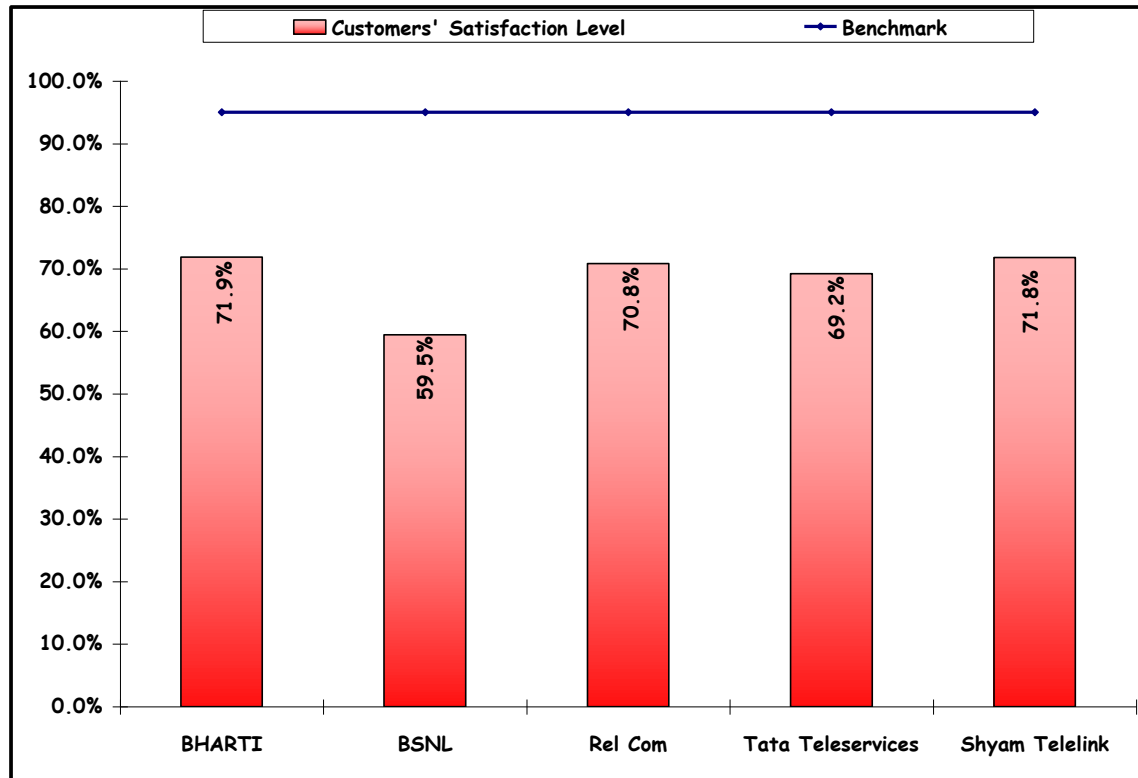


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of one operator, >80% of customers were satisfied with the network performance.
- Highest percentages of satisfied customers were found in the case of BSNL with 80.3% followed by Shyam Telelink (78.7%) and Bharti (77.9%).
- Whereas, the lowest percentage of satisfied customers were in the case of Tata Teleservices (74.6%) closely followed by Rel Comm (74.9%).

4.2.1.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

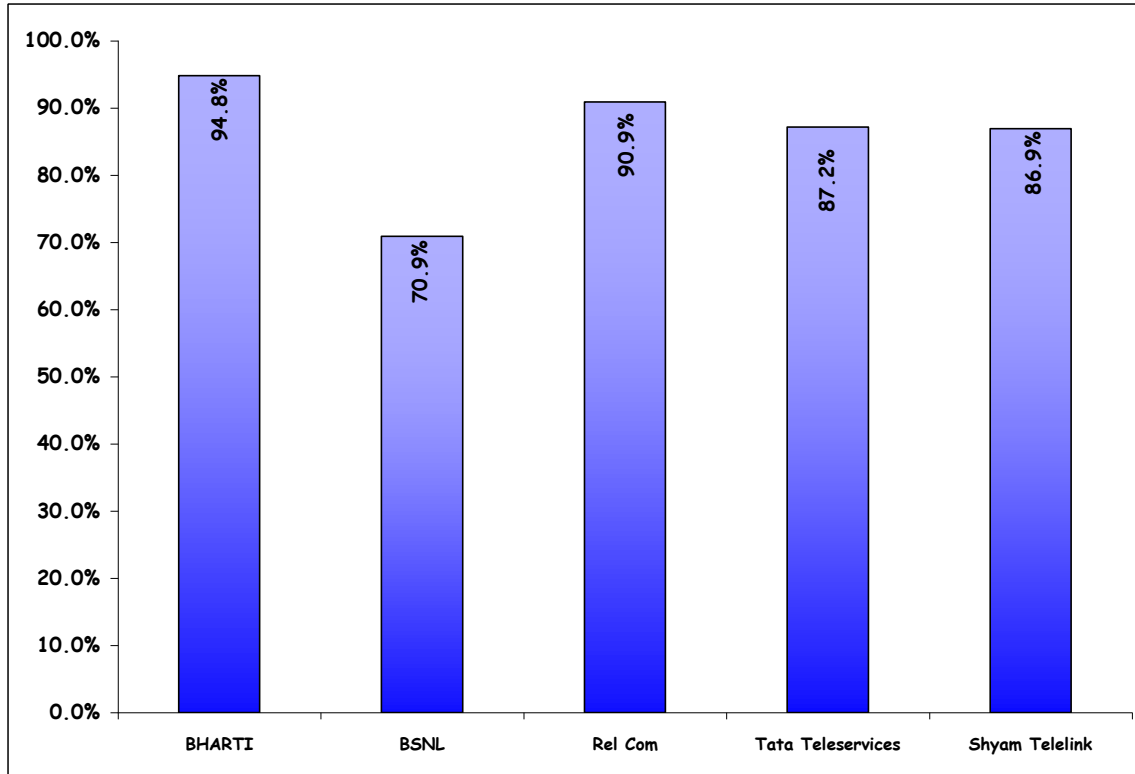
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 5 operators ranged from 59.5% to 71.9%.
- Highest level of satisfaction was found by the consumers of Bharti (71.9%), closely followed by Shyam Telelink (71.8%), Rel Comm (70.8%) and Tata Teleservices (69.2%).
- The lowest level of satisfaction was attained by the consumers of BSNL (59.5%).

Percent of satisfied consumers

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

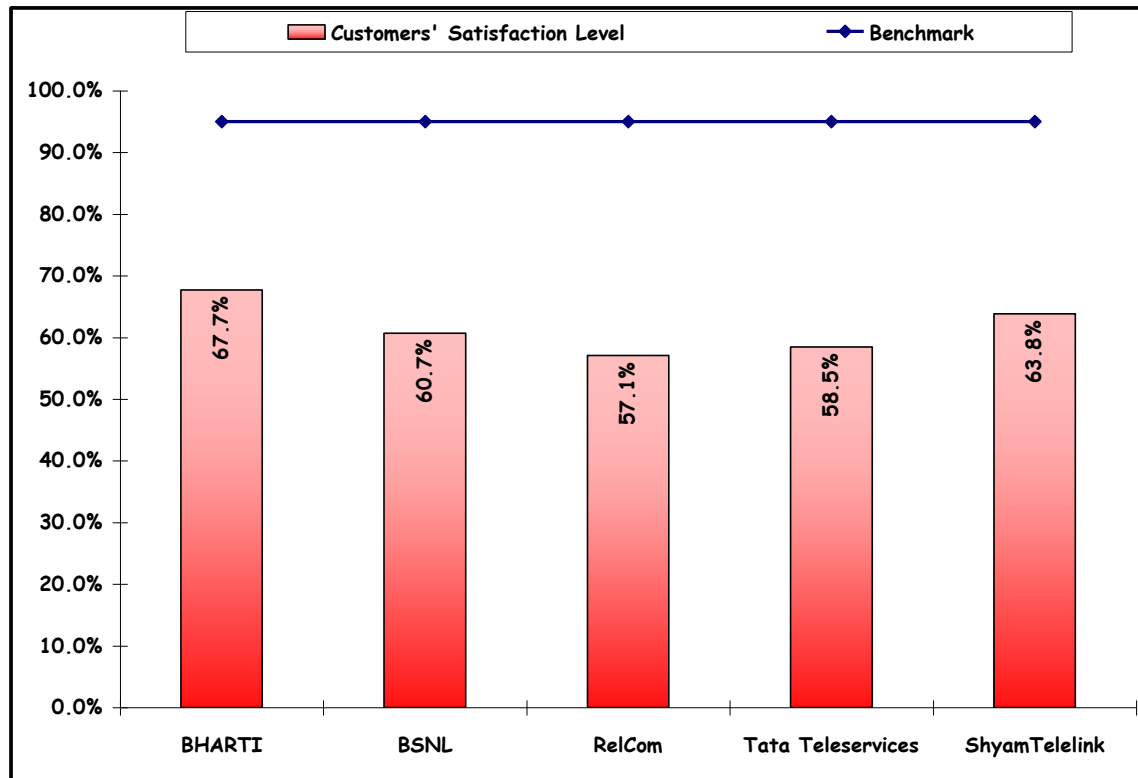


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of 2 operators, >90% of customers were satisfied with the maintainability.
- Highest percentage of satisfied customers were found in the case of Bharti (94.8%), followed by Rel Comm (90.9%), Tata Teleservices (87.2%) and Shyam Telelink (86.9%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (70.9%).

4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

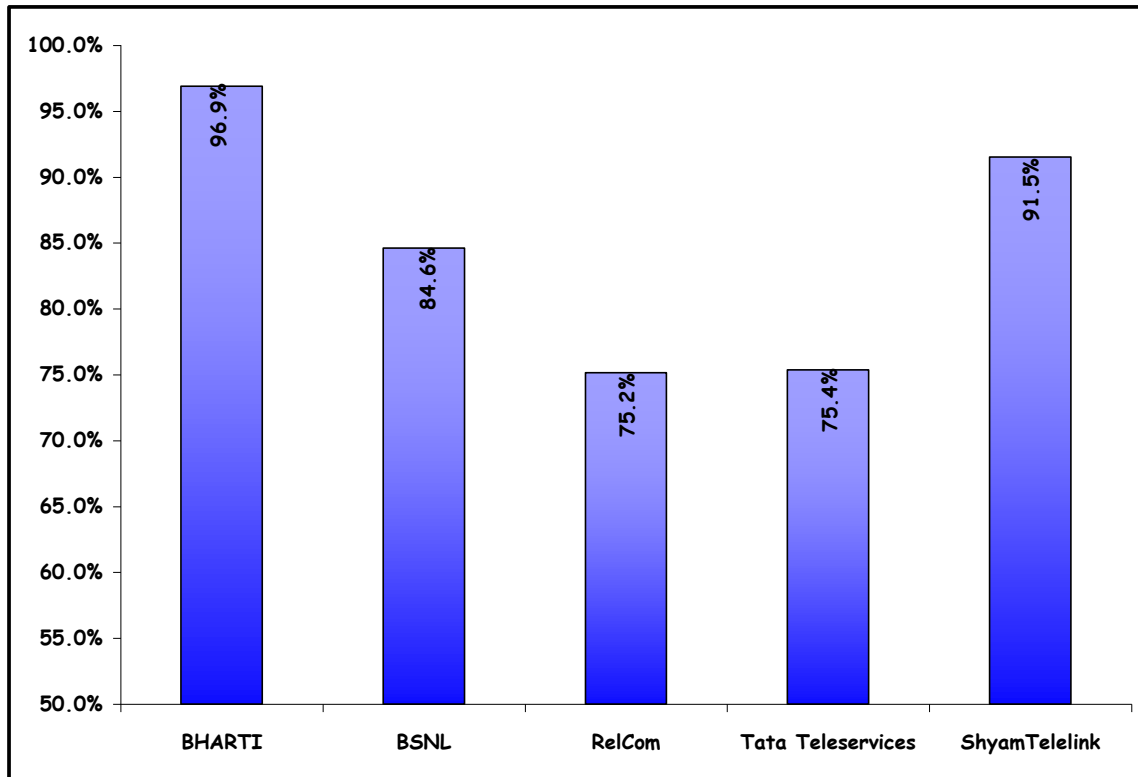
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 57.1% to 67.7%.
- Highest level of satisfaction was found by the consumers of Bharti (67.7%) followed by Shyam Telelink (63.8%) and BSNL (60.7%).
- The lowest level of satisfaction was attained by the consumers of RelCom (57.1%) followed by Tata Teleservices (58.5%).

Percent of satisfied consumers

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

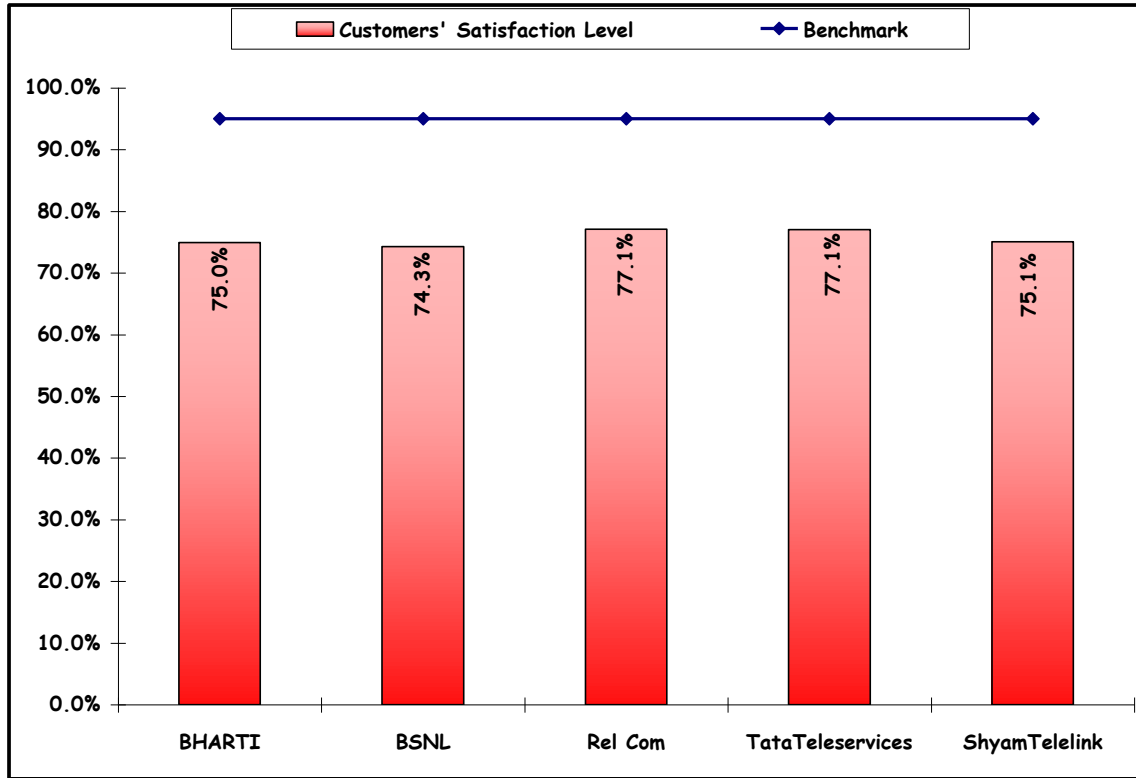


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of two operators, >90% of customers were satisfied with the Supplementary services.
- Highest percentage of satisfied customers were found in the case of Bharti (96.9%) followed by Shyam Telelink (91.5%), BSNL (84.6%)
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Comm (75.2%), closely followed by Tata Teleservices (75.4%).

4.2.1.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

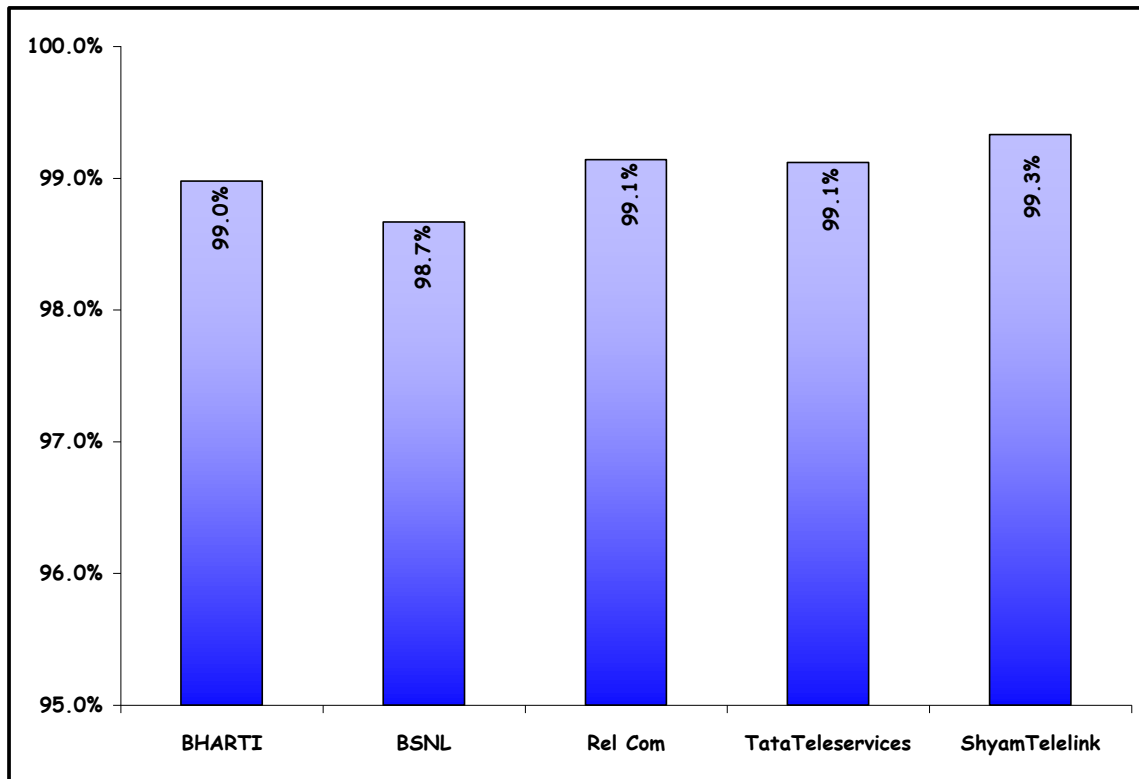
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 5 operators providing service in Rajasthan 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 5 operators ranged from 74.3% to 77.1%.
- Highest level of satisfaction was shared by the consumers of Tata Teleservices and Rel Comm (77.1% each), followed by Shyam Telelink (75.1%) and Bharti (75.0%).
- The lowest level of satisfaction was attained by the consumers of BSNL (74.3%).

Percent of satisfied consumers

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

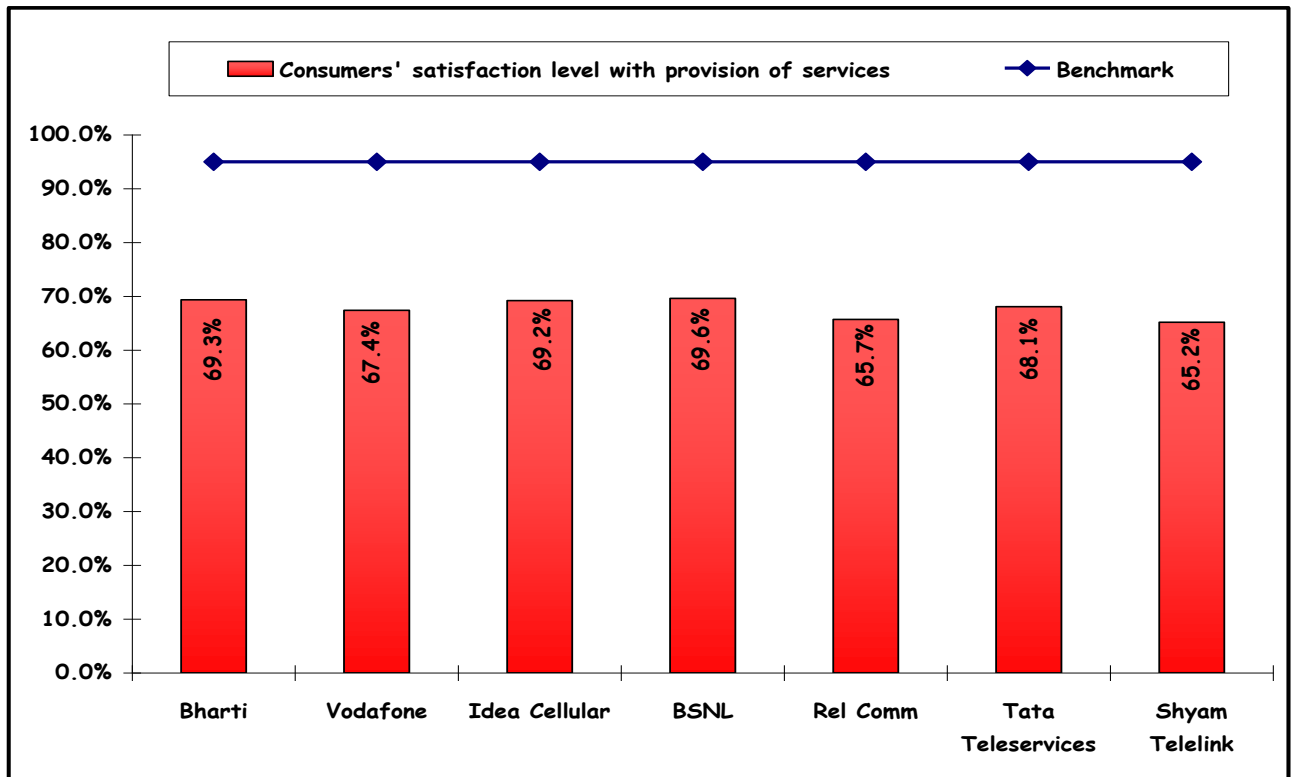


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of all operators, >95% of customers were satisfied with the overall services.
- Highest percentage of satisfied customers were found in the case of ShyamTelelink (99.3%), followed by Rel Com, Tata Teleservices (99.1% each) and Bharti (99.0%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (98.7%).

4.2.2 CELLULAR SERVICE – RAJASTHAN SERVICE AREA

4.2.2.1 SATISFIED WITH PROVISION OF SERVICES

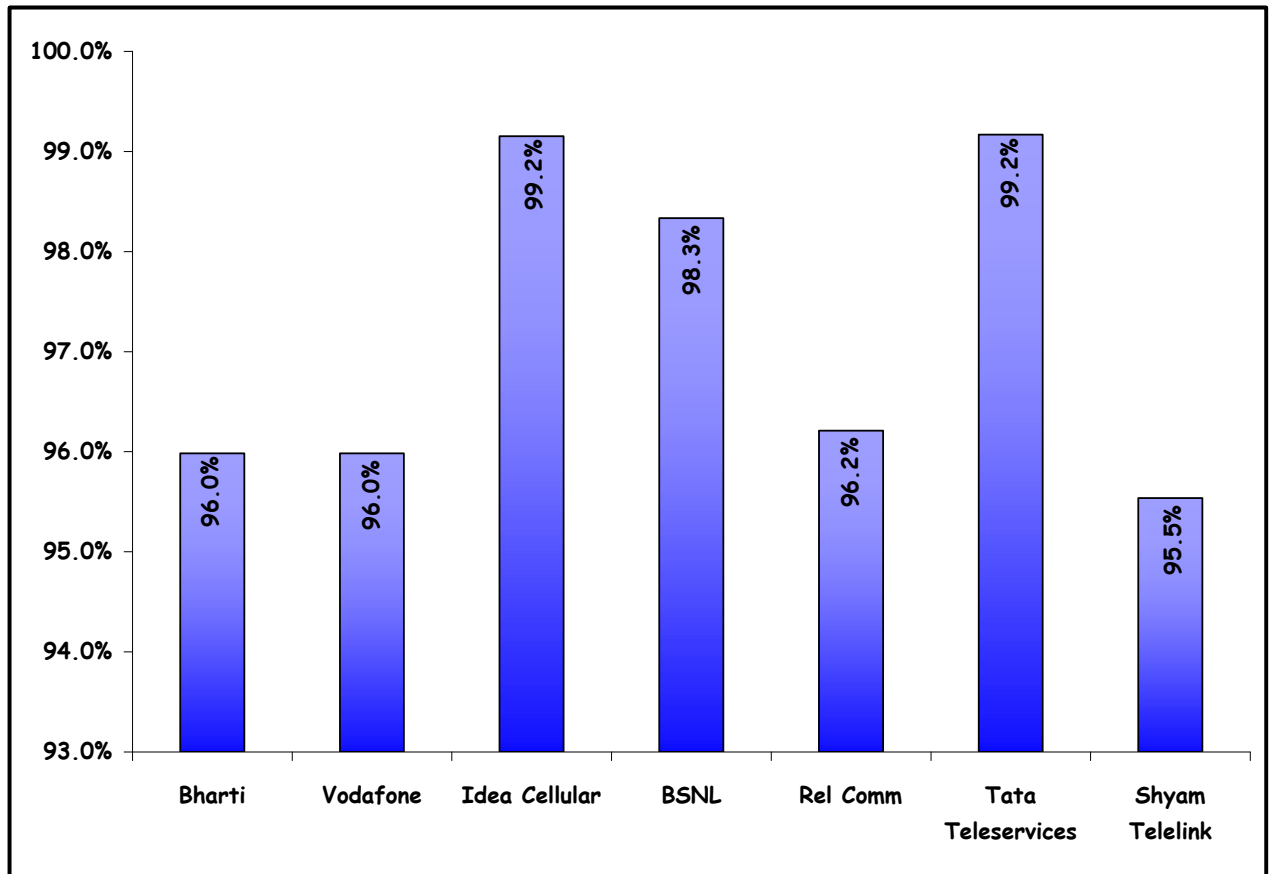
The following graph shows the consumers' satisfaction level with provision of services.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >95%.
- Customer satisfaction level with the provision of services attained by all the 7 operators ranged from 65.2% to 69.6%.
- Highest level of satisfaction was found by the consumers of BSNL (69.6%), followed by Bharti (69.3%), Idea Cellular (69.2%), Tata Teleservices (68.1%) and Vodafone (67.4%).
- The lowest level of satisfaction was attained by the consumers of Shyam Telelink (65.2%) followed by Rel comm. (65.7%).

Percent of Satisfied Customers

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

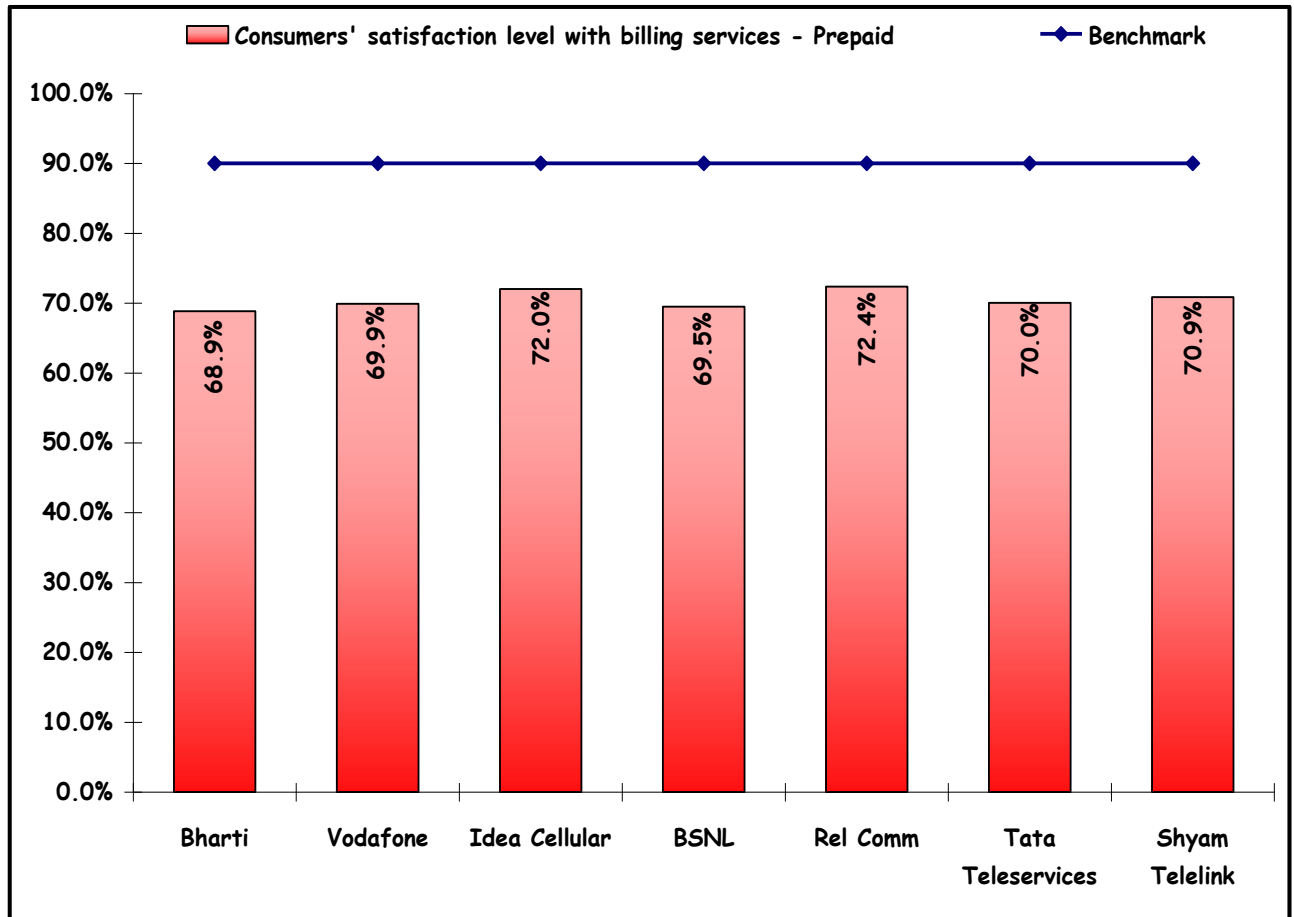


- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- In all the 7 operators, more than 95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers was found in the case of Idea cellular and Tata Teleservices (99.2% each), followed by BSNL (98.3%), Rel Comm.(96.2%) Bharti and Vodafone (96.0%each).
- Whereas the lowest percentages of satisfied customers were found in the case of Shyam Telelink (95.5%).

4.2.2.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer satisfaction level

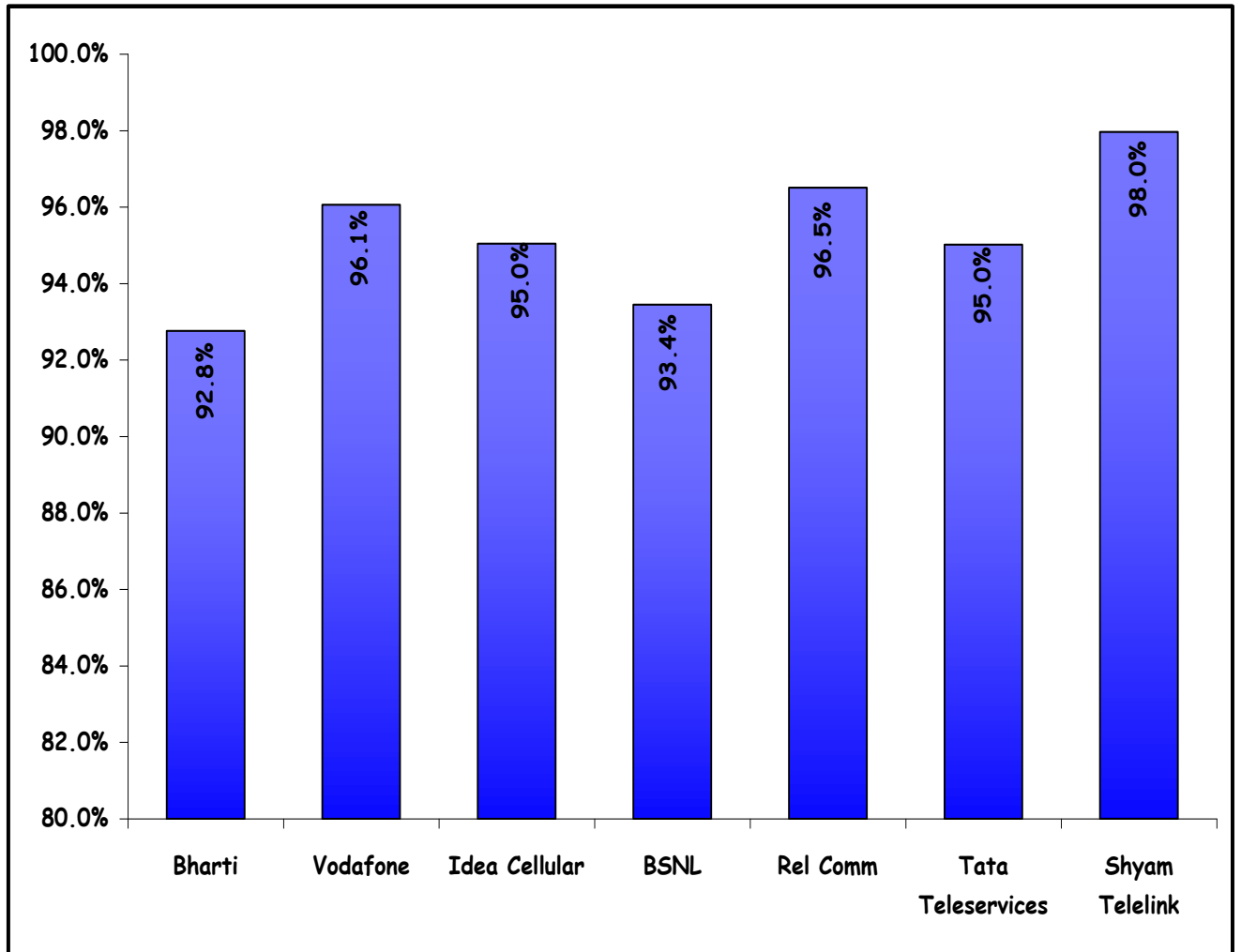
The following graph shows the prepaid consumers' satisfaction level with the prepaid billing services.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For Customer satisfaction level with billing service, in the pre-paid segment, achievement level of all the 7 operators ranged from 68.9% to 72.4%.
- Highest level of satisfaction was found by the consumers of Rel Comm (72.4%) , followed by Idea Cellular (72.0%), Shyam Telelink(70.9%) and Tata Teleservices (70.0%) , Vodafone (69.9%) and BSNL (69.5%).
- The lowest level of satisfaction was attained by the consumers of Bharti (68.9%).

Percent of satisfied consumers

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

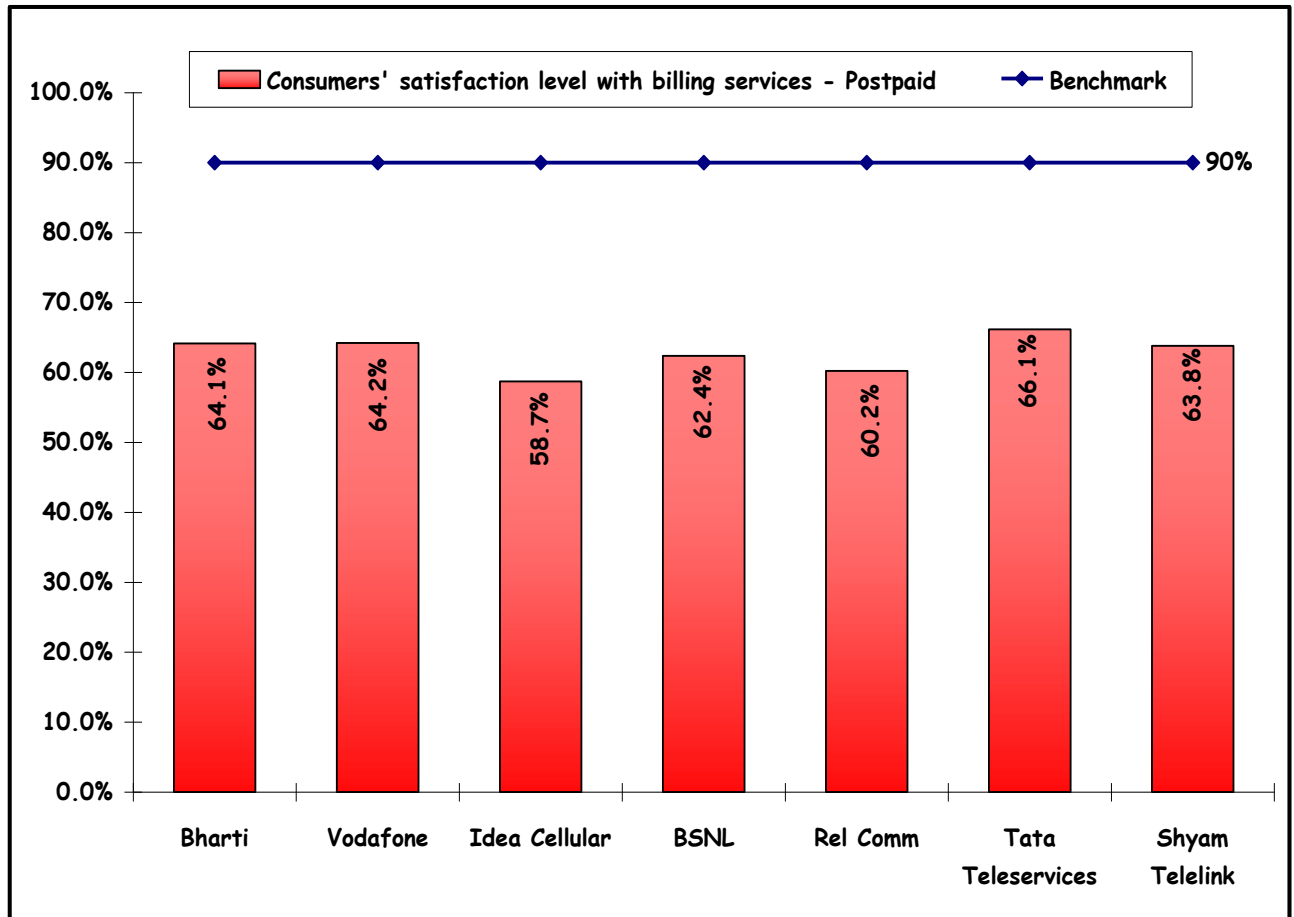


- Audit conducted for 7 operators providing services in Rajasthan Service Area.
- In all the 7 operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Shyam Telelink (98.0%), followed by Rel Comm (96.5%), Vodafone (96.1%), Tata Teleservices and Idea Cellular (95.0% each).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (92.8%) followed by BSNL (93.4%).

4.2.2.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer satisfaction level

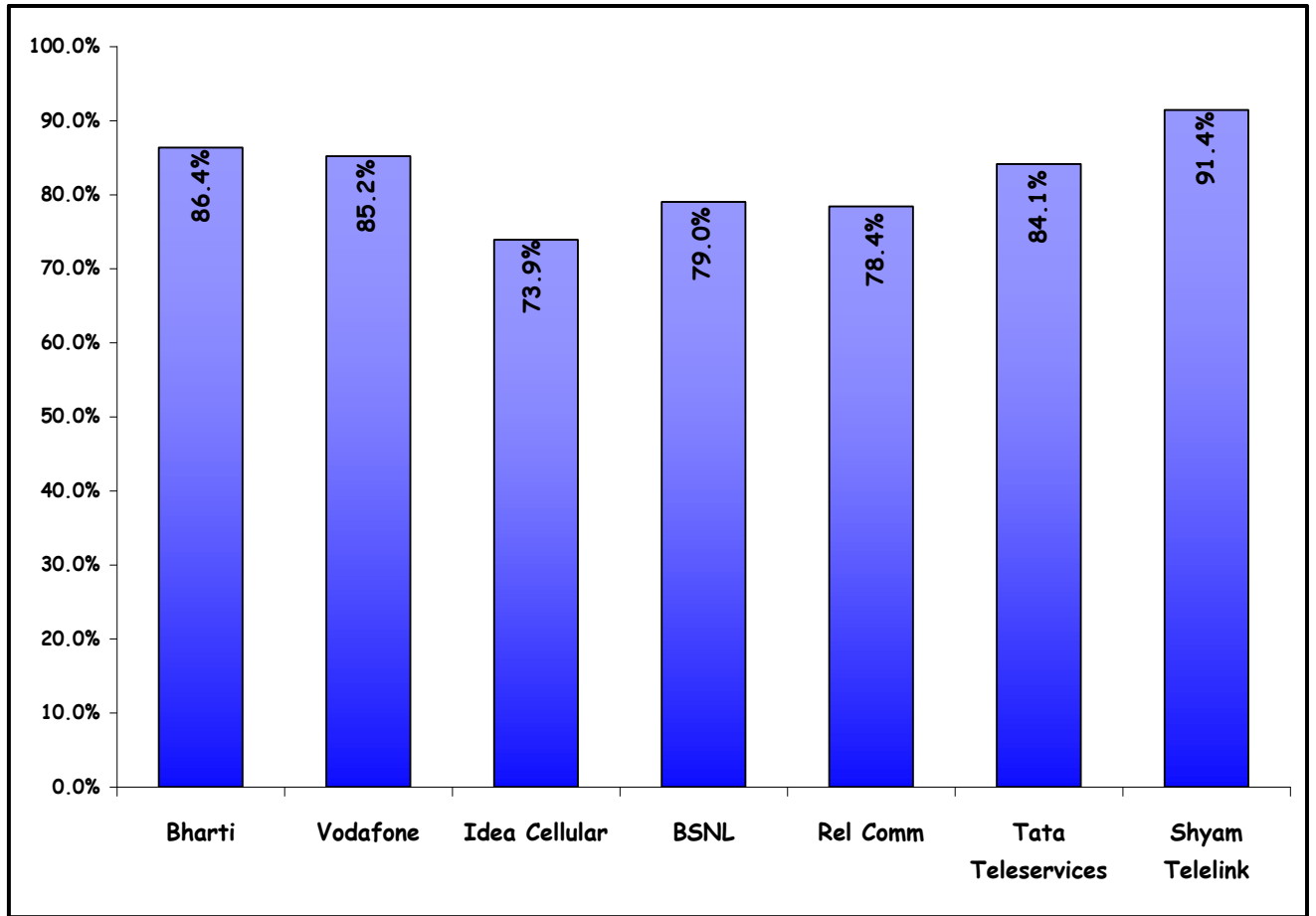
The following graph shows the postpaid consumers' satisfaction level with billing services.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the postpaid segment, achievement level of all the 7 operators ranged from 58.7% to 66.1%.
- Highest level of satisfaction was found by the consumers of Tata Teleservices (66.1%), followed by Vodafone (64.2%), Bharti (64.1%) and Shyam Telelink (63.8%).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (58.7%) followed by Rel Comm (60.2%) and BSNL (62.4%).

Percent of satisfied consumers

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

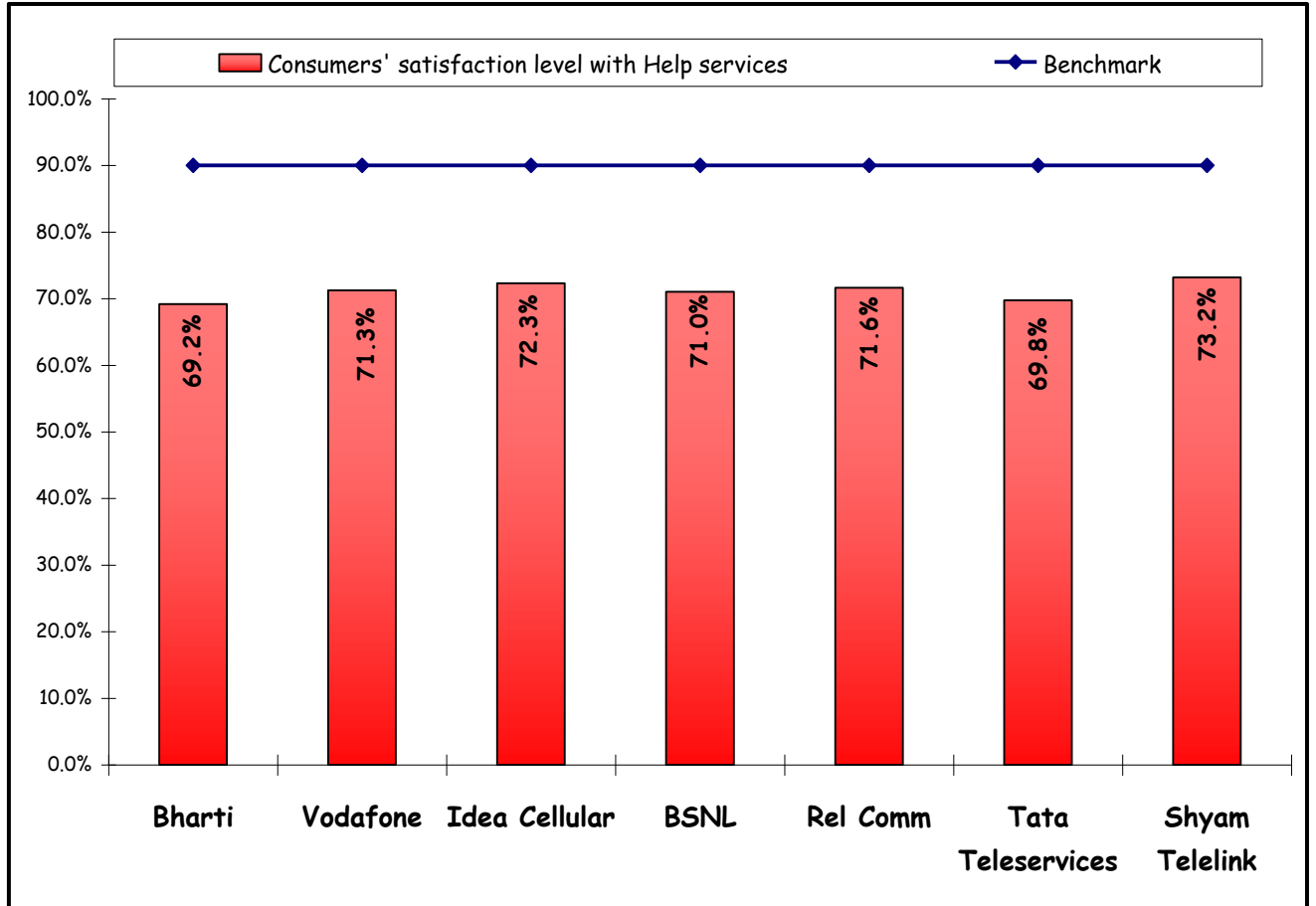


- Audit conducted for 7 operators providing service in Punjab Service Area.
- In the case of only one operators >90% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Shyam Telelink (91.4%) followed by Bharti (86.4%) , Vodafone (85.2%) and Tata Teleservices (84.1%).
- Whereas, the lowest percentage of satisfied customers were in the case of Idea Cellular (73.9%) followed by Rel Comm (78.4%) and BSNL (79.0%)

4.2.2.4 SATISFIED WITH HELP SERVICES

Consumer satisfaction level

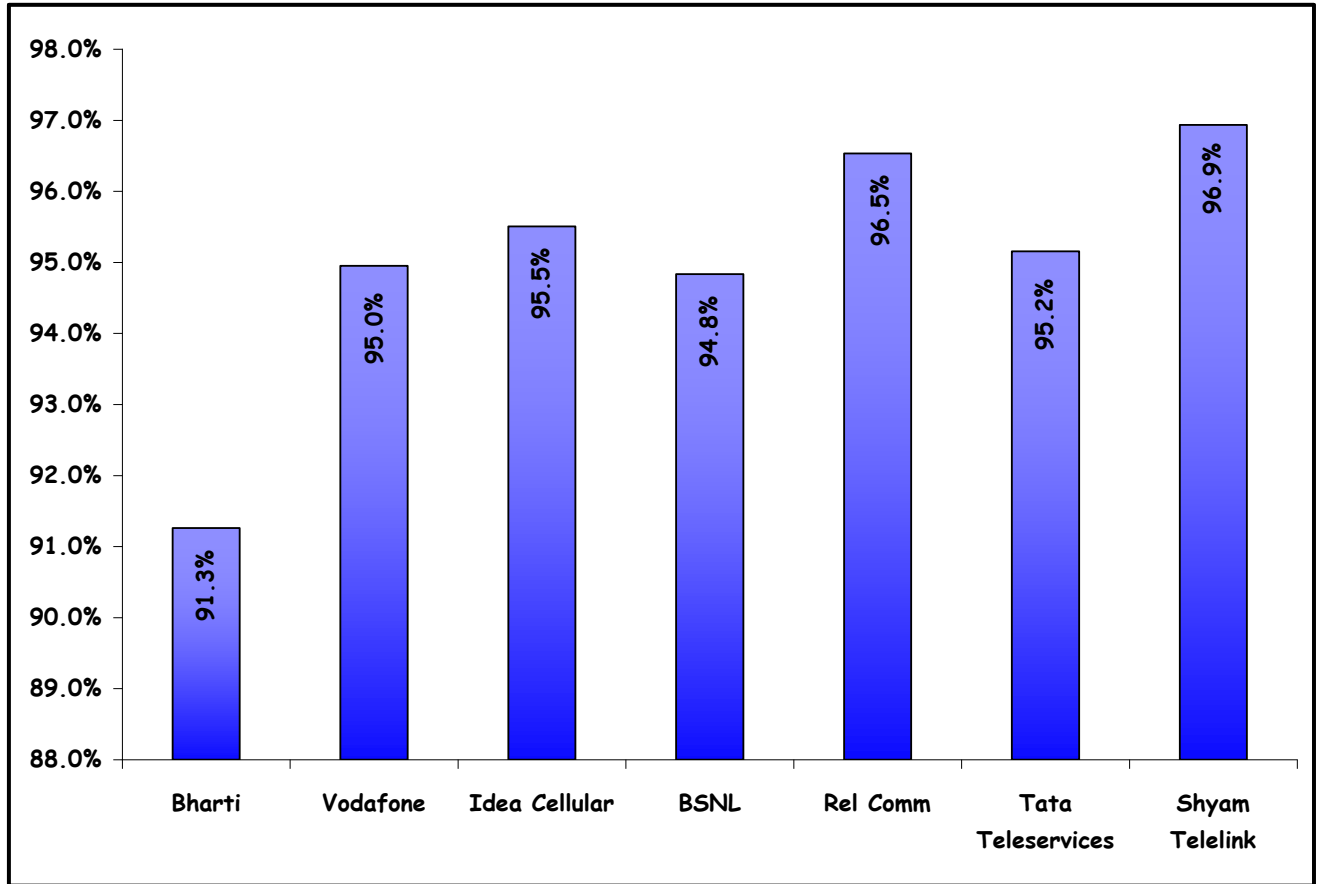
The following graph shows the consumers' satisfaction level with help services.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with help service, achievement level of all the 7 operators ranged from 69.2% to 73.2%.
- Highest level of satisfaction was found by the consumers of Shyam Telelink (73.2%) followed by IdeaCellular (72.3%), Rel Comm (71.6%), Vodafone (71.3%), and BSNL (71.0%) .
- The lowest level of satisfaction was attained by the consumers of Bharti (69.2%) followed by Tata Teleservices (69.8%).

Percent of satisfied consumers

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

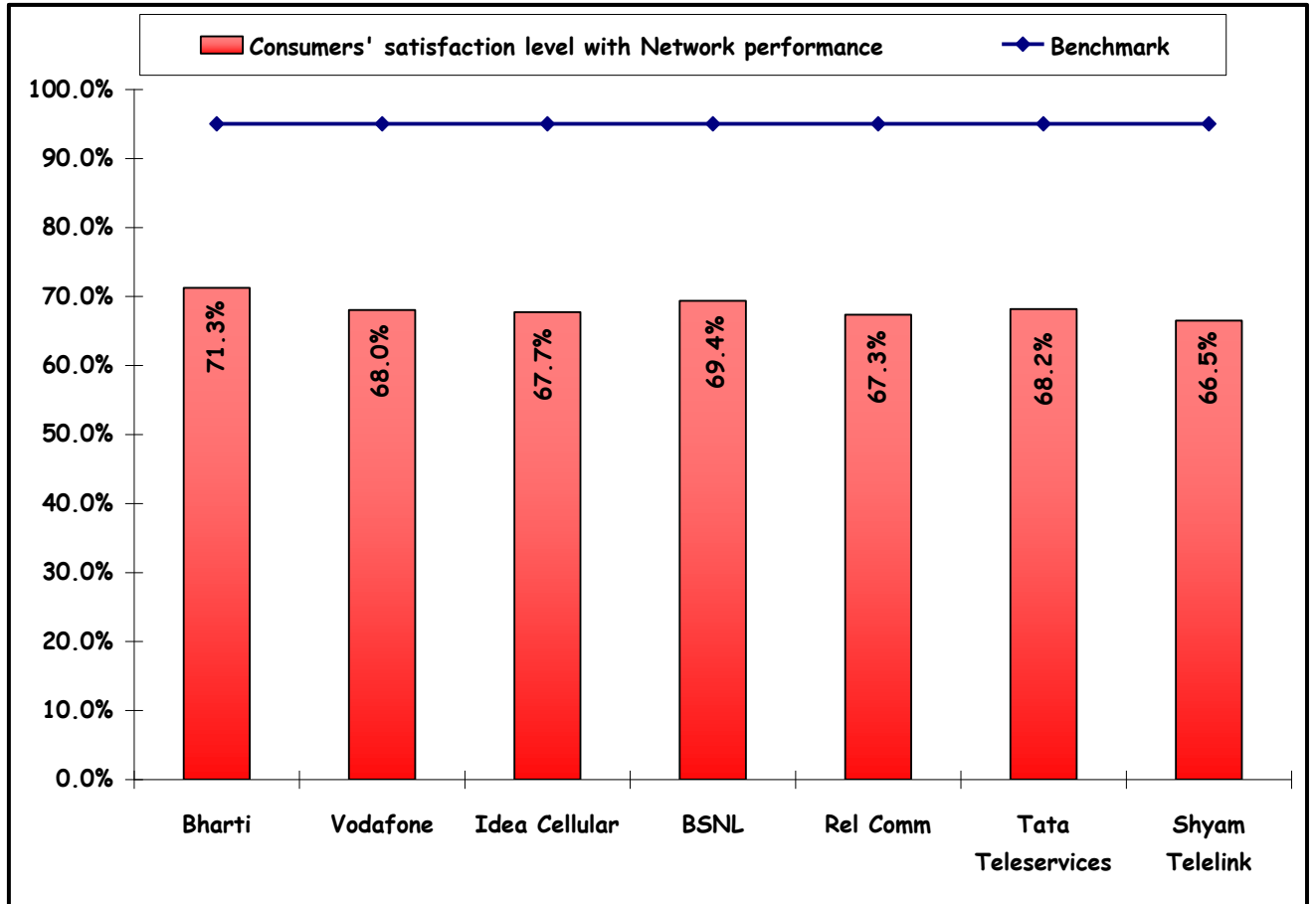


- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- In the case of 5 operators >95% of subscribers were satisfied with help services
- Highest percentages of satisfied customers were found in the case of Shyam Telelink (96.9%) closely followed by Rel Comm (96.5%) , Idea Cellular (95.5%) Tata Teleservices (95.2%), Vodafone (95.0%). and BSNL (94.8%).
- Whereas, the lowest percentages of satisfied customers were found in the case of Bharti (91.3%).

4.2.2.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer satisfaction level

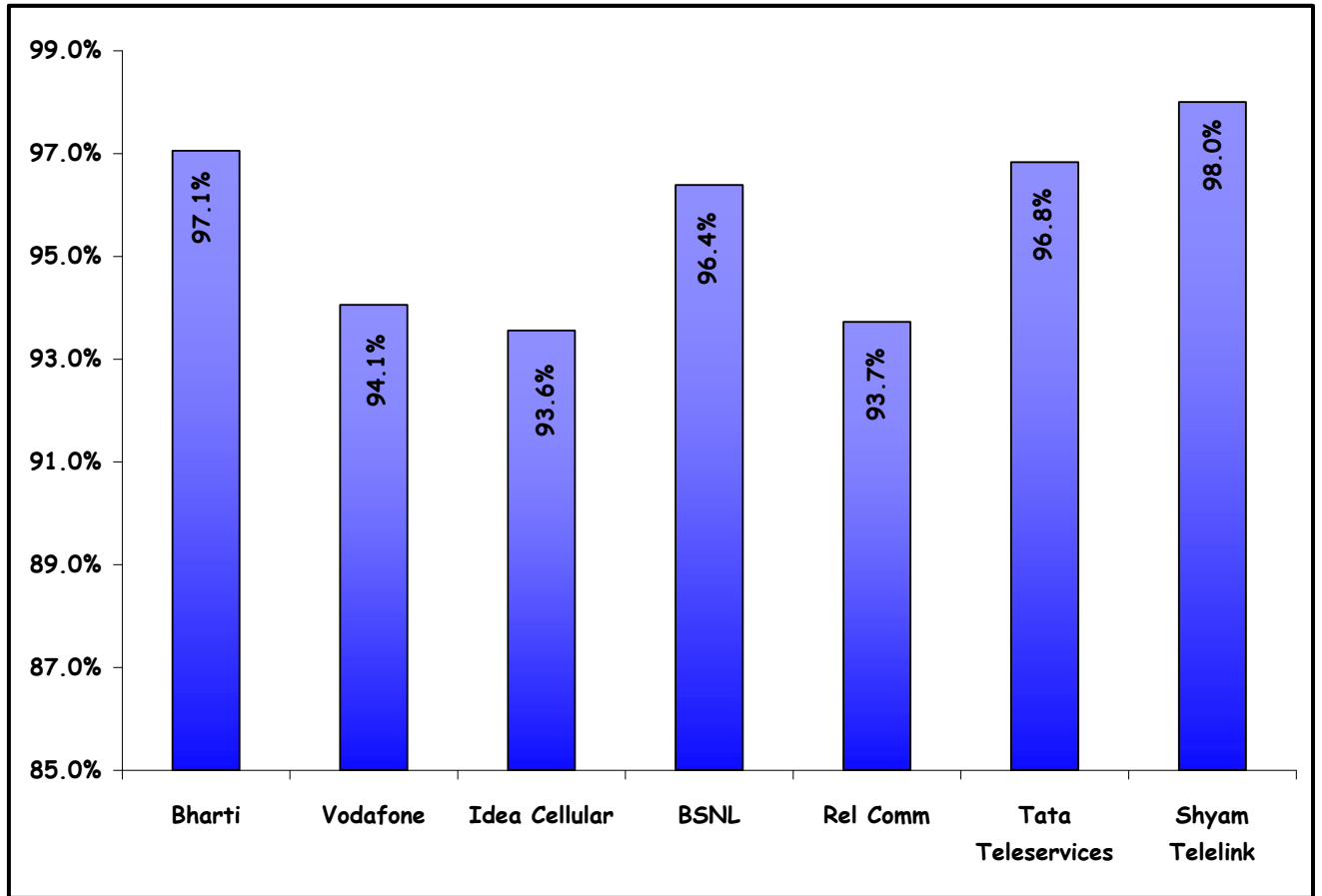
The following graph shows the consumers' satisfaction level with network performance.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with network performance, achievement level of all the 7 operators ranged from 66.5% to 71.3% .
- Highest level of satisfaction was achieved by the consumers of Bharti (71.3%) followed by BSNL (69.4%), Tata Teleservices (68.2%) and Vodafone (68.0%).
- The lowest level of satisfaction was attained by the consumers of Shyam Telelink (66.5%) followed by Rel Comm (67.3%) and Idea Cellular (67.7%).

Percent of satisfied consumers

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

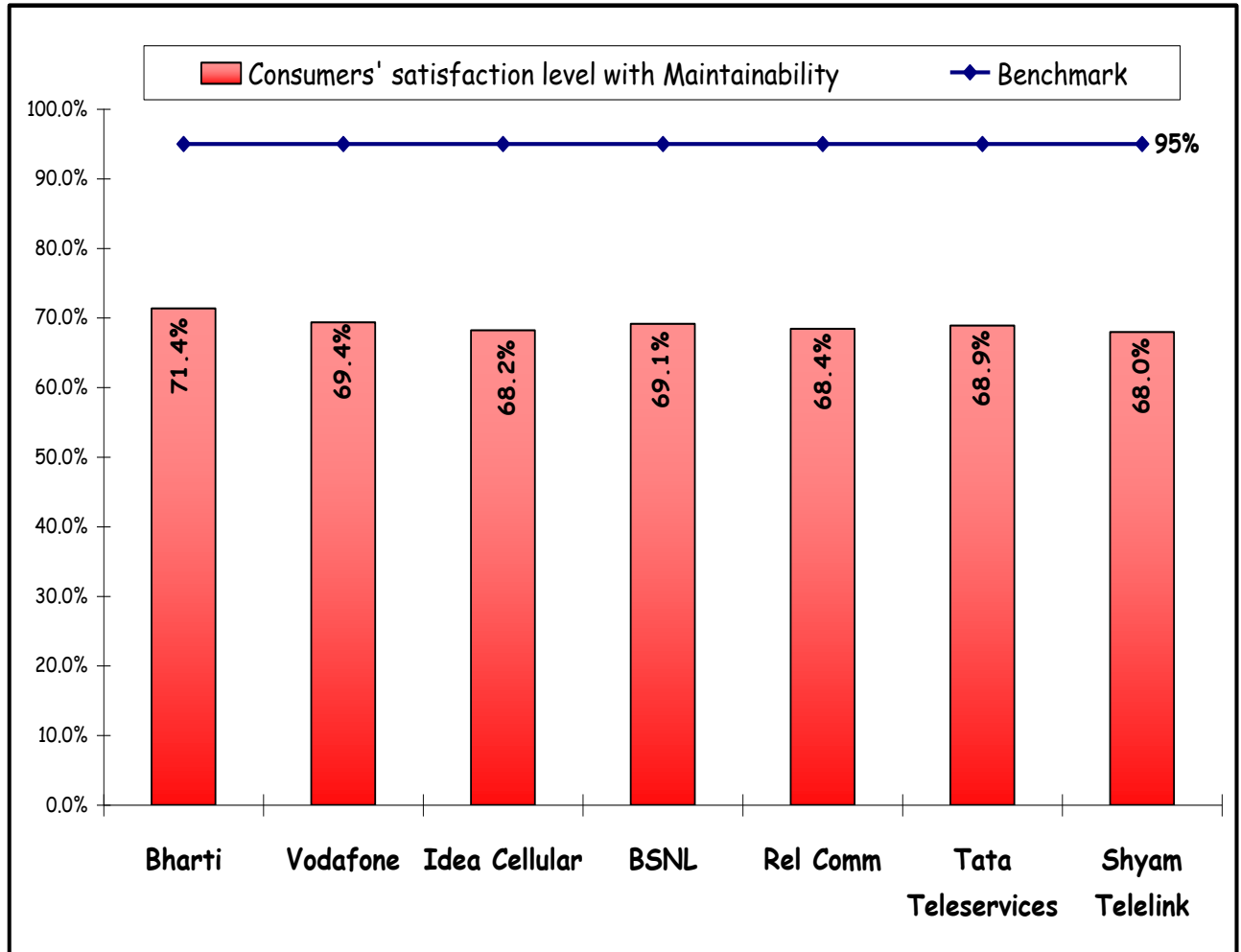


- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- In the case of 4 operators >95% of subscribers were satisfied with network performance
- Highest percentage of satisfied customers were found in the case of Shyam Telelink (98.0%), followed by Bharti (97.1%), Tata Teleservices (96.8%) and BSNL (96.4%).
- Whereas, the lowest percentage of satisfied customers were in the case of Idea Cellular (93.6%) closely followed by Rel Comm (93.7%) and Vodafone (94.1%)..

4.2.2.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

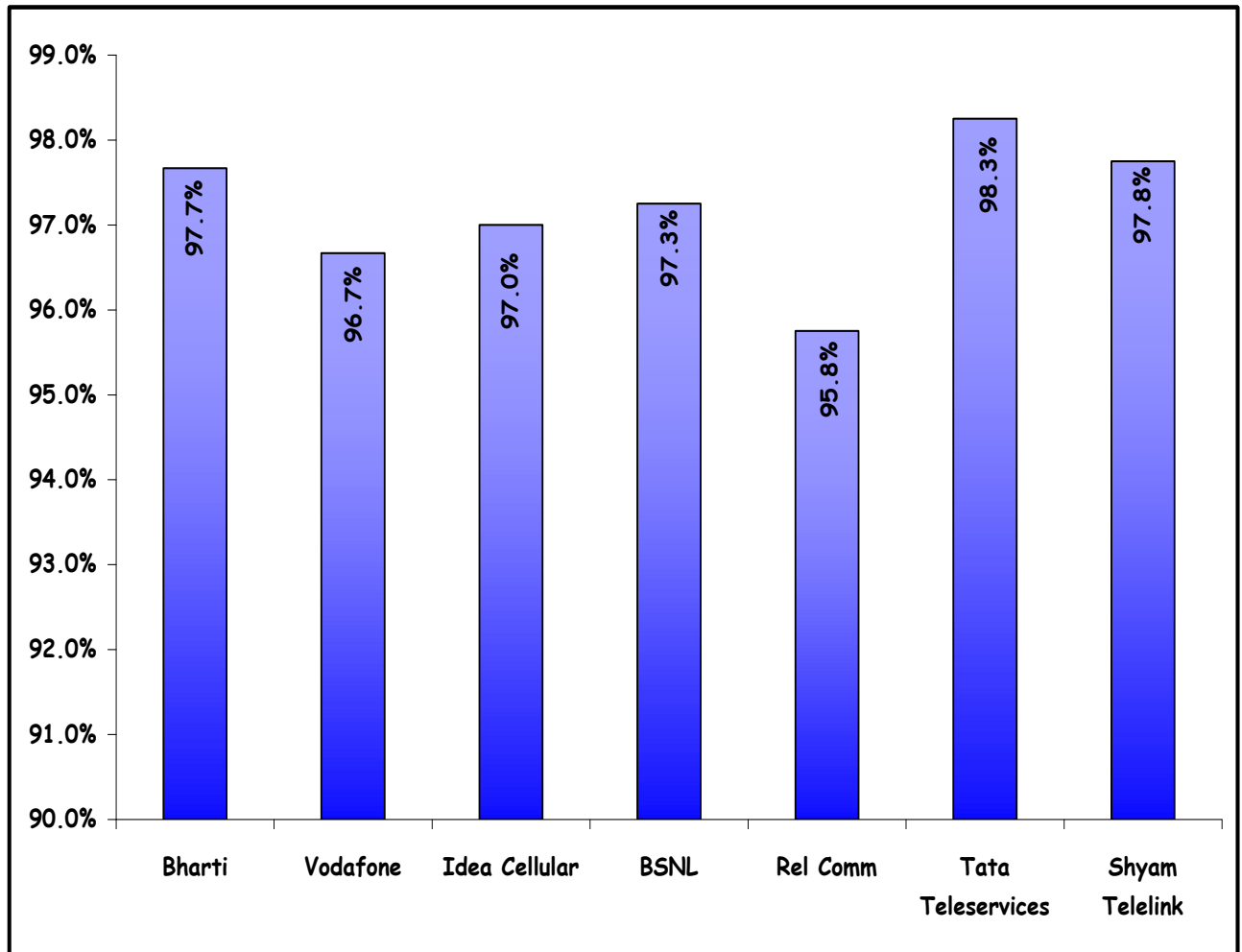
The following graph shows the consumers' satisfaction level with Maintainability.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with maintainability, achievement level of all the 7 operators ranged from 68.0% to 71.4%
- Highest level of satisfaction was found by the consumers of Bharti (71.4%) followed by Vodafone (69.4%), BSNL (69.1%) and Tata Teleservices (68.9%).
- The lowest level of satisfaction was attained by the consumers of Shyam Telelink (68.0%) followed by Idea Cellular (68.2%) and Rel Comm. (68.4%).

Percent of satisfied consumers

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

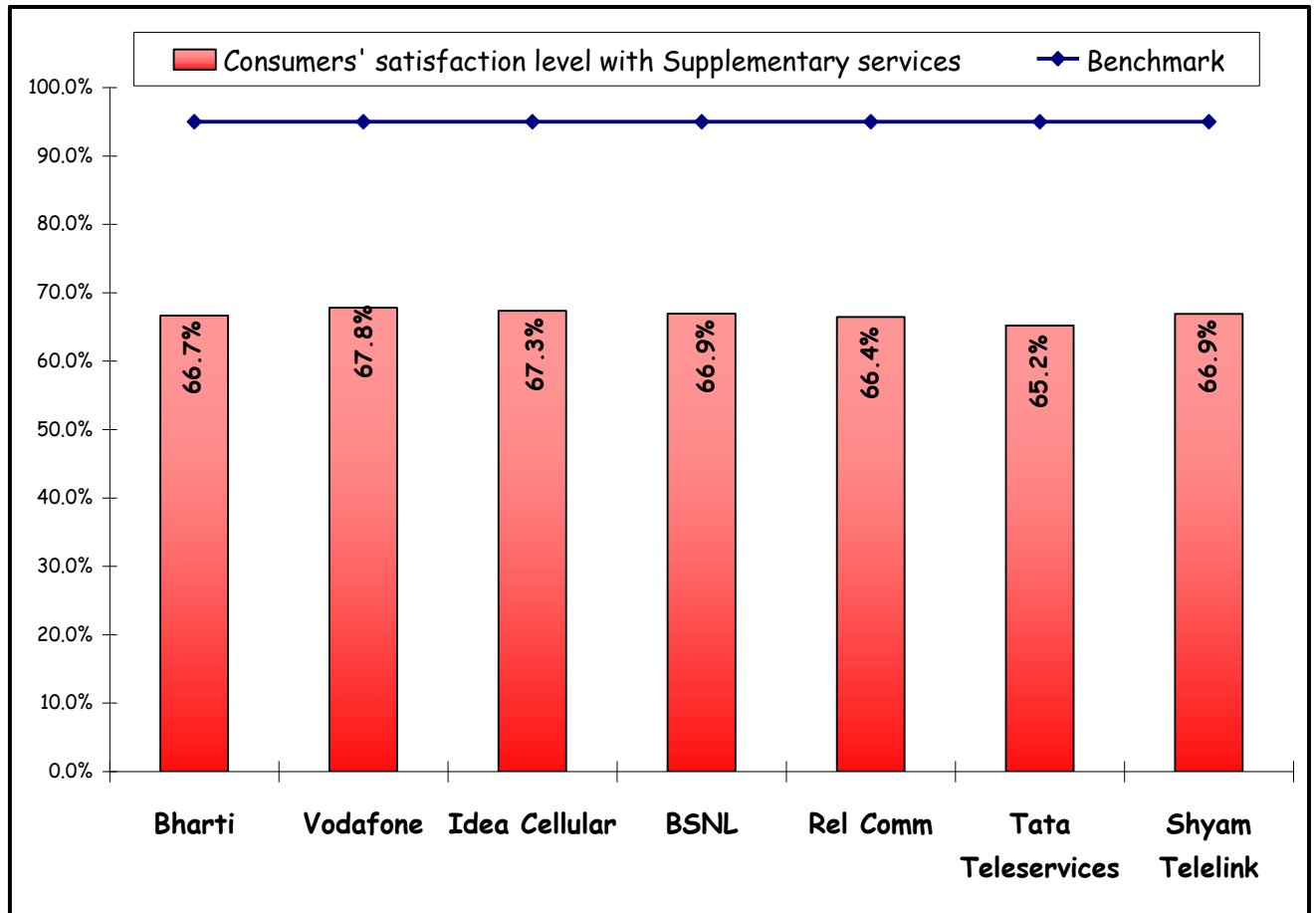


- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- In the case of all operator >95% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Tata Teleservices (98.3%), followed by Shyam Telelink (97.8%) , Bharti (97.7%)., BSNL (97.3%) and Idea Cellular (97.0%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (95.8%) followed by Vodafone (96.7%).

4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES

Consumer satisfaction level

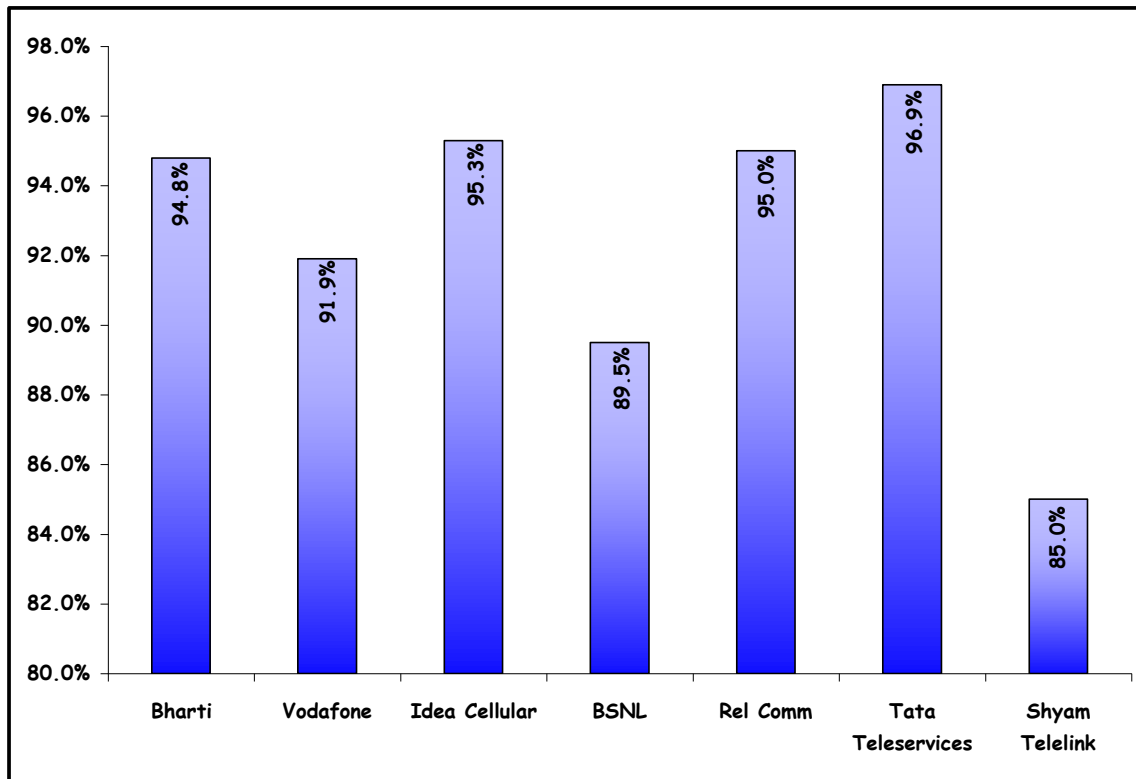
The following graph shows the consumers' satisfaction level with supplementary services.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >95%.
- For customer satisfaction level with supplementary service, achievement level of all the 7 operators ranged from 65.2%. to 67.8%.
- Highest level of satisfaction was found by the consumers of Vodafone (67.8%) followed by Idea Cellular (67.3%) , BSNL and Shyam Telelink (66.9% each) Bharti (66.7%) and Rel comm (66.4%).
- The lowest level of satisfaction was attained by the consumers of Tata Teleservices (65.2%).

Percent of satisfied consumers

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

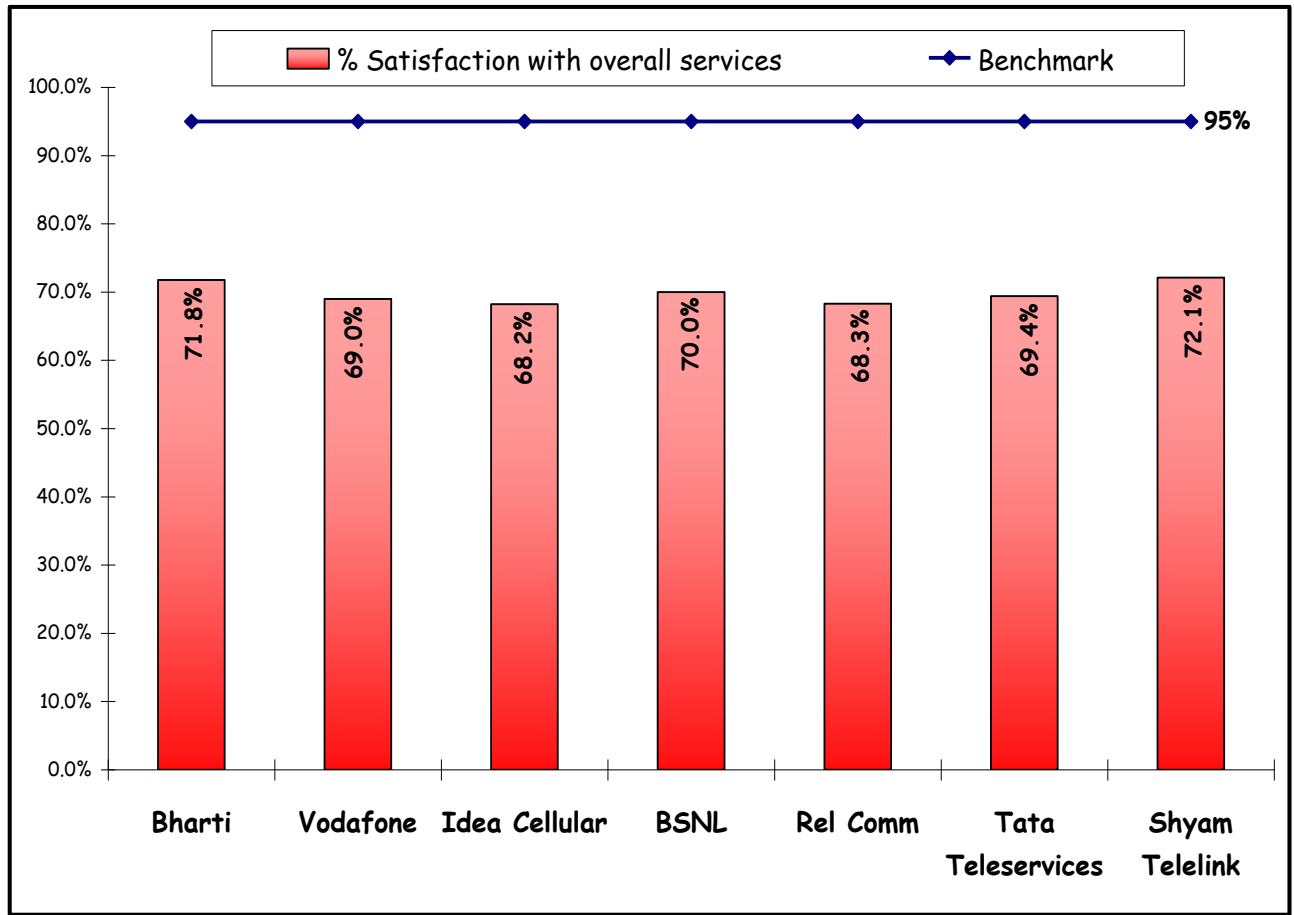


- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- In the case, of two operators >95% of subscribers were satisfied with supplementary services.
- Highest percentage of satisfied customers were found in the case of Tata Teleservices (96.9%), followed by Idea Cellular (95.3%), Rel Comm (95%) and Bharti (94.8%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Shyam Telelink (85.0%) followed by BSNL (89.5%) and Vodafone (91.9%).

4.2.2.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

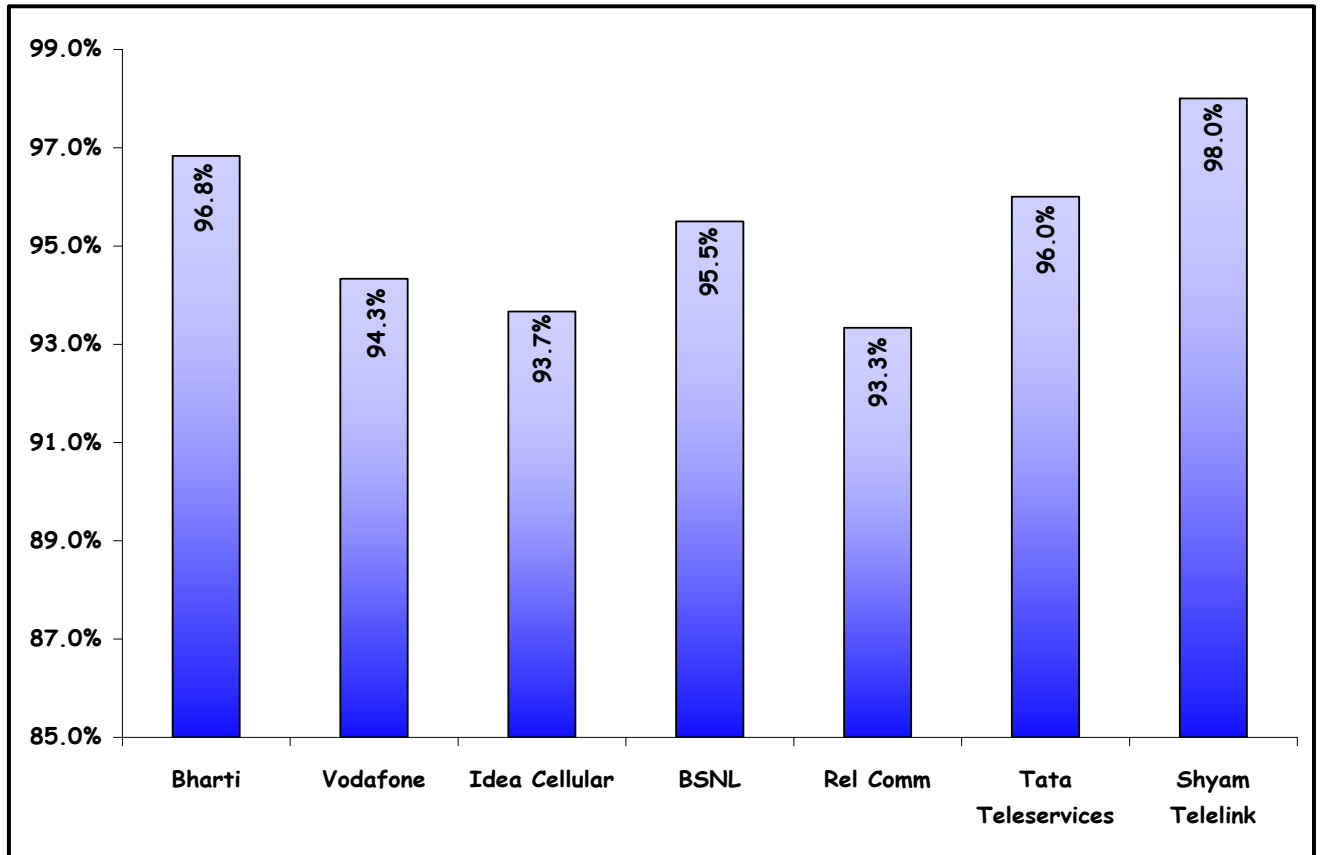
The following graph shows the consumers' overall satisfaction level.



- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- None of the operators were found to be meeting the benchmark of >95%.
- For customer satisfaction level with overall services, achievement level of all the 7 operators ranged from 68.2% to 72.1%.
- Highest level of satisfaction was achieved by the consumers of Shyam Telelink (72.1%), followed by Bharti (71.8%), BSNL (70.0%), Tata Teleservices (69.4%) and Vodafone (69.0%).
- The lowest level of satisfaction was attained by the consumers of Idea Cellular (68.2%), followed by Rel Comm (68.3%).

Percent of satisfied consumers

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



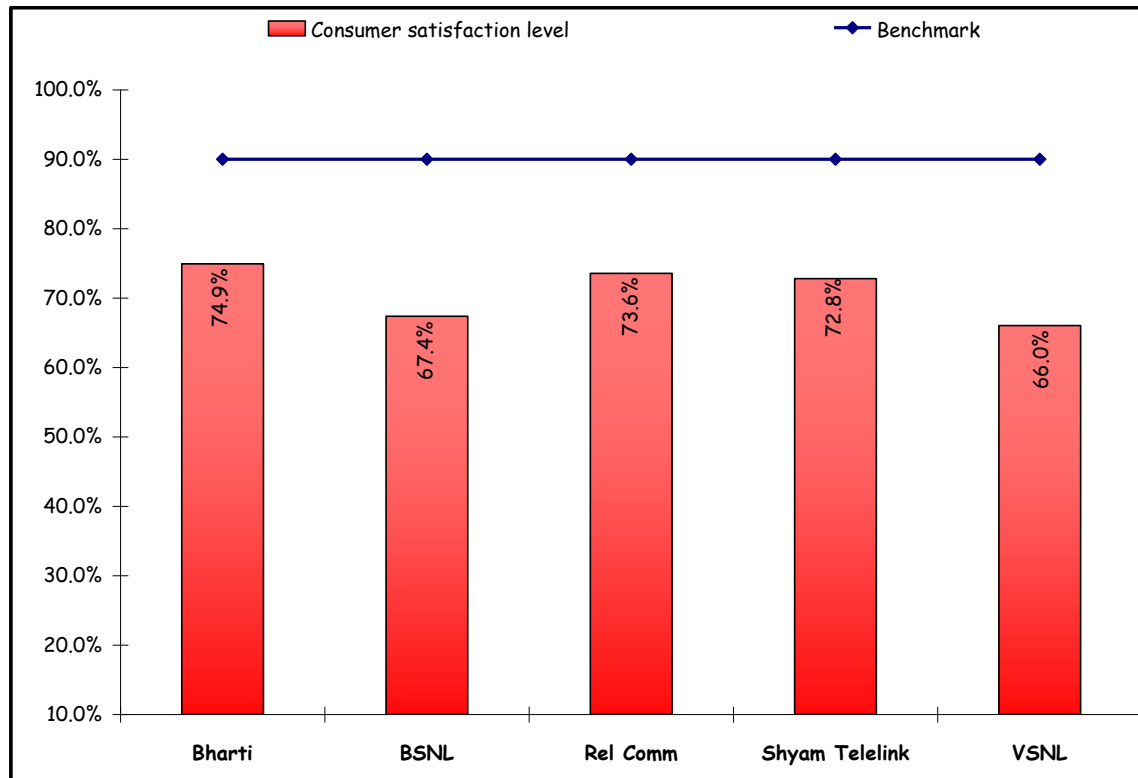
- Audit conducted for 7 operators providing service in Rajasthan Service Area.
- In case of 4 operators >95% of subscribers were overall satisfied with services.
- Highest percentage of satisfied customers were found in the case of Shyam Telelink (98.0%) followed by Bharti (96.8%), Tata Teleservices (96.0%) and BSNL (95.5%).
- Whereas, the lowest percentage of satisfied customers were found in the case of Rel Comm (93.3%) followed by Idea Cellular (93.7%) and Vodafone (94.3%).

4.2.3 Broadband services – RAJASTHAN SERVICE AREA

4.2.3.1 SATISFIED WITH PROVISION OF SERVICES

Consumer Satisfaction level

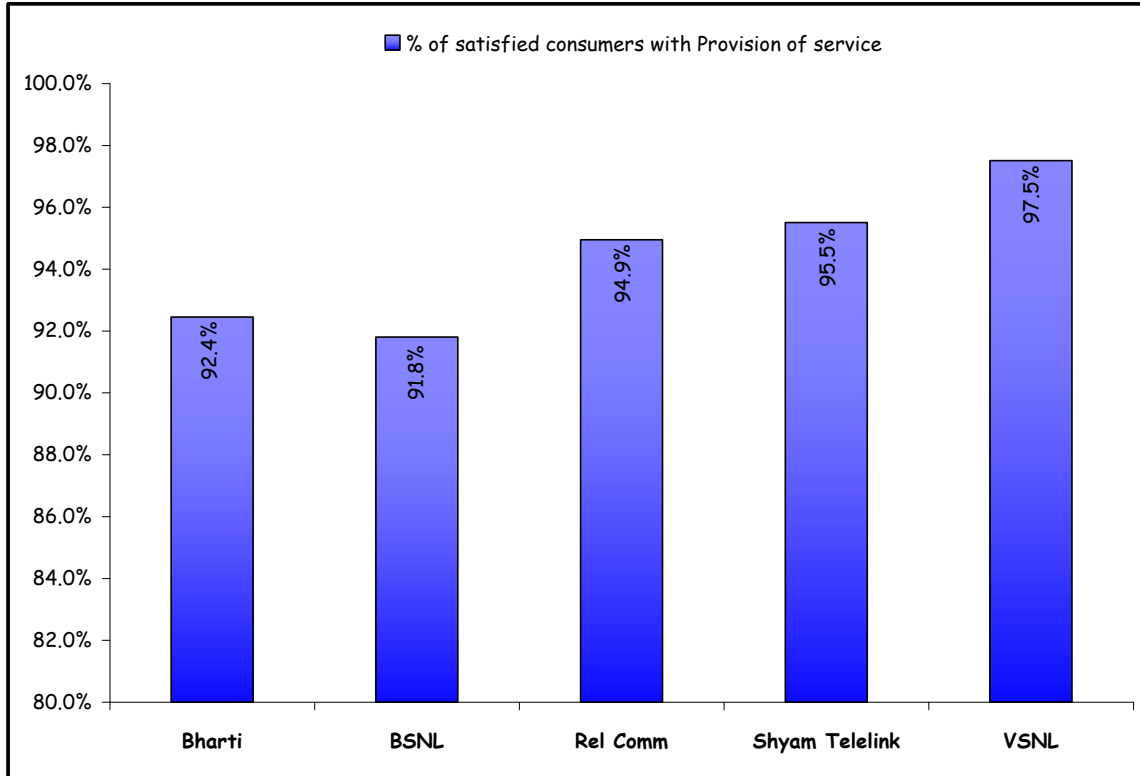
The following graph shows the consumer satisfaction level with the provision of services.



- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >90%.
- Customer satisfaction level with the provision of services attained by all the 5 operators ranged from 66.0% to 74.9%
- Highest level of satisfaction was found by the consumers of Bharti (74.9%), followed by Rel Comm (73.6%) and Shyam Telelink (72.8%) .
- The lowest level of satisfaction was attained by the consumers of VSNL (66.0%), followed by BSNL (67.4%).

Percent of satisfied consumers

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

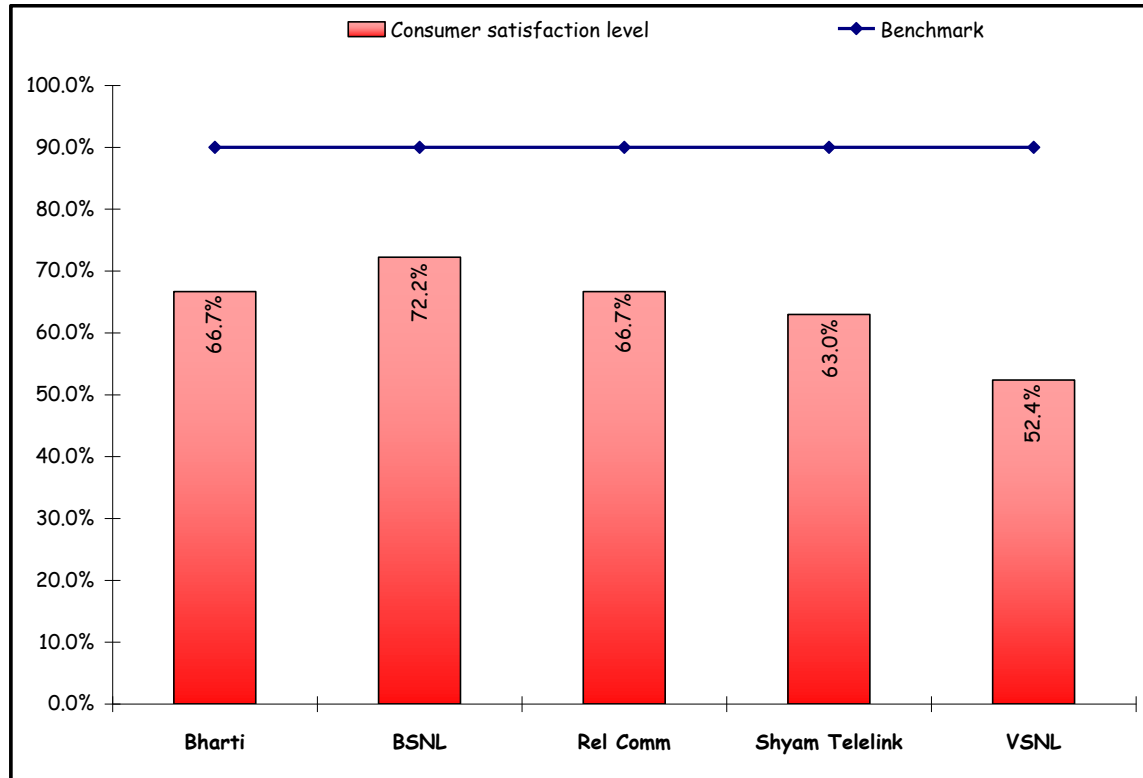


- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case of 2 operators >95% of consumers were satisfied with provision of services.
- Highest percentage of satisfied customers were found in the case of VSNL (97.5%) followed by Shyam Telelink (95.5%) and Rel Comm(94.9%).
- Whereas, the lowest percentage of satisfied customers were in the case of BSNL (91.8%) closely followed by Bharti (92.4%).

4.2.3.2 SATISFIED WITH PREPAID BILLING SERVICES

Consumer Satisfaction level

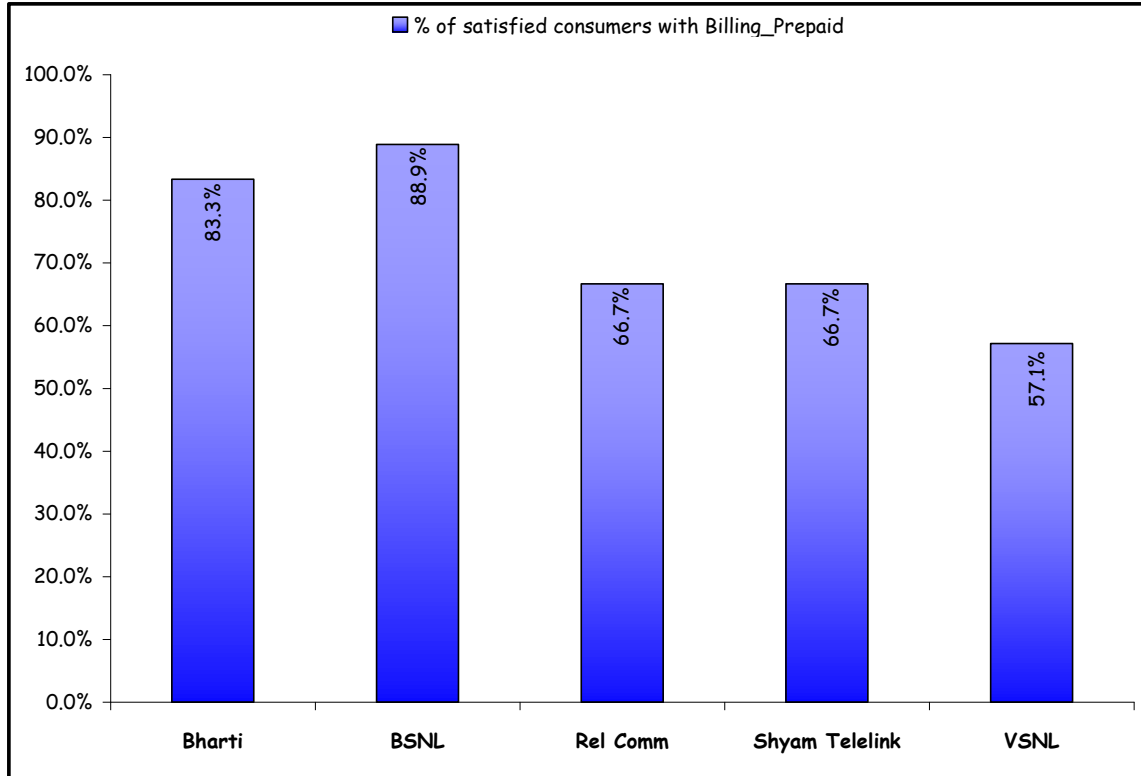
The following graph shows the consumer satisfaction level with the prepaid billing services.



- Audit conducted for 5 operators providing services in Rajasthan 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 5 operators ranged from 52.4% to 72.2%.
- Highest level of satisfaction was found by the consumers of BSNL (72.2%) followed by Bharti and Rel Comm (66.7% each).
- The lowest level of satisfaction was attained by the consumers of VSNL (52.4%) followed by Shyam Telelink (63.0%) .

Percent of satisfied consumers

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

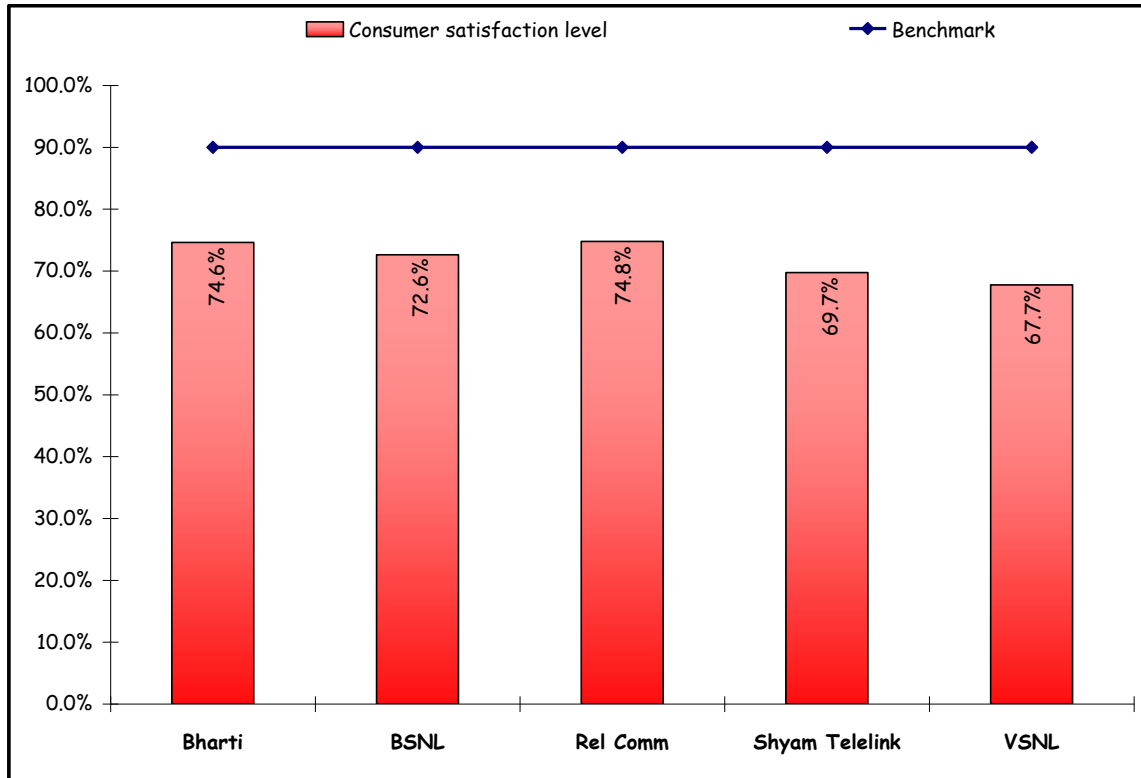


- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case none of the operators >90% of prepaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of BSNL (88.9%) followed by Bharti (83.3%), Rel Comm and Shyam Telelink (66.7% each).
- Whereas, the lowest percentage of satisfied customers were found in the case of VSNL (57.1%).

4.2.3.3 SATISFIED WITH POSTPAID BILLING SERVICES

Consumer Satisfaction level

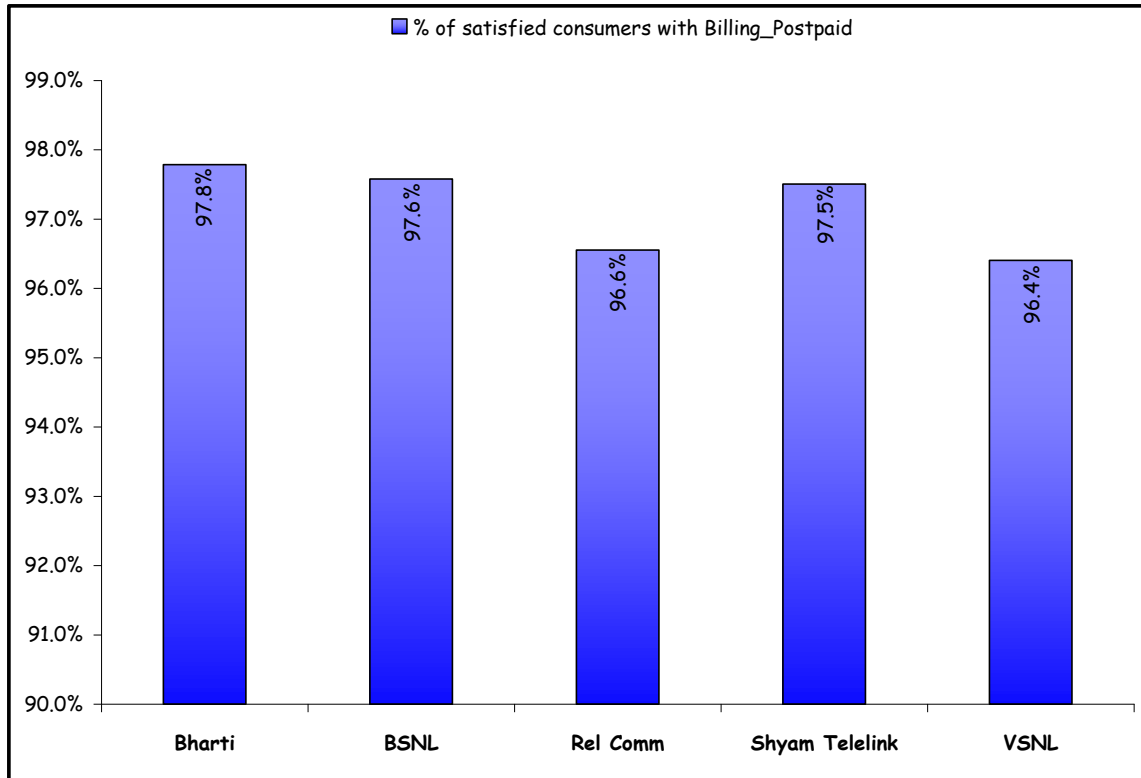
The following graph shows the consumer satisfaction level with the postpaid billing services.



- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >90%.
- For customer satisfaction level with billing service, in the post-paid segment, achievement level of all the 5 operators ranged from 67.7% to 74.8%.
- Highest level of satisfaction was found by the consumers of Rel Comm (74.8%) closely followed by Bharti (74.6%) and BSNL (72.6%).
- The lowest level of satisfaction was attained by the consumers of VSNL (67.7%) followed by Shyam Telelink (69.7%)

Percent of satisfied consumers

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

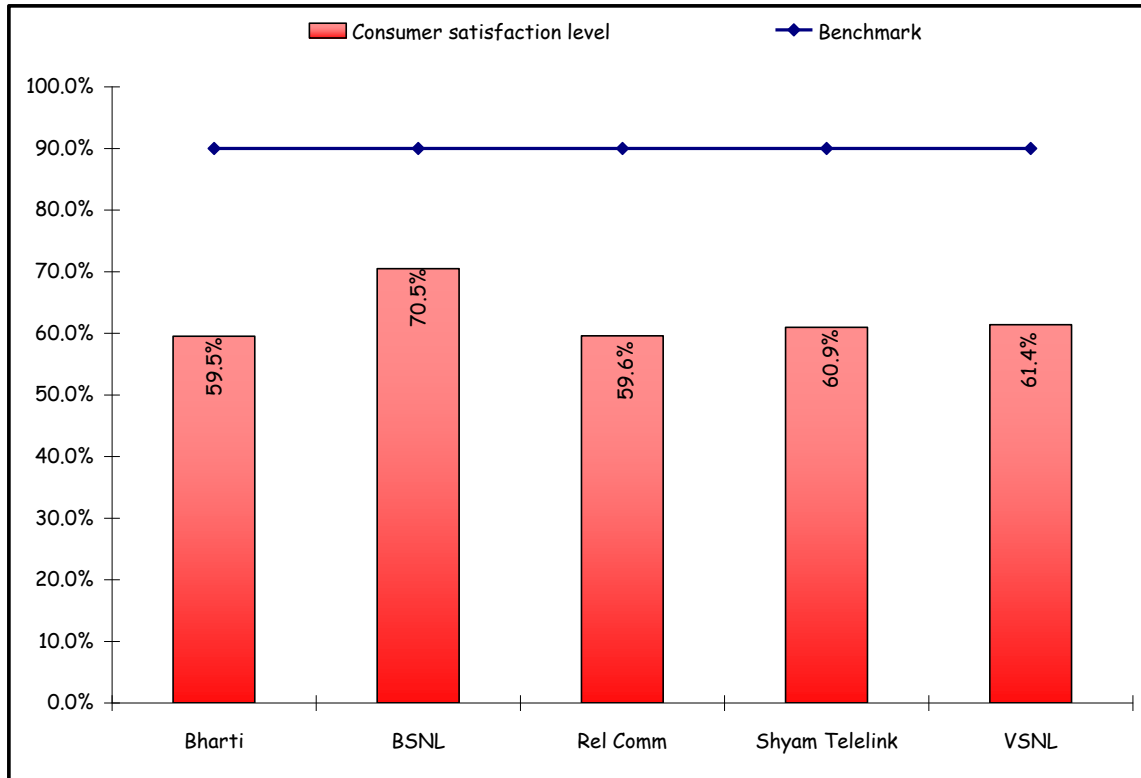


- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case of all the operator >90% of postpaid subscribers were satisfied with billing services.
- Highest percentage of satisfied customers were found in the case of Bharti (97.8%) followed by BSNL (97.6%) and ShyamTelelink (97.5%) .
- Whereas, the lowest percentage of satisfied customers were found in the case of VSNL (96.4%) followed by Rel Comm (96.6%).

4.2.3.4 SATISFIED WITH HELP SERVICES

Consumer Satisfaction level

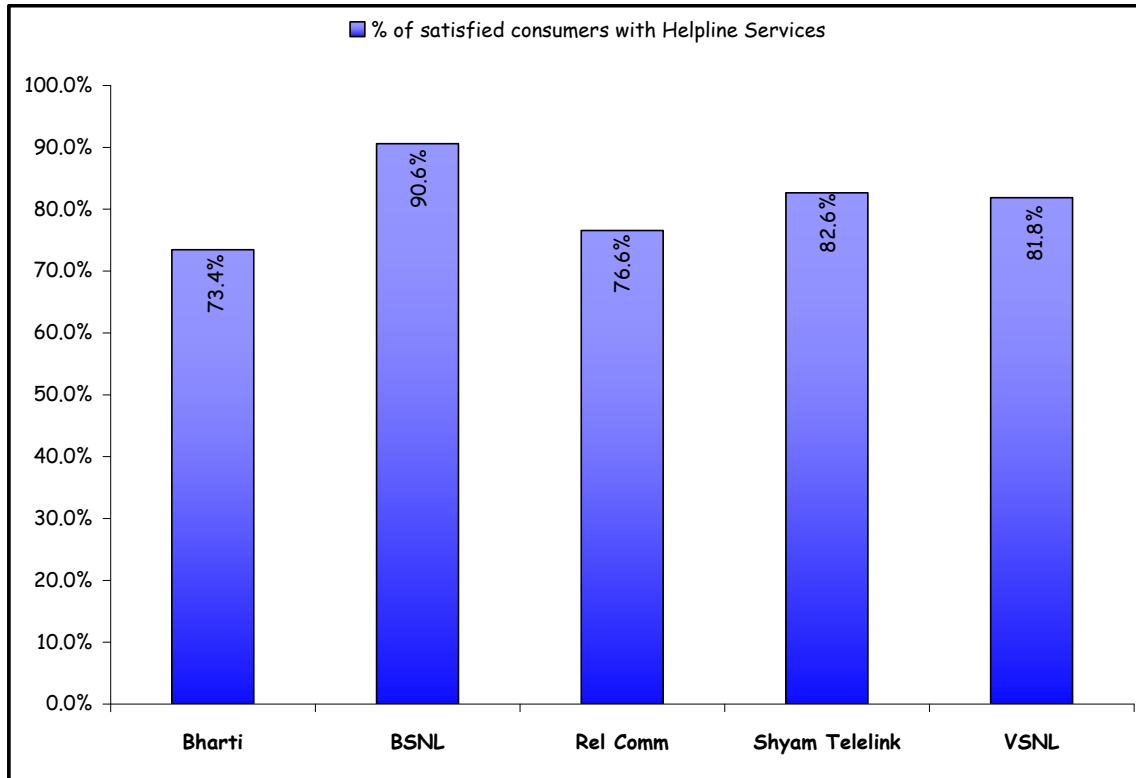
The following graph shows the consumer satisfaction level with the help services.



- Audit conducted for 5 operators providing services in Rajasthan 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 5 operators ranged from 59.5% to 70.5%.
- Highest level of satisfaction was found by the consumers of BSNL (70.5 %) followed by VSNL (61.4%) and Shyam Telelink (60.9%).
- The lowest level of satisfaction was attained by the consumers of Bharti (59.5%), closely followed by Rel Comm (59.6%) .

Percent of satisfied consumers

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

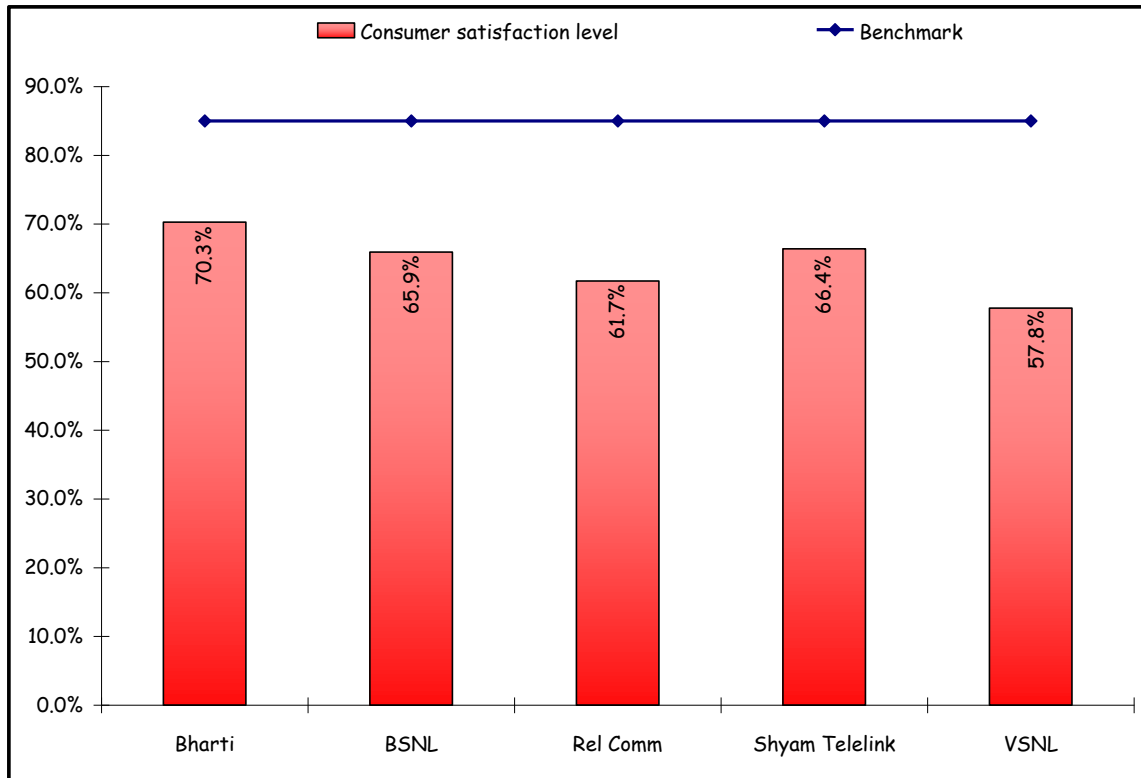


- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case of only one operator >90% of subscribers were satisfied with help services
- Highest percentage of satisfied customers were found in the case of BSNL (90.6%) followed by Shyam Telelink (82.6%), VSNL (81.8%) and Rel Comm (76.6%).
- Whereas, the lowest percentage of satisfied customers were in the case of Bharti (73.4%).

4.2.3.5 SATISFIED WITH NETWORK PERFORMANCE

Consumer Satisfaction level

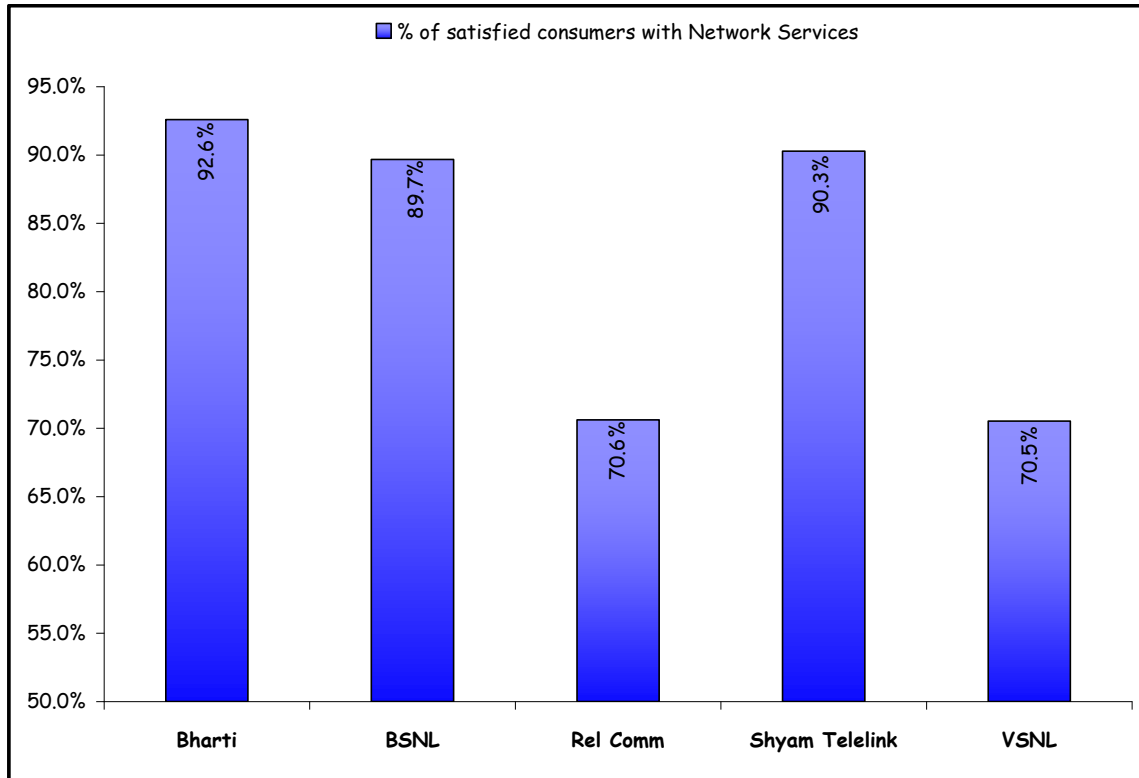
The following graph shows the consumer satisfaction level with the network performance.



- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with network performance, achievement level of all the 5 operators ranged from 57.8% to 70.3%.
- Highest level of satisfaction was found by the consumers of Bharti (70.3%) followed by Shyam Telelink (66.4%) and BSNL (65.9%)
- The lowest level of satisfaction was attained by the consumers of VSNL (57.8%) followed by Rel Comm (61.7%).

Percent of satisfied consumers

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

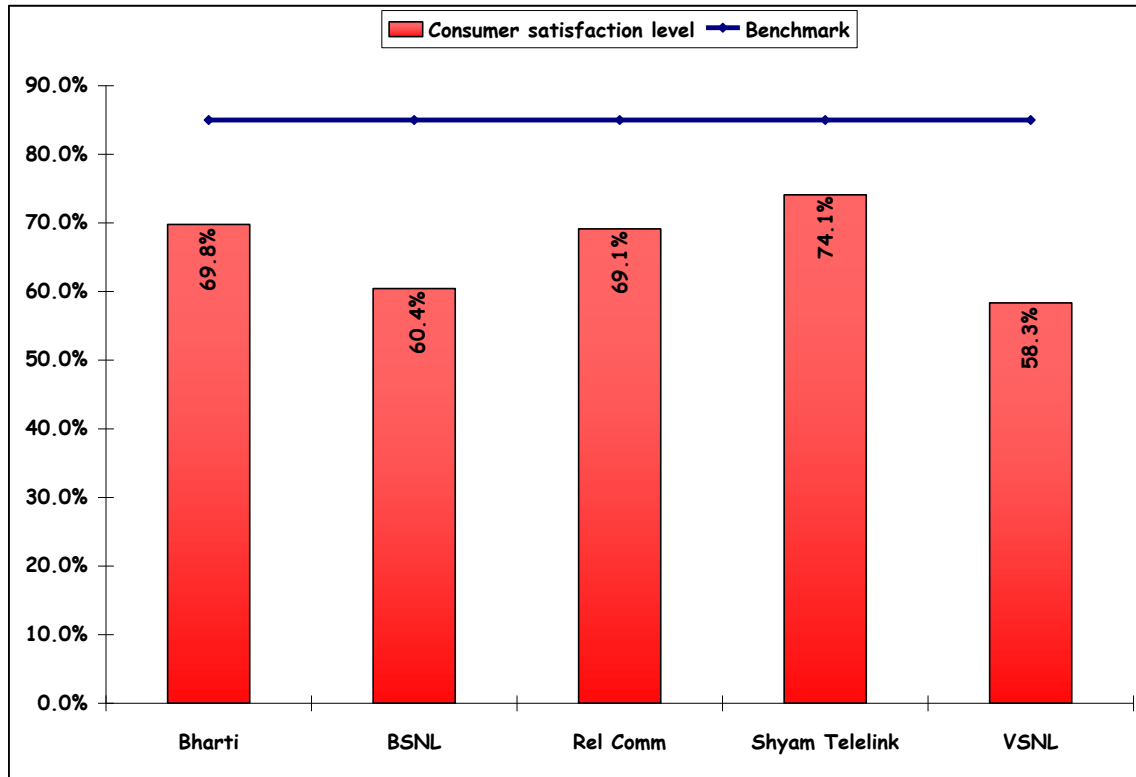


- Audit conducted for 5 operators providing service in Rajasthan Service Area.
- In the case of none of the operators >95% of subscribers were satisfied with network performance
- Highest percentage of satisfied customers were found in the case of Bharti (92.6%) followed by Shyam Telelink (90.3%) and BSNL (89.7%).
- Whereas, the lowest percentage of satisfied customers were found in the case of VSNL (70.5%) closely followed by Rel comm (70.6%)

4.2.3.6 SATISFIED WITH MAINTAINABILITY

Consumer satisfaction level

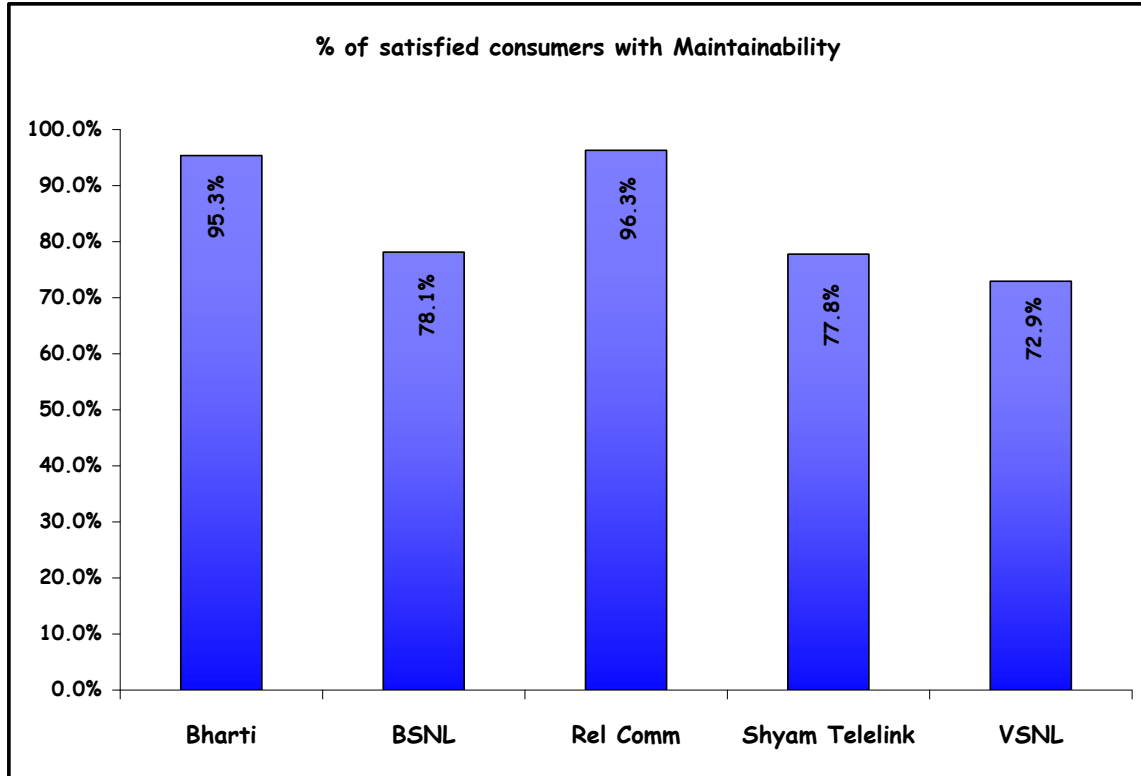
The following graph shows the consumer satisfaction level with maintainability



- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with maintainability, achievement level of all the 5 operators ranged from 58.3% to 74.1%.
- Highest level of satisfaction was found by the consumers Shyam Telelink (74.1%) followed by Bharti (69.8%) and Rel Comm (69.1%).
- The lowest level of satisfaction were attained by the consumers of VSNL (58.3%) followed by BSNL (60.4%).

Percent of satisfied consumers

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

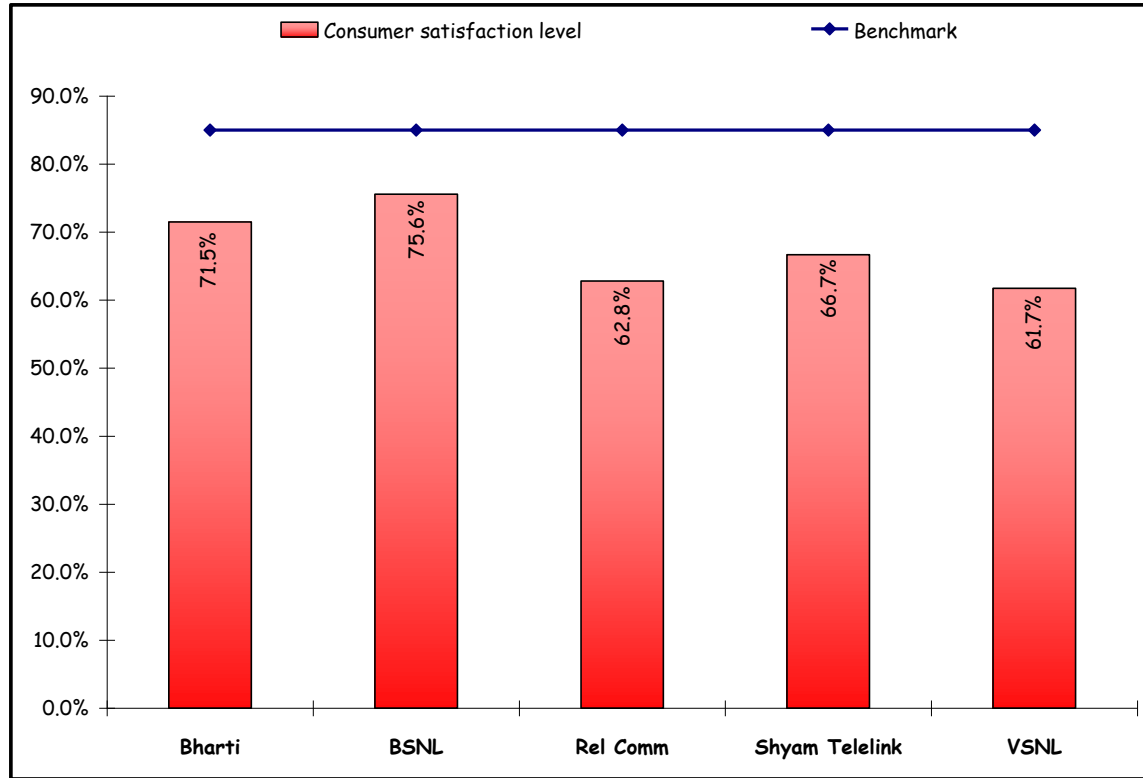


- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case of 2 of the operator >95% of subscribers were satisfied with maintainability.
- Highest percentage of satisfied customers were found in the case of Rel Comm (96.3%) followed by Bharti (95.3%), BSNL (78.1%), Shyam Telelink (77.8%).
- Whereas, the lowest percentage of satisfied customers were found in the case of VSNL (72.9%).

4.2.3.7 SATISFIED WITH SUPPLEMENTARY SERVICES

Consumer satisfaction level

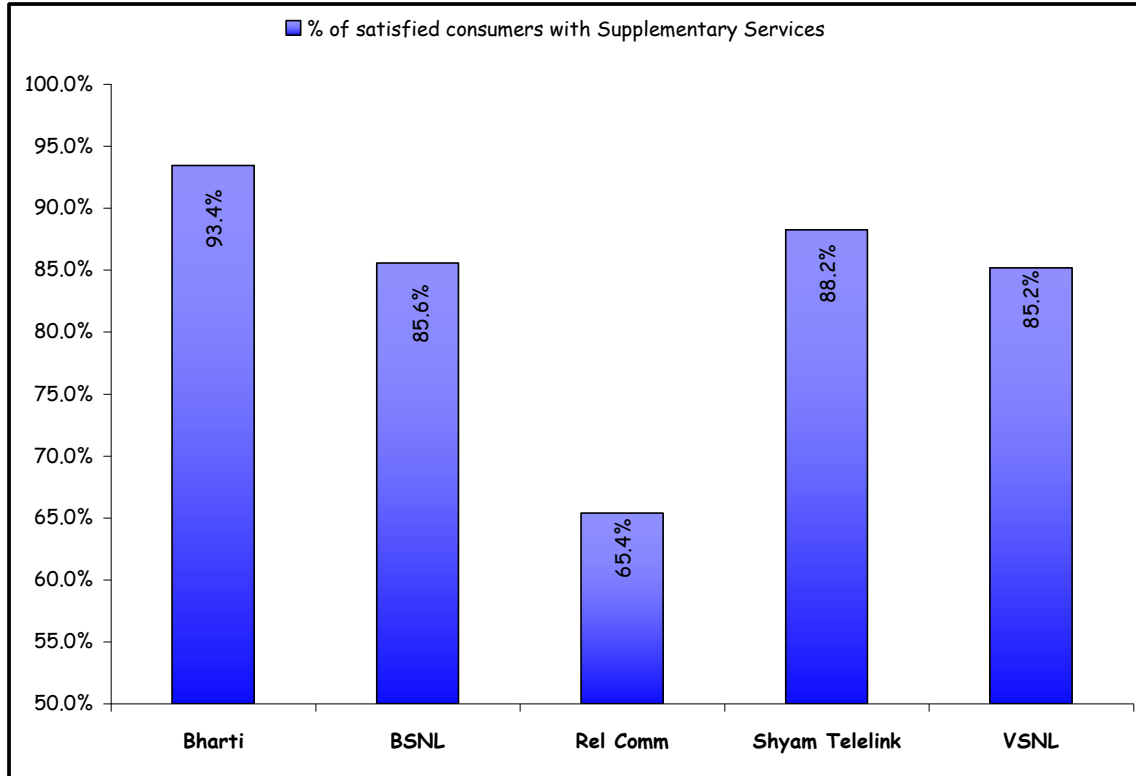
The following graph shows the consumer satisfaction level with Supplementary services.



- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with supplementary services, achievement level of all the 5 operators ranged from 61.7% to 75.6%.
- Highest level of satisfaction was found by the consumers of BSNL (75.6%) followed by Bharti (71.5%) and Shyam Telelink (66.7%).
- The lowest level of satisfaction was attained by the consumers of VSNL (61.7%) followed by Rel Comm (62.8%).

Percent of satisfied consumers

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

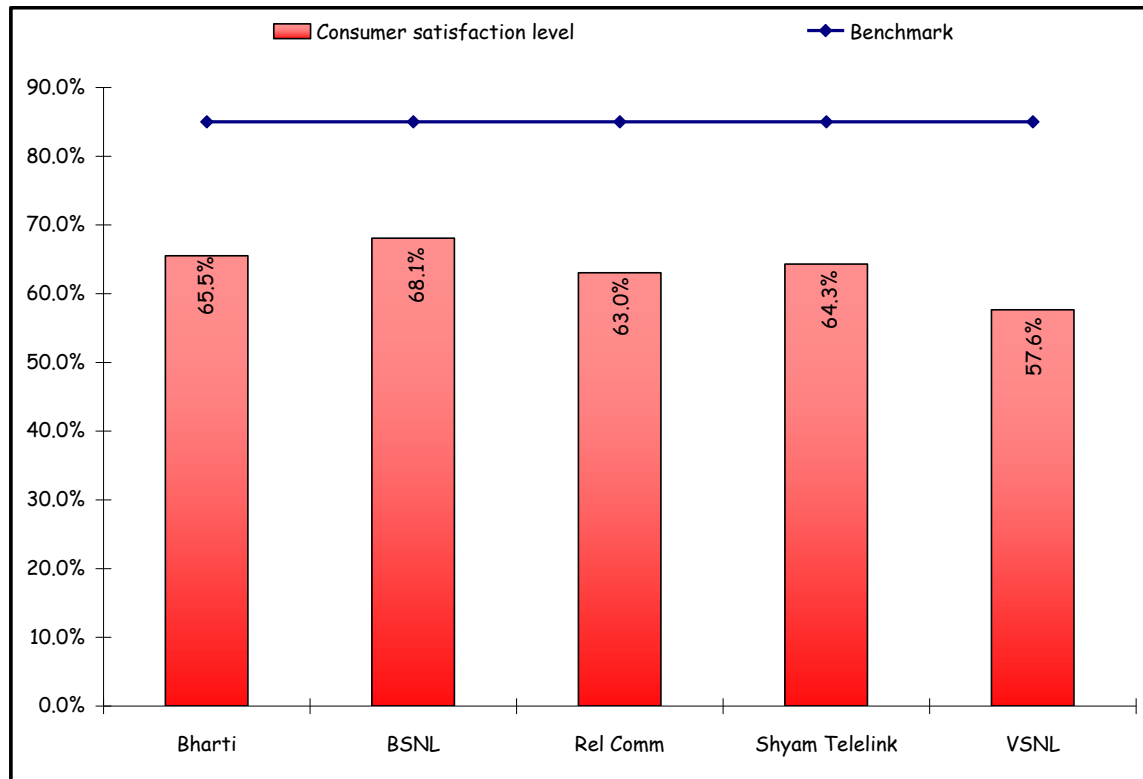


- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case of 4 of the operators >85% of subscribers were satisfied with supplementary services.
- Highest percentage of satisfied customers were found in the case of Bharti (93.4%) followed by Shyam Telelink (88.2%), BSNL (85.6%) and VSNL (85.2%).
- Whereas, the lowest percentage of satisfied customers were in the case of Rel Comm (65.4%).

4.2.3.8 OVERALL CUSTOMER SATISFACTION

Consumer satisfaction level

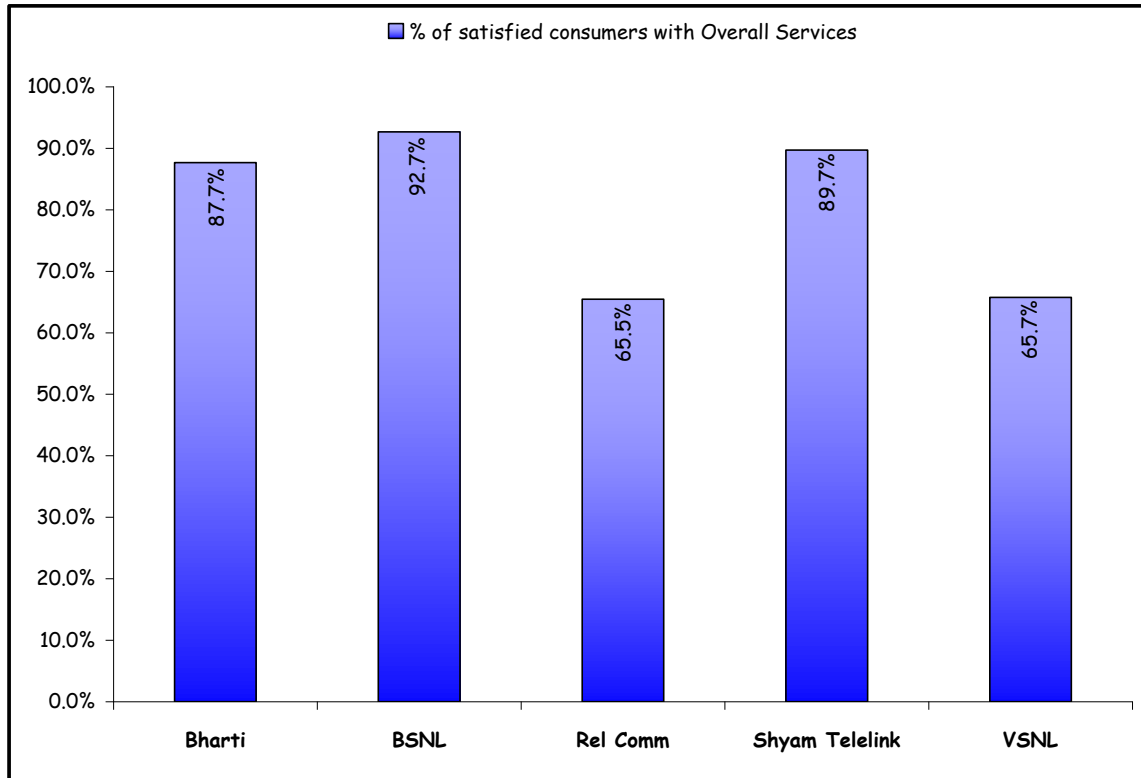
The following graph shows the consumer satisfaction level with overall services.



- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- None of the operators were found meeting the benchmark of >85%.
- For customer satisfaction level with overall services, achievement level of all the 5 operators ranged from 57.6% to 68.1%.
- Highest level of satisfaction was obtained by the consumers of BSNL (68.1%) followed by Bharti (65.5%), ShyamTelelink (64.3%) and RelComm (63.0%).
- The lowest level of satisfaction was attained by the consumers of VSNL (57.6%)

Percent of satisfied consumers

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



- Audit conducted for 5 operators providing services in Rajasthan Service Area.
- In the case of three operators >95% of subscribers were satisfied with overall services
- Highest percentage of satisfied customers were found in the case of BSNL (92.7%) followed by ShyamTelelink (89.7%) and Bharti (87.7%).
- Whereas, the lowest percentage of satisfied customers were in the case of RelComm (65.5%) closely followed by VSNL (65.7%) .

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

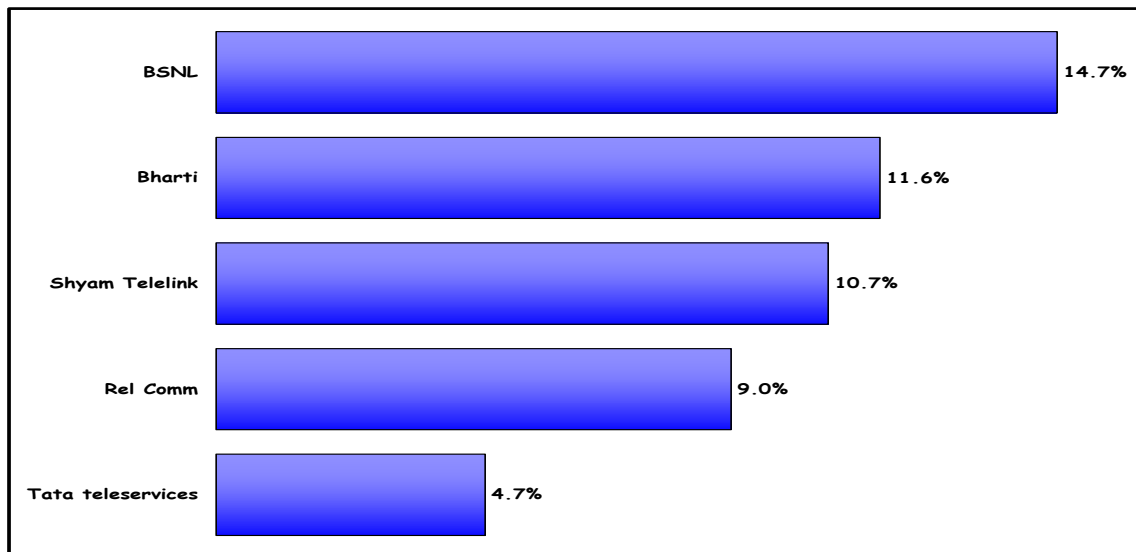


4.3.1: BASIC SERVICE WIRELINE – Rajasthan Service Area

4.3.1.1: Awareness about redressal system: In the Basic service (wire line), all together 2706 consumers were interviewed for Rajasthan Service Area. Overall 10.6 % respondents reported that they were aware of the three stage grievance redressal mechanism set up by their Operators. And among the all, BSNL (14.7%) had the highest percentage of aware consumers, followed by Bharti (11.6%), Shyam Telelink (10.7%). 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 service provider based on the regulations of TRAI for redressal of your grievances?				
Service Provider		Yes	No	Total
BHARTI	Count	68	519	587
	%age	11.6%	88.4%	100.0%
BSNL	Count	88	512	600
	%age	14.7%	85.3%	100.0%
RelCom	Count	52	529	581
	%age	9.0%	91.0%	100.0%
Tata Teleservices	Count	16	324	340
	%age	4.7%	95.3%	100.0%
Shyam Telelink	Count	64	534	598
	%age	10.7%	89.3%	100.0%
Total	Count	288	2418	2706
	%age	10.6%	89.4%	100.0%

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

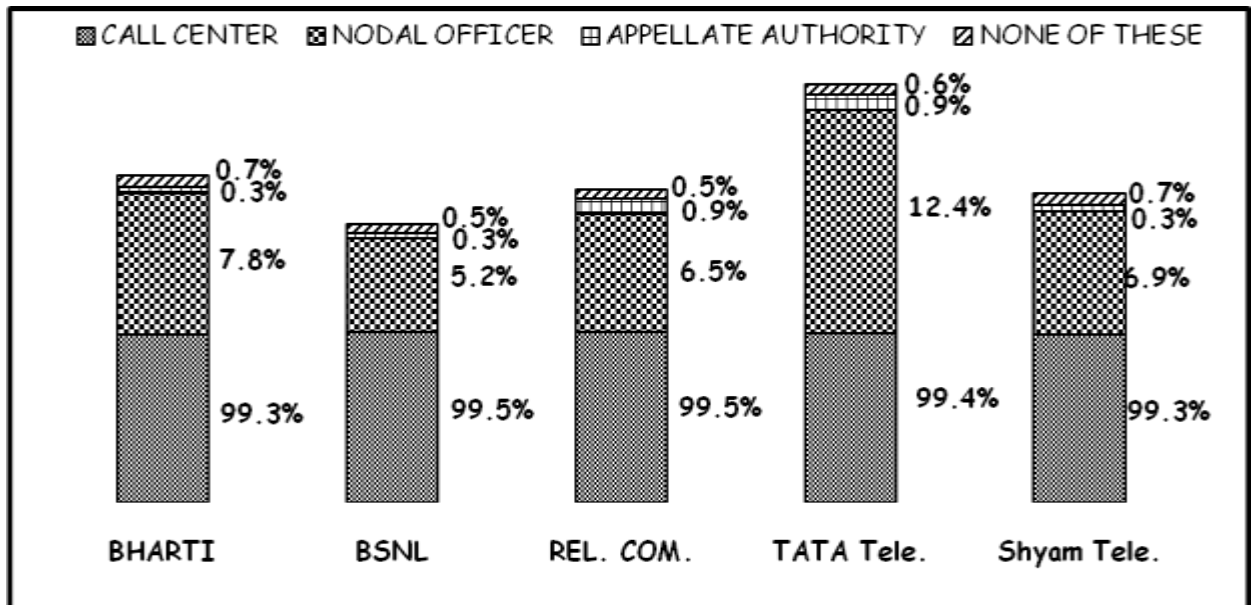


4.3.1.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. The following table shows their awareness level with respect to each of the stage mentioned above. Out of 2706 respondents, 99.4% respondents indicated that they were aware of call center. Whereas, only 7.3 % were aware of Nodal Officer and 0.5% about the Appellate Authority. However, 0.6 % of respondents also indicated that they were not aware of any of the stage.

Table 4.3.1.2. Which all stages of the three stage grievance mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of: Service provider wise						
Operator		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	583	46	2	4	587
	% age	99.3%	7.8%	0.3%	0.7%	
BSNL	Count	597	31	2	3	600
	% age	99.5%	5.2%	0.3%	0.5%	
Rel Comm	Count	578	38	5	3	581
	% age	99.5%	6.5%	0.9%	0.5%	
TataTeleservices	Count	338	42	3	2	340
	% age	99.4%	12.4%	0.9%	0.6%	
ShyamTelelink	Count	594	41	2	4	598
	% age	99.3%	6.9%	0.3%	0.7%	
Total	Count	2690	198	14	16	2706
	% age	99.4%	7.3%	0.5%	0.6%	

*Multi Responded

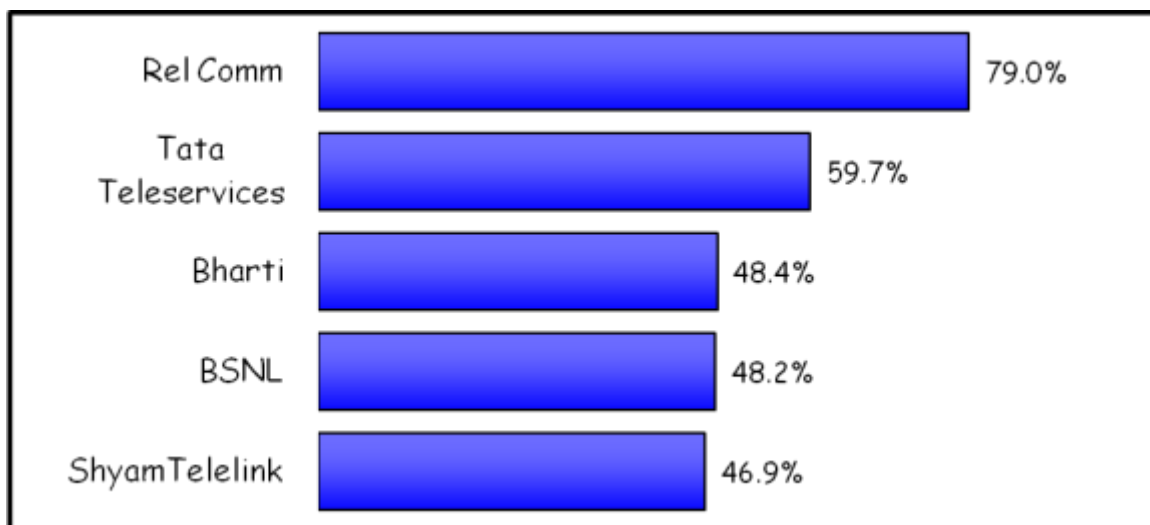
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.1.3: Consumers' complaints about services: The table below shows that out of 2706 respondents, 56.0% of respondents had used call centre / help line telephone numbers for complaints in the last six months. Rel Comm (79.0%) had the highest percentages of complainants, followed by Tata Teleservices (59.7%), Bharti (48.3%), BSNL (48.2%) and ShyamTelelink (46.9%).

Operator		Yes	No	Total
Bharti	Count	284	303	587
	% age	48.4%	51.6%	100.0%
BSNL	Count	289	311	600
	% age	48.2%	51.8%	100.0%
Rel Comm	Count	459	122	581
	% age	79.0%	21.0%	100.0%
Tata Teleservices	Count	203	137	340
	% age	59.7%	40.3%	100.0%
ShyamTelelink	Count	280	318	598
	% age	46.8%	53.2%	100.0%
Total	Count	1515	1191	2706
	% age	56.0%	44.0%	100.0%

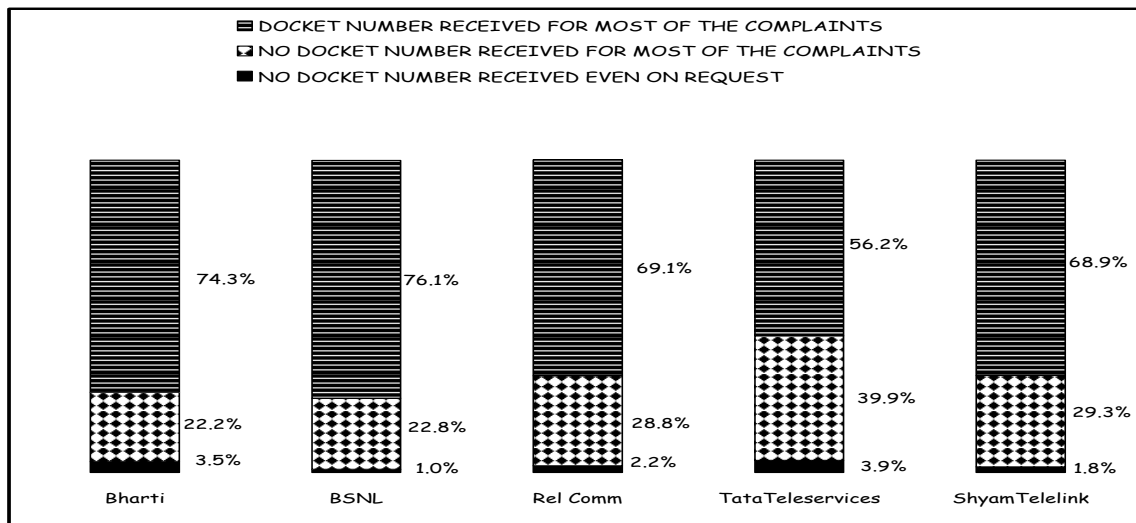
Graphical representation: The graph below shows the percentage of respondents who had made any complaint within last 6 months to the toll free call centre/customer care/ Helpline telephone number of their Operators.



4.3.1.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 1515 respondents who had made a complaint, 69.6% confirmed that they had received docket number for most of their complaints. However 28.0% indicated that they didn't receive any docket number for most of their complaints. The table also shows 2.4% of respondents did not receive docket numbers even on request.

Operator		NO DOCKET NUMBER RECEIVED EVEN ON REQUEST	NO DOCKET NUMBER RECEIVED FOR MOST OF THE COMPLAINTS	DOCKET NUMBER RECEIVED FOR MOST OF THE COMPLAINTS	Total
Bharti	Count	10	63	211	284
	% age	3.5%	22.2%	74.3%	100.0%
BSNL	Count	3	66	220	289
	% age	1.0%	22.8%	76.1%	100.0%
Rel Comm	Count	10	132	317	459
	% age	2.2%	28.8%	69.1%	100.0%
Tata Teleservices	Count	8	81	114	203
	% age	3.9%	39.9%	56.2%	100.0%
ShyamTelelink	Count	5	82	193	280
	% age	1.8%	29.3%	68.9%	100.0%
Total	Count	36	424	1055	1515
	% age	2.4%	28.0%	69.6%	100.0%

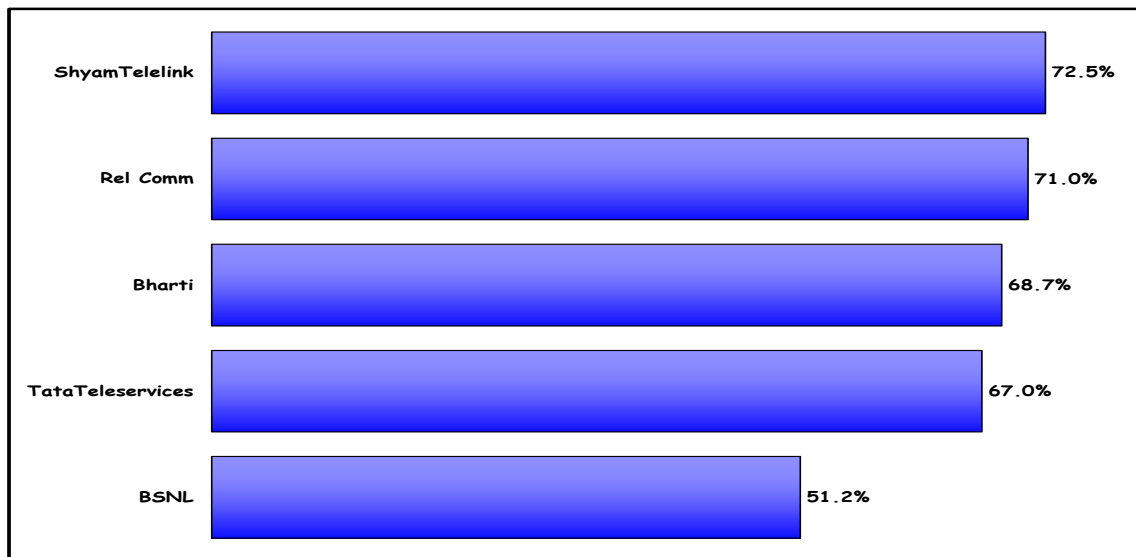
Graphical representation: The graphs shows that highest number of respondents who had reported that they received docket number came from BSNL (76.1%) followed by Bharti (74.3%), Rel Comm (69.1%), ShyamTelelink (68.9%) & TataTeleservices (56.2%).



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 1515 respondents, 66.5% had reported that they were informed by call center for the action taken on their complaints. The highest from ShyamTelelink (72.5%), followed by RelComm (71.0%), Bharti (68.7%), TataTeleservices (67.0%) and BSNL (51.2%).

Operator		Yes	No	Total
Bharti	Count	195	89	284
	% age	68.7%	31.3%	100.0%
BSNL	Count	148	141	289
	% age	51.2%	48.8%	100.0%
Rel Comm	Count	326	133	459
	% age	71.0%	29.0%	100.0%
Tata Teleservices	Count	136	67	203
	% age	67.0%	33.0%	100.0%
ShyamTelelink	Count	203	77	280
	% age	72.5%	27.5%	100.0%
Total	Count	1008	507	1515
	% age	66.5%	33.5%	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.



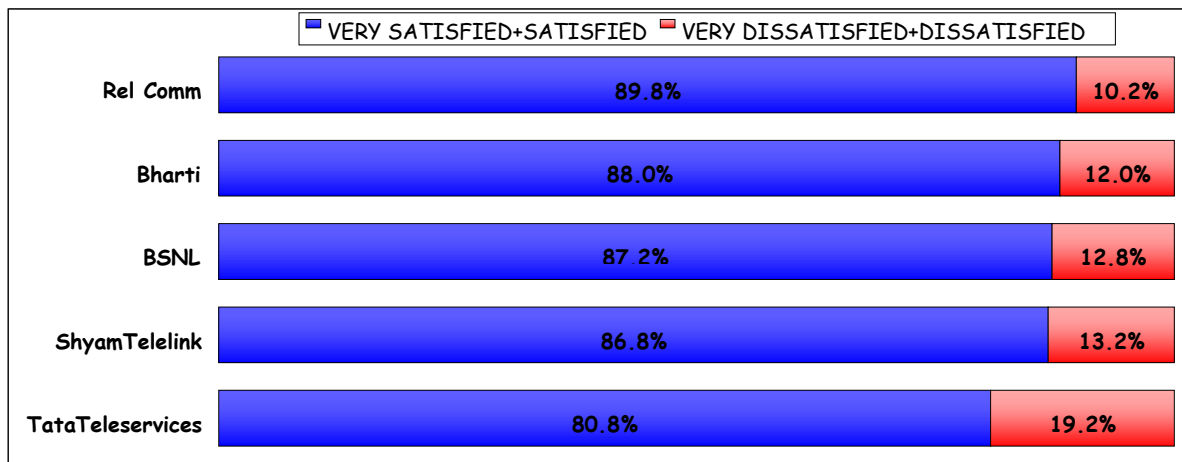
4.3.1.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

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

Operator		Very dissatisfied	Dissatisfied	Very dissatisfied + dissatisfied	Satisfied	Very satisfied	Very satisfied + satisfied	Total
Bharti	Count	0	34	34	249	1	250	284
	% age	0.0%	12.0%	12.0%	87.7%	0.4%	88.0%	100.0%
BSNL	Count	0	37	37	249	3	252	289
	% age	0.0%	12.8%	12.8%	86.2%	1.0%	87.2%	100.0%
Rel Comm	Count	2	45	47	410	2	412	459
	% age	0.4%	9.8%	10.2%	89.3%	0.4%	89.8%	100.0%
Tata Teleservices	Count	2	37	39	162	2	164	203
	% age	1.0%	18.2%	19.2%	79.8%	1.0%	80.8%	100.0%
Shyam Telelink	Count	0	37	37	240	3	243	280
	% age	0.0%	13.2%	13.2%	85.7%	1.1%	86.8%	100.0%
Total	Count	4	190	194	1310	11	1321	1515
	% age	0.3%	12.5%	12.8%	86.5%	0.7%	87.2%	100.0%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) were reported in the case of **RelComm (89.8%)**, followed by **Bharti (88.0%)** BSNL (87.2%) and Shyam Telelink (86.8%). Whereas the lowest were in the case of Tata Teleservices (80.8%).
- The highest percentage of **very satisfied consumers** was found in the case **ShyamTelelink (1.1%)**, which was closely followed by the BSNL & Tata Teleservices (1.0%each) and Bharti & Rel Comm (0.4%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from Tata Teleservices (19.2%).

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



4.3.1.7: 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 49.5% of dissatisfied consumers. This was cited maximum in the case of BSNL (62.2%), followed by Bharti (61.8%).

Second most important reason was cited as “**time taken by call center for redressal of complaint is too long.**”. This was found highest in the case of RelComm (34.0%), followed by Bharti (32.4%) and TataTeleservices (30.8%).

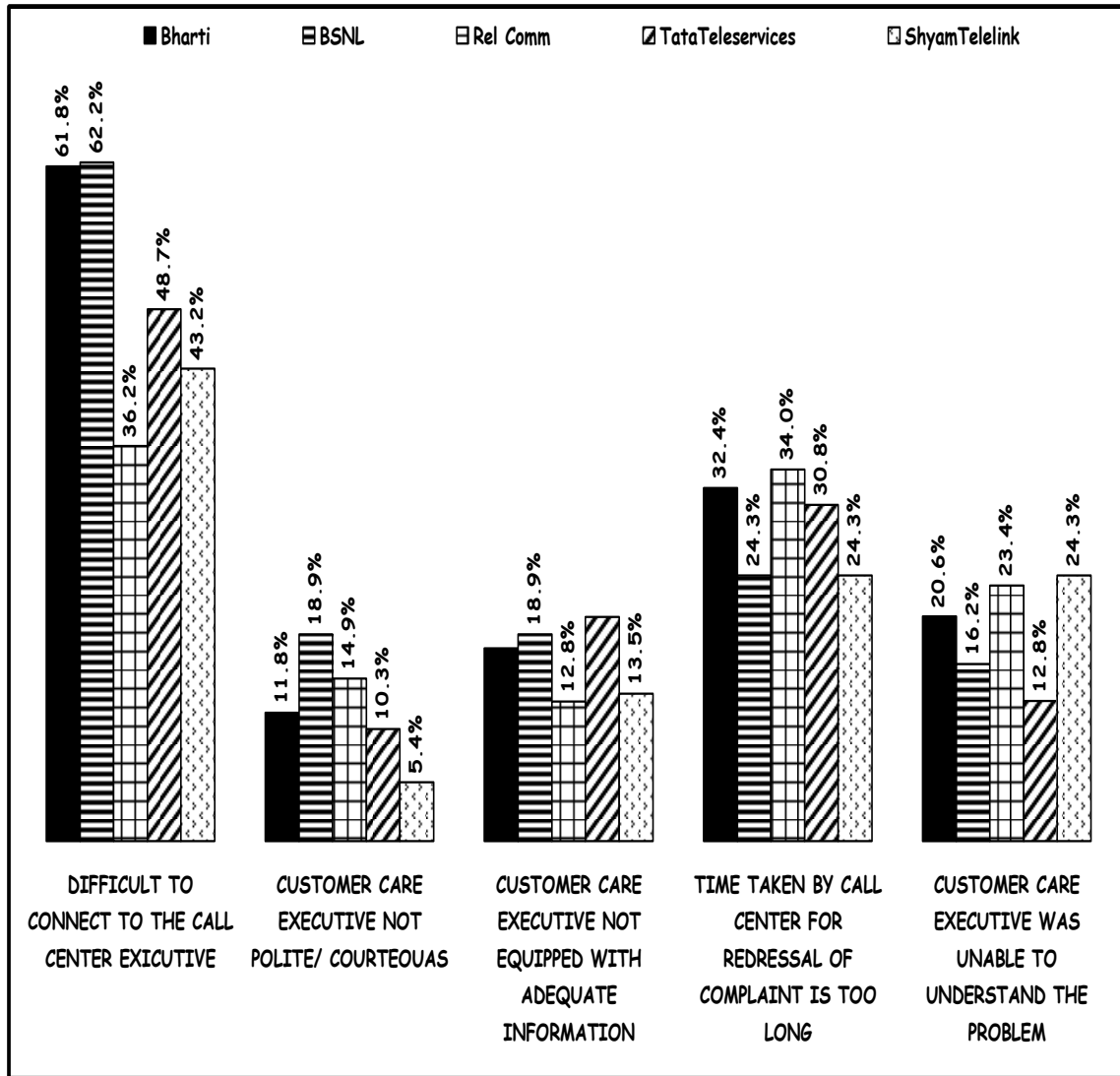
4.3.1.7. Please specify the reason(s) for your dissatisfaction							
Operator		DIFFICULT TO CONNECT TO THE CALL CENTER EXECUTIVE	CUSTOMER CARE EXECUTIVE NOT POLITE/ COURTEOUS	CUSTOMER CARE EXECUTIVE NOT EQUIPPED WITH ADEQUATE INFORMATION	TIME TAKEN BY CALL CENTER FOR REDRESSAL OF COMPLAINT IS TOO LONG	CUSTOMER CARE EXECUTIVE WAS UNABLE TO UNDERSTAND THE PROBLEM	Total
Bharti	Count	21	4	6	11	7	34
	% age	61.8%	11.8%	17.6%	32.4%	20.6%	
BSNL	Count	23	7	7	9	6	37
	% age	62.2%	18.9%	18.9%	24.3%	16.2%	
Rel Comm	Count	17	7	6	16	11	47
	% age	36.2%	14.9%	12.8%	34.0%	23.4%	
Tata Teleservices	Count	19	4	8	12	5	39
	% age	48.7%	10.3%	20.5%	30.8%	12.8%	
ShyamTelelink	Count	16	2	5	9	9	37
	% age	43.2%	5.4%	13.5%	24.3%	24.3%	
Total	Count	96	24	32	57	38	194
	% age	49.5%	12.4%	16.5%	29.4%	19.6%	

“**Customer care executive was unable to understand the problem**” was also cited by over (19.6%) of respondents, maximum in the case of Shyam Telelink (24.3%), followed by Rel Com (23.4).

“**Customer care executive not equipped with adequate information**” was also cited by over 16.5% of respondents, Maximum in the case of Tata Teleservices (20.5%).

Similarly around 24 (12.4%) complainants also reported about “**customer care executive not polite/Courteous**” – reported highest in the case of BSNL (18.9%).

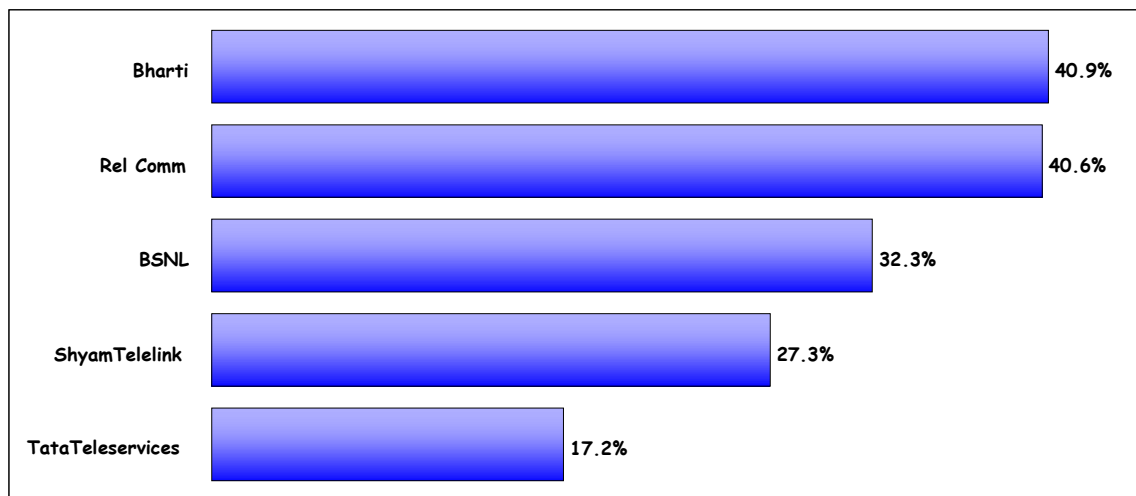
Graphical representation: The following graph shows the some of the reasons specified by the consumers who were dissatisfied with the resolution their complaints.



4.3.1.8: Resolution of billing complaints: The following table shows that out of 2706 respondents who had complained to call center/customer care, 277 had billing related complaints. Out of these 277, 33.2% 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 Bharti (40.9%), followed by Rel Comm (40.6%) and BSNL (32.3%). In the case of TataTeleservices this was confirmed by only 17.2% of customers followed by ShyamTelelink (27.3%).

Operator		Yes	No	Total
Bharti	Count	18	26	44
	% age	40.9%	59.1%	100.0%
BSNL	Count	31	65	96
	% age	32.3%	67.7%	100.0%
Rel Comm	Count	26	38	64
	% age	40.6%	59.4%	100.0%
Tata Teleservices	Count	5	24	29
	% age	17.2%	82.8%	100.0%
ShyamTelelink	Count	12	32	44
	% age	27.3%	72.7%	100.0%
Total	Count	92	185	277
	% age	33.2%	66.8%	100.0%

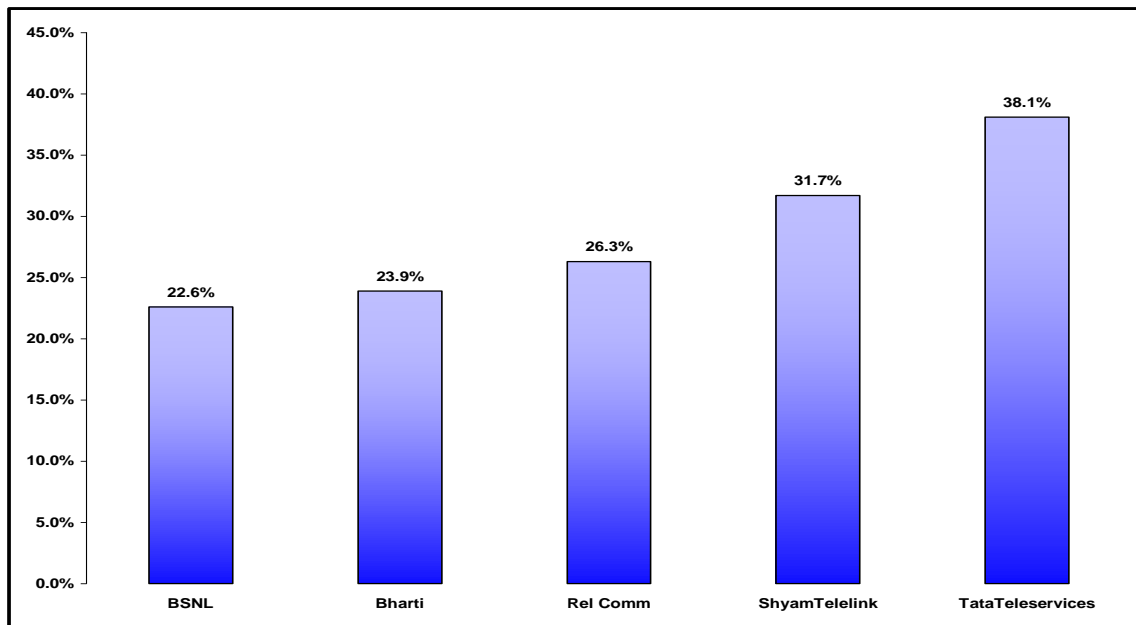
Graphical representation: The percentage of respondents who confirmed that their billing complaints were resolved satisfactorily by call centre/ customer care within four weeks after lodging the complaint.



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). 198 (7.3%) respondents had reported that they were aware about Nodal officers. Out of these 57 (28.8%) customer reported that they were aware about the contact details of Nodal Officer. This was found to be maximum in the case of Tata Teleservices (38.1%) followed by Shyam Telelink (31.7%) and minimum in the case of BSNL (22.6%) followed by Bharti (23.9%).

4.3.1.9. Are you aware of the contact details of the Nodal Officer?				
Operator		Yes	No	Total
Bharti	Count	11	35	46
	% age	23.9%	76.1%	100.0%
BSNL	Count	7	24	31
	% age	22.6%	77.4%	100.0%
Rel Comm	Count	10	28	38
	% age	26.3%	73.7%	100.0%
Tata Teleservices	Count	16	26	42
	% age	38.1%	61.9%	100.0%
ShyamTelelink	Count	13	28	41
	% age	31.7%	68.3%	100.0%
Total	Count	57	141	198
	% age	28.8%	71.2%	100.0%

Graphical representation: The percentage of respondents who confirmed that they aware of the contact details of the Nodal officer.



4.3.1.10 Complaints to Nodal officer:

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal officers. Therefore, the analysis of redressal mechanism with the Nodal Officer could not be ascertained.

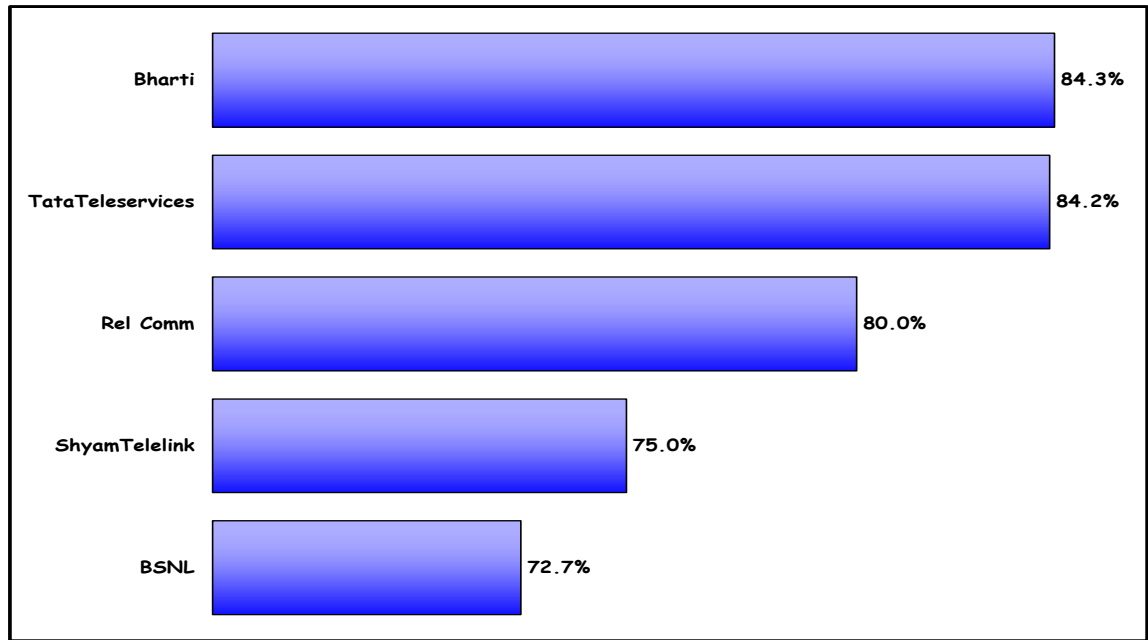
4.3.1.11: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority, out of 14 (0.5%) respondents who had reported that they were aware about Appellate Authority, none of them were aware about the contact details for filing 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 151 prepaid customers of 5 providers targeted, only 120 (79.5%) reported that they were aware of this facility. Therefore around 20% customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of Bharti (84.3%), followed by Tata Teleservices (84.2%).

Operator		Yes	No	Total
Bharti	Count	43	8	51
	% age	84.3%	15.7%	100.0%
BSNL	Count	24	9	33
	% age	72.7%	27.3%	100.0%
Rel Comm	Count	16	4	20
	% age	80.0%	20.0%	100.0%
Tata Teleservices	Count	16	3	19
	% age	84.2%	15.8%	100.0%
ShyamTelelink	Count	21	7	28
	% age	75.0%	25.0%	100.0%
Total	Count	120	31	151
	% age	79.5%	20.5%	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 on request.



4.3.1.13: Denial of itemized usage charges detail: There were 120 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these 6 (5.0%) of them reported that they were denied of their request for itemized usage charge for their pre paid connection from their service charge. This was reported around 1 out of 10 Syama Telelink customers.

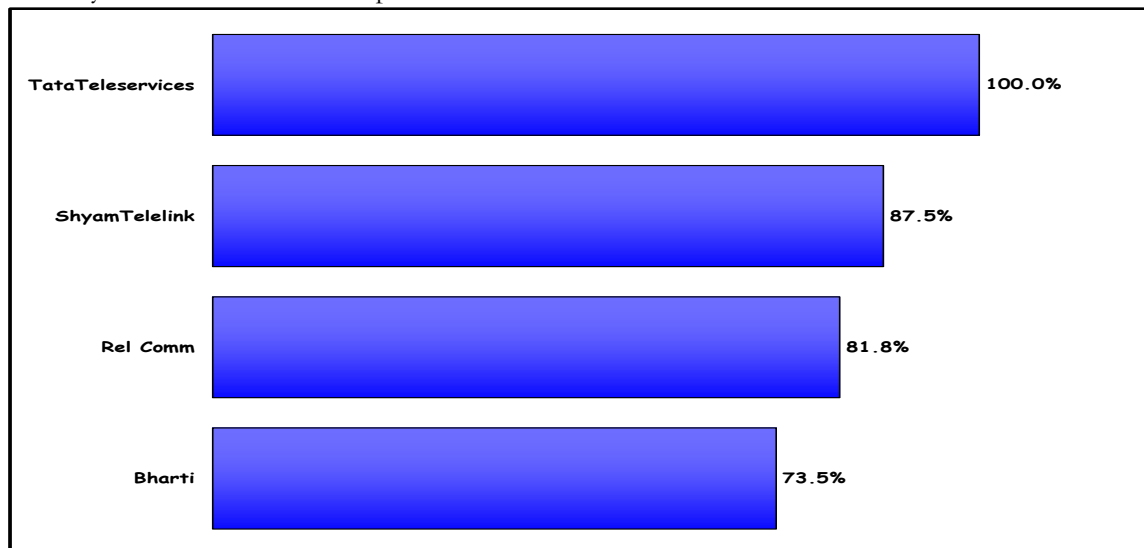
Operator		Yes	No	Total
Bharti	Count	1	42	43
	% age	2.3%	97.7%	100.0%
BSNL	Count	1	23	24
	% age	4.2%	95.8%	100.0%
Rel Comm	Count	1	15	16
	% age	6.3%	93.8%	100.0%
Tata Teleservices	Count	1	15	16
	% age	6.3%	93.8%	100.0%
ShyamTelelink	Count	2	19	21
	% age	9.5%	90.5%	100.0%
Total	Count	6	114	120
	% age	5.0%	95.0%	100.0%

4.3.1.14: Reason (s) for Denial of itemized usage charges detail: Out of these 6 respondents, who reported for denial of itemized usage charges details, 5 reported that they were given no reason for denial of itemized usage charges details and another 1 reported that they were given the reason as technical problem.

4.3.1.15: 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 70 new respondents, who had subscribed in last 6 months, 12 (17.1%) indicated that they have not been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism while taking the connection. Among the 58 respondents who got the manual of practice, Tata Teleservices topped with 100% followed by Shyam Telelink (87.5%), Rel Comm (81.8%) and Bharti (73.5%). None of the BSNL consumers contacted were new subscribers.

Table 4.3.1.15: Have you been provided the manual of Practice containing the term and conditions of services, grievance redressal mechanism etc. while taking the connection?				
Operator		Yes	No	Total
Bharti	Count	25	9	34
	% Age	73.5%	26.5%	100.0%
Rel Comm	Count	9	2	11
	% Age	81.8%	18.2%	100.0%
TataTeleservices	Count	17	0	17
	% Age	100.0%	0.0%	100.0%
ShyamTelelink	Count	7	1	8
	% Age	87.5%	12.5%	100.0%
Total	Count	58	12	70
	% Age	82.9%	17.1%	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	ShyamTelelink
1	Awareness of three stage grievance mechanism	11.6%	14.7%	9.0%	4.7%	10.7%
2	For pre-paid customers awareness about item-wise usage charge details on request	84.3%	72.7%	80.0%	84.2%	75.0%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	2.3%	4.2%	6.3%	6.3%	9.5%
4	For new customers provisioning of "Manual of practice while taking the new connection	73.5%	NA	81.8%	100.0%	87.5%
5	Awareness of call center for redressing grievances	99.3%	99.5%	99.5%	99.4%	99.3%
6	Penetration of consumers made any complaint to the toll free number within last six months	48.3%	48.2%	79.0%	59.7%	46.9%
7	Call center informing about the action taken on complaint	68.7%	51.2%	71.0%	67.0%	72.5%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	40.9%	32.3%	40.6%	17.2%	27.3%
9	Percentage satisfied with complaint resolution by call center	88.0%	87.2%	89.8%	80.8%	86.8%
10	Awareness of nodal officer for redressing grievances	7.8%	5.2%	6.5%	12.4%	6.9%
11	Awareness of appellate authority for redressing grievances	0.3%	0.3%	0.9%	0.9%	0.3%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 4.7% to 14.7%. The highest percentage of aware subscribers were found in the case of BSNL (14.7%), followed by Bharti (11.6%), ShyamTelelink (10.7%) and Rel Comm (9.0%). The lowest percentage of aware consumers were found in the case of Tata Teleservices (4.7%)
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 99.3% to 99.5%. This was found to be highest in the case of BSNL and Rel Com (99.5%each), closely followed by Tata Teleservices (99.4%) and Shyam Telelink and Bharti (99.3%each) .
- Awareness about the Nodal Officer was found to be low and ranged from 5.2% (BSNL) to 12.4% (Tata Teleservices).
- Similarly, the awareness was found to be abysmally low in the case of Appellate Authority, which ranged from 0.3% (Bharti, BSNL, ShyamTelelink) to 0.9% (RelComm, Tata Teleservices)
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of Rel Comm (79.0%), followed by TataTeleservices (59.7%), Bharti(48.3%) , BSNL (48.2%)and ShyamTelelink (46.9%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (84.3%) Closely followed by Tata Teleservices (84.2%), RelComm (80.0%), ShyamTelelink (75.0%) and BSNL (72.7%).

4.3.2 CELLULAR MOBILE – RAJASTHAN SERVICE AREA

4.3.2.1: Awareness about Redressal mechanism Altogether 4,200 mobile consumers of 7 operators in Rajasthan Service Area was targeted. Out of these, only 443 (10.5%) 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 (12.7%), followed by Idea Cellular (12.0%) and BSNL. (11.2%). The lowest percentage of aware consumer was in the case of Shyam Telelink with 8.7%. In the case of Rel Comm, Vodafone and Tata Teleservices around 9.3%-10.0% consumers were aware of Redressal mechanism.

Service provider		Yes	No	Total
Bharti	Count	76	524	600
	%age	12.7%	87.3%	100.0%
Vodafone	Count	60	540	600
	%age	10.0%	90.0%	100.0%
Idea Cellular	Count	72	528	600
	%age	12.0%	88.0%	100.0%
BSNL	Count	67	533	600
	%age	11.2%	88.8%	100.0%
Rel Comm	Count	60	540	600
	%age	10.0%	90.0%	100.0%
Tata Teleservices	Count	56	544	600
	%age	9.3%	90.7%	100.0%
Shyam Telelink	Count	52	548	600
	%age	8.7%	91.3%	100.0%
Total	Count	443	3757	4200
	%age	10.5%	89.5%	100.0%

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



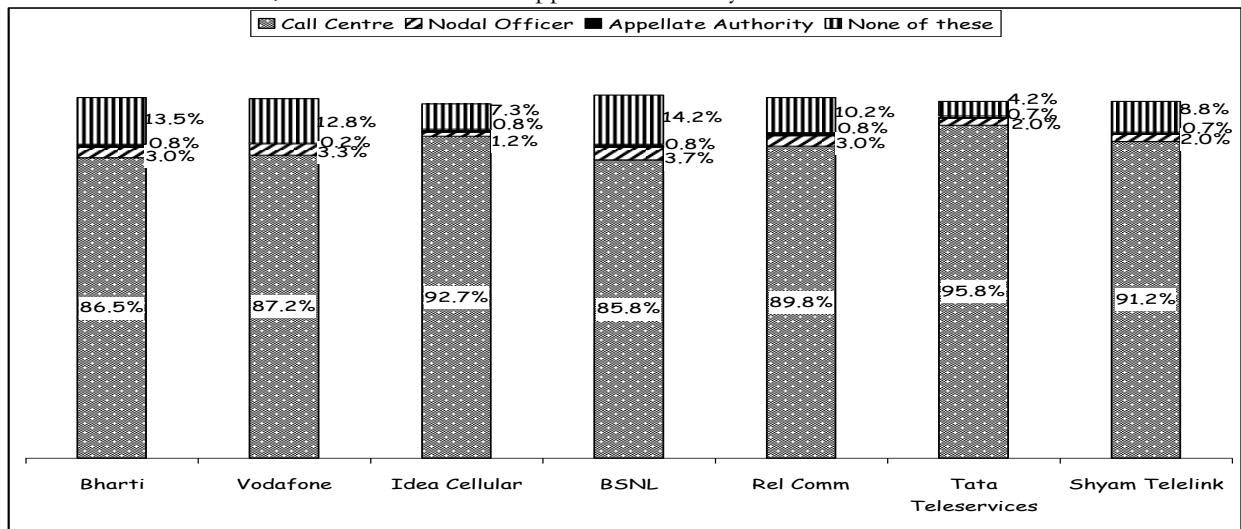
4.3.2.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – Call centre, Nodal officers and Appellate authority. The following table shows their awareness level with respect to each of the stages mentioned above. Out of 4200 respondents, 89.9% respondents indicated that they were aware of call center. Whereas, only 2.6% were aware of Nodal Officer and 0.7% about the Appellate Authority. However, 10.1 % of respondents also indicated that they were not aware of any of the stage.

Table 4.3.2.2. Which all stages of the three stage grievance mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?

Service provider		Call Centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	519	18	5	81	600
	%age	86.5%	3.0%	0.8%	13.5%	
Vodafone	Count	523	20	1	77	600
	%age	87.2%	3.3%	0.2%	12.8%	
Idea Cellular	Count	556	7	5	44	600
	%age	92.7%	1.2%	0.8%	7.3%	
BSNL	Count	515	22	5	85	600
	%age	85.8%	3.7%	0.8%	14.2%	
Rel Comm	Count	539	18	5	61	600
	%age	89.8%	3.0%	0.8%	10.2%	
Tata Teleservices	Count	575	12	4	25	600
	%age	95.8%	2.0%	0.7%	4.2%	
Shyam Telelink	Count	547	12	4	53	600
	%age	91.2%	2.0%	0.7%	8.8%	
Total	Count	3774	109	29	426	4200
	%age	89.9%	2.6%	0.7%	10.1%	

*Multi Responded

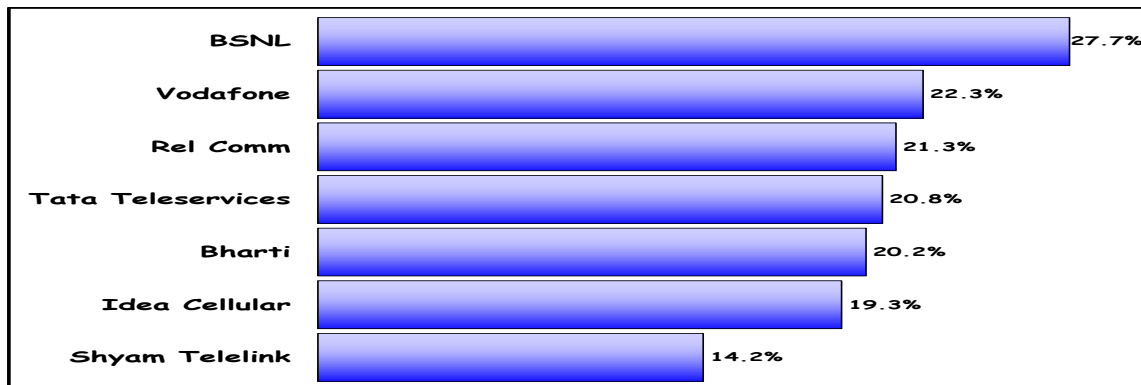
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



4.3.2.3: Consumers' complaints about services: The table below shows that out of 4200 respondents, 20.8% of respondents had used call centre / help line telephone numbers for complaints in the last six months. BSNL (27.7%) had the highest percentages of complainants, followed by Vodafone (22.3%) and Rel Comm (21.3%), who used this service for complaint within last six months. The minimum percentage of consumers who made complaints were found in the case of Shyam Telelink (14.2%) followed by Idea Cellular (19.3%), Bharti (20.2%) and Tata teleservices (20.8%).

Table 4.3.2.3 Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?				
Service provider		Yes	No	Total
Bharti	Count	121	479	600
	%age	20.2%	79.8%	100.0%
Vodafone	Count	134	466	600
	%age	22.3%	77.7%	100.0%
Idea Cellular	Count	116	484	600
	%age	19.3%	80.7%	100.0%
BSNL	Count	166	434	600
	%age	27.7%	72.3%	100.0%
Rel Comm	Count	128	472	600
	%age	21.3%	78.7%	100.0%
Tata Teleservices	Count	125	475	600
	%age	20.8%	79.2%	100.0%
Shyam Telelink	Count	85	515	600
	%age	14.2%	85.8%	100.0%
Total	Count	875	3325	4200
	%age	20.8%	79.2%	100.0%

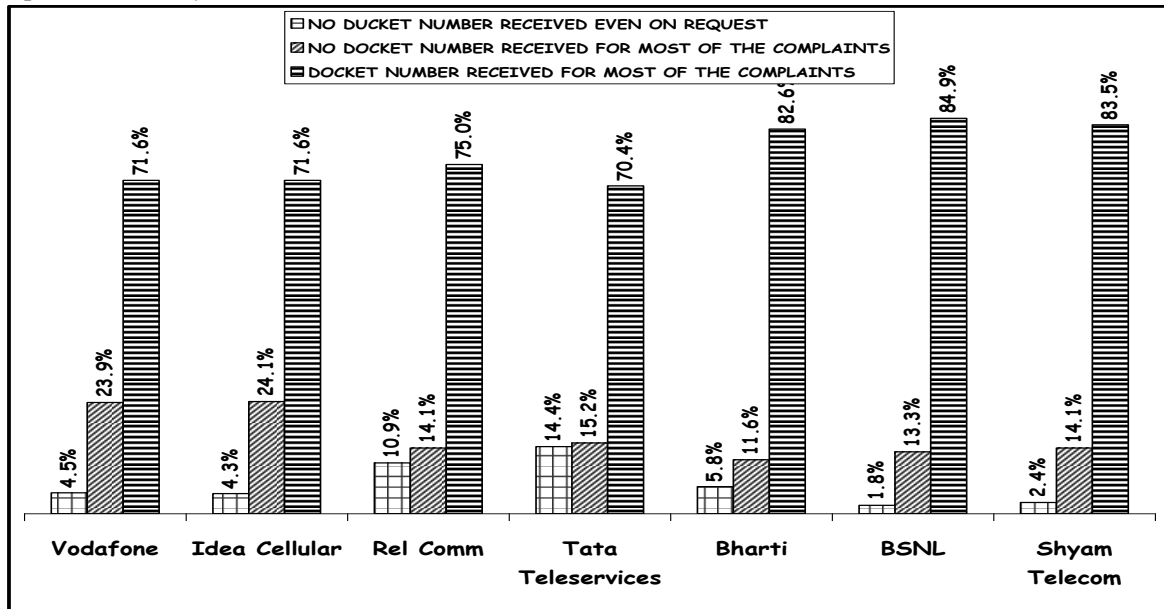
Graphical representation: The graph below shows the percentage of respondents who had made any complaint within last 6 months to the toll free call centre/ customer care/ Helpline telephone number of their Operators.



4.3.2.4: Receipt of docket number against complaints: Respondents those who made complaints to call centre/ helpline numbers were asked whether they had received docket numbers for their complaints. Out of 875 respondents who had made a complaint, 77.1% confirmed that they had received docket number for most of their complaints. However 16.6 % indicated that they didn't receive any docket number for most of their complaints. The table also shows 6.3% of respondents did not receive docket numbers even on request.

Service provider		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	7	14	100	121
	%age	5.8%	11.6%	82.6%	100.0%
Vodafone	Count	6	32	96	134
	%age	4.5%	23.9%	71.6%	100.0%
Idea Cellular	Count	5	28	83	116
	%age	4.3%	24.1%	71.6%	100.0%
BSNL	Count	3	22	141	166
	%age	1.8%	13.3%	84.9%	100.0%
Rel Comm	Count	14	18	96	128
	%age	10.9%	14.1%	75.0%	100.0%
Tata Teleservices	Count	18	19	88	125
	%age	14.4%	15.2%	70.4%	100.0%
Shyam Telelink	Count	2	12	71	85
	%age	2.4%	14.1%	83.5%	100.0%
Total	Count	55	145	675	875
	%age	6.3%	16.6%	77.1%	100.0%

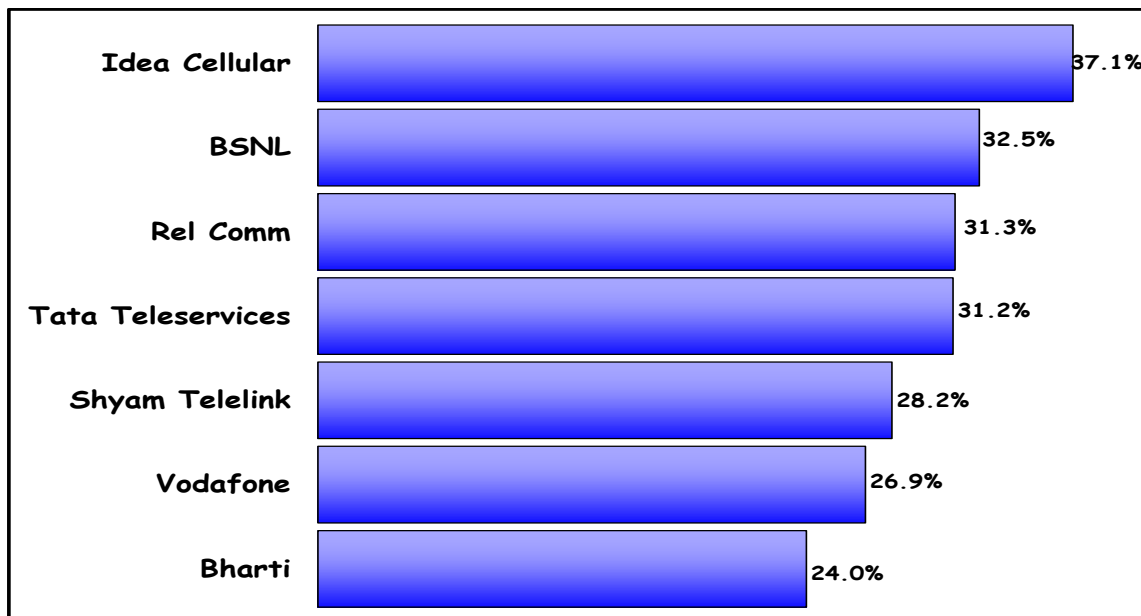
Graphical representation: The graphs shows that highest number of respondents who had reported that they received docket number.



4.3.2.5: 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 875 respondents, 30.3% had reported that they were informed by call center for the action taken on their complaints. The highest from Idea Cellular(37.1%), followed by BSNL (32.5%), Rel Comm (31.3%), Tata Teleservices (31.2%) ,Shyam Telelink (28.2%),Vodafone (26.9%)and Bharti (24.0%).

Table 4.3.2.5: Did the call centre inform you the action taken on your complaint?				
Service provider		Yes	No	Total
Bharti	Count	29	92	121
	%age	24.0%	76.0%	100.0%
Vodafone	Count	36	98	134
	%age	26.9%	73.1%	100.0%
Idea Cellular	Count	43	73	116
	%age	37.1%	62.9%	100.0%
BSNL	Count	54	112	166
	%age	32.5%	67.5%	100.0%
Rel Comm	Count	40	88	128
	%age	31.3%	68.8%	100.0%
Tata Teleservices	Count	39	86	125
	%age	31.2%	68.8%	100.0%
Shyam Telelink	Count	24	61	85
	%age	28.2%	71.8%	100.0%
Total	Count	265	610	875
	%age	30.3%	69.7%	100.0%

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

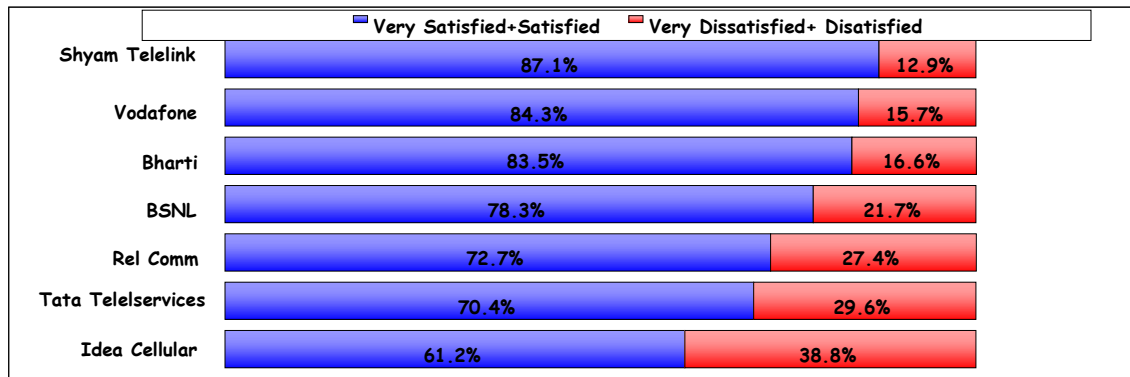


4.3.2.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction with the resolution of complaints by call centre/ customer care/ helpline.

Service provider		Very Dissatisfied	Dissatisfied	Very Dissatisfied+ Dissatisfied	Satisfied	Very Satisfied	Very Satisfied+Satisfied	Total
Bharti	Count	2	18	20	101	0	101	121
	%age	1.7%	14.9%	16.6%	83.5%	0.0%	83.5%	100.0%
Vodafone	Count	0	21	21	113	0	113	134
	%age	0.0%	15.7%	15.7%	84.3%	0.0%	84.3%	100.0%
Idea Cellular	Count	10	35	45	71	0	71	116
	%age	8.6%	30.2%	38.8%	61.2%	0.0%	61.2%	100.0%
BSNL	Count	2	34	36	130	0	130	166
	%age	1.2%	20.5%	21.7%	78.3%	0.0%	78.3%	100.0%
Rel Comm	Count	2	33	35	93	0	93	128
	%age	1.6%	25.8%	27.4%	72.7%	0.0%	72.7%	100.0%
Tata Teleservices	Count	3	34	37	88	0	88	125
	%age	2.4%	27.2%	29.6%	70.4%	0.0%	70.4%	100.0%
Shyam Telelink	Count	0	11	11	74	0	74	85
	%age	0.0%	12.9%	12.9%	87.1%	0.0%	87.1%	100.0%
Total	Count	19	186	205	670	0	670	875
	%age	2.2%	21.3%	23.4%	76.6%	0.0%	76.6%	100.0%

- Maximum percentage of **satisfied consumers** (very satisfied and satisfied) were reported in the case of Shyam Telelink (87.1%) followed by Vodafone (84.3%), Bharti (83.5%), and BSNL (78.3%). Whereas the lowest were in the case of Idea Cellular (61.2%) followed by Tata Teleservices (70.4%).
- As far as **dissatisfaction** (very dissatisfied and dissatisfied) is concerned the highest percentage of respondents were reported from Idea Cellular (38.8%) followed by Tata Teleservices (29.6%), Rel Comm (27.4%) and BSNL (21.7%).

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



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

Various reasons were specified by the consumers. Among them “**Difficult to connect to the call centre Executive**” was cited as the main reason. This was cited by 34.4% of dissatisfied consumers. This was cited maximum in the case of Vodafone (42.0%) followed by Tata Teleservices(40.8%).

Second most important reason was cited as “**time taken by call center for redressal of complaint is too long.**”. This was found highest in the case of Vodafone (42.0%), followed by Bharti (41.9%).

Table 4.3.2.7: Please specify the reason(s) for your dissatisfaction with resolution of complaint by call centre/ customer care executive/ helpline

Service provider		Difficult to connect to the call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the problem	Total
Bharti	Count	16	5	4	18	8	43
	%age	37.2%	11.6%	9.3%	41.9%	18.6%	
Vodafone	Count	21	6	6	21	11	50
	%age	42.0%	12.0%	12.0%	42.0%	22.0%	
Idea Cellular	Count	27	12	9	24	9	76
	%age	31.0%	13.8%	10.3%	27.6%	10.3%	
BSNL	Count	26	12	15	22	16	87
	%age	29.9%	13.8%	17.2%	25.3%	18.4%	
Rel Comm	Count	18	14	14	16	11	69
	%age	26.1%	20.3%	20.3%	23.2%	15.9%	
Tata Teleservices	Count	29	9	11	19	8	71
	%age	40.8%	12.7%	15.5%	26.8%	11.3%	
Shyam Telelink	Count	25	10	6	24	9	75
	%age	33.3%	13.3%	8.0%	32.0%	12.0%	
Total	Count	162	68	65	144	72	471
	%age	34.4%	14.4%	13.8%	30.6%	15.3%	

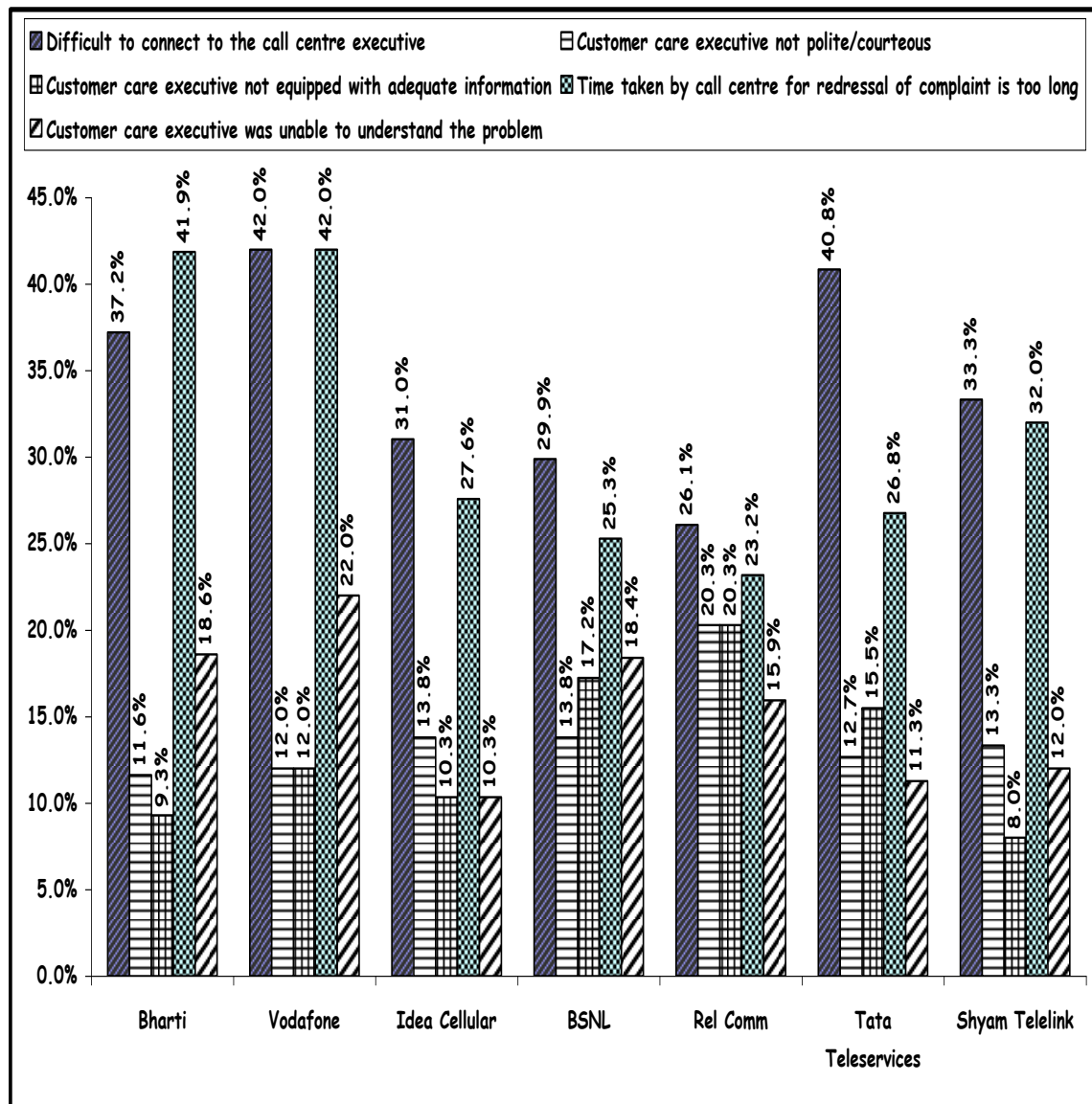
Note: sum may not add because of multiple response

“**Customer care executive was unable to understand the problem**” was also cited by over 15% of respondents – maximum in the case of Vodafone (22%) followed by Bharti (18.6%).

Similarly around 68 (14.4%) complaints also reported about “**customer care executive not polite/Courteous**” - reported maximum in the case of Rel Com (20.3%).

“**Customer care executive not equipped with adequate information**” was also cited by over 13.8% of respondents – reported maximum in the case of Re Comm (20.3%).

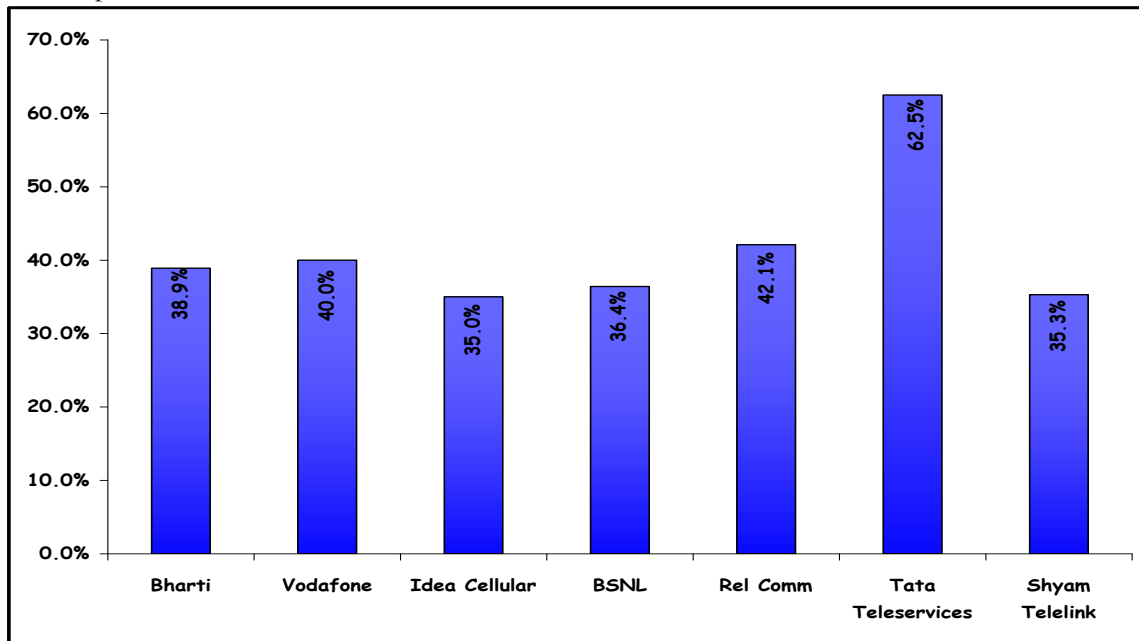
Graphical representation: The following graph shows the some of the reasons specified by the consumers who were dissatisfied with the resolution their complaints.



4.3.2.8: Resolution of billing complaints: The following table shows that out of 471 respondents who had complained to call center/customer care, 132 had billing related complaints. Out of these 132, 40.9% 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 Tata Teleservices (62.5%), followed by Rel Comm (42.1%) ,Vodafone (40%), Bharti (38.9%), BSNL(36.4%), Shyam Telelink (35.3%) and Idea Cellular (35.0%).

Service provider		Yes	No	Total applicable
Bharti	Count	7	11	18
	%age	38.9%	61.1%	100.0%
Vodafone	Count	8	12	20
	%age	40.0%	60.0%	100.0%
Idea Cellular	Count	7	13	20
	%age	35.0%	65.0%	100.0%
BSNL	Count	8	14	22
	%age	36.4%	63.6%	100.0%
Rel Comm	Count	8	11	19
	%age	42.1%	57.9%	100.0%
Tata Teleservices	Count	10	6	16
	%age	62.5%	37.5%	100.0%
Shyam Telelink	Count	6	11	17
	%age	35.3%	64.7%	100.0%
Total	Count	54	78	132
	%age	40.9%	59.1%	100.0%

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



4.3.2.9: Awareness about the contact details of nodal officers: The respondents were asked about their awareness about three stages of redressal mechanism (Question No. 35). 109 (2.6%) respondents had reported that they were aware about Nodal officers. However, awareness about the contact details of Nodal Officers was found to be low. Only 6 (5.5%) customer had reported that they were aware about the contact details of Nodal Officer.

Table 4.3.2.9. Are you aware of the contact details of the Nodal Officer?				
Service provider		Yes	No	Total
Bharti	Count	2	16	18
	%age	11.1%	88.9%	100.0%
Vodafone	Count	0	20	20
	%age	0.0%	100.0%	100.0%
Idea Cellular	Count	1	6	7
	%age	14.3%	85.7%	100.0%
BSNL	Count	3	19	22
	%age	13.6%	86.4%	100.0%
Rel Comm	Count	0	18	18
	%age	0.0%	100.0%	100.0%
Tata Teleservices	Count	0	12	12
	%age	0.0%	100.0%	100.0%
Shyam Telelink	Count	0	12	12
	%age	0.0%	100.0%	100.0%
Total	Count	6	103	109
	%age	5.5%	94.5%	100.0%

4.3.2.10 Complaints to Nodal officer:

None of the customers who were aware of the contact details of nodal officer had made any complaint to Nodal officers. Therefore, the analysis of redressal mechanism with the Nodal Officers could not be ascertained.

4.3.2.11: Awareness about the contact details of Appellate Authority:

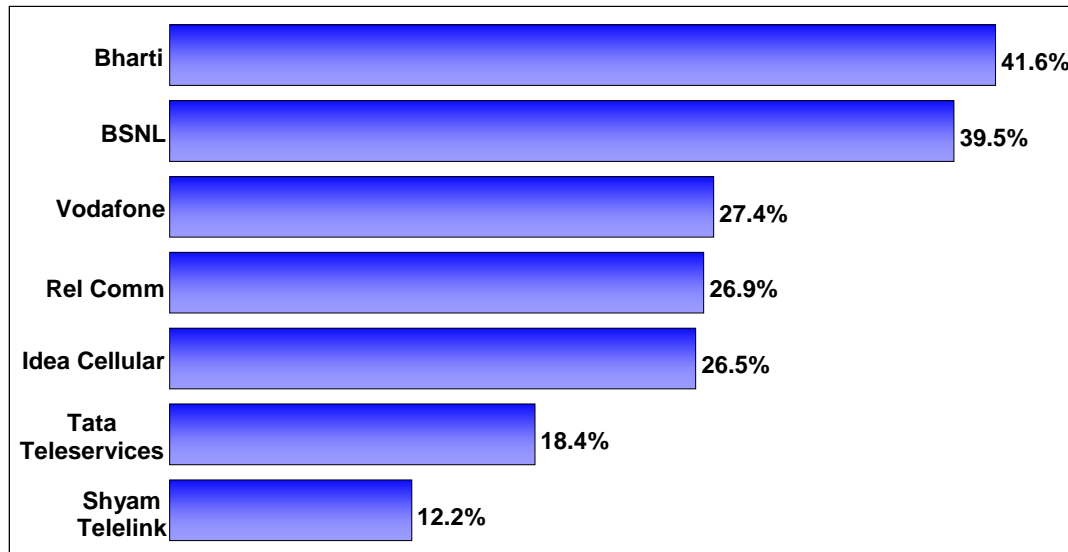
As regard to the awareness about the contact details of the Appellate Authority, out of 29(0.7%) respondents who had reported that they were aware about Appellate Authority, none of them were aware about the contact details for filing of appeals on complaints which were not resolved or unsatisfactorily resolved by Nodal officer. Therefore, the analysis of redressal mechanism with the Appellate Authority could not be ascertained.

4.3.2.12: Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 4073 prepaid customers of 7 providers targeted, only 1118 (27.4%) reported that they were aware of this facility. Therefore more than 72.6% customers of prepaid service were unaware about this facility. The highest percentage of awareness level of this service was found among the customers of Bharti (41.6%), followed by BSNL (39.5%).

Table 4.3.2.12 Are you aware that the prepaid customer can get item-wise usage charge details, on request?				
Service provider		Yes	No	Total
Bharti	Count	241	339	580
	%age	41.6%	58.4%	100.0%
Vodafone	Count	160	424	584
	%age	27.4%	72.6%	100.0%
Idea Cellular	Count	155	430	585
	%age	26.5%	73.5%	100.0%
BSNL	Count	229	351	580
	%age	39.5%	60.5%	100.0%
Rel Comm	Count	154	419	573
	%age	26.9%	73.1%	100.0%
Tata Teleservices	Count	107	475	582
	%age	18.4%	81.6%	100.0%
Shyam Telelink	Count	72	517	589
	%age	12.2%	87.8%	100.0%
Total	Count	1118	2955	4073
	%age	27.4%	72.6%	100.0%

*Only for Prepaid customer

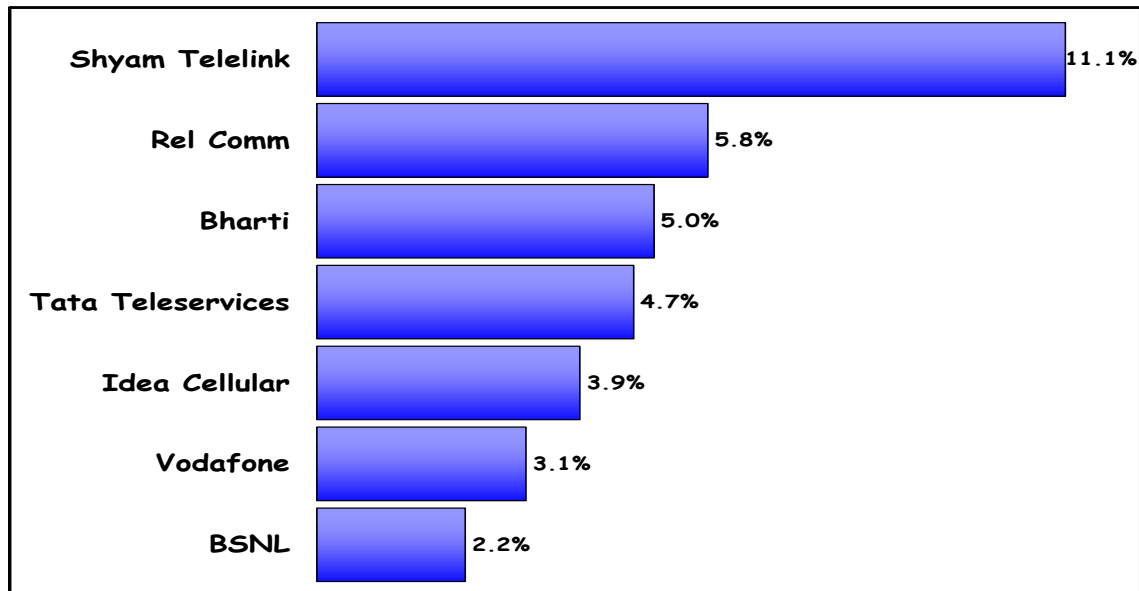
Graphical representation: The following graph shows the percentage of prepaid subscribers who were aware that they can get item wise usage charge details on request.



4.3.2.13: Denial of itemized usage charges detail: There were 1118 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their prepaid connection. But only 50(4.5%) of them reported that they were denied of their request for itemized usage charge for their prepaid connection from their service charge.

Table 4.3.2.13..Have you been denied of your request for itemized usage charge details for your pre-paid connection?				
Service provider		Yes	No	Total
Bharti	Count	12	229	241
	%age	5.0%	95.0%	100.0%
Vodafone	Count	5	155	160
	%age	3.1%	96.9%	100.0%
Idea Cellular	Count	6	149	155
	%age	3.9%	96.1%	100.0%
BSNL	Count	5	224	229
	%age	2.2%	97.8%	100.0%
Rel Comm	Count	9	145	154
	%age	5.8%	94.2%	100.0%
Tata Teleservices	Count	5	102	107
	%age	4.7%	95.3%	100.0%
Shyam Telelink	Count	8	64	72
	%age	11.1%	88.9%	100.0%
Total	Count	50	1068	1118
	%age	4.5%	95.5%	100.0%

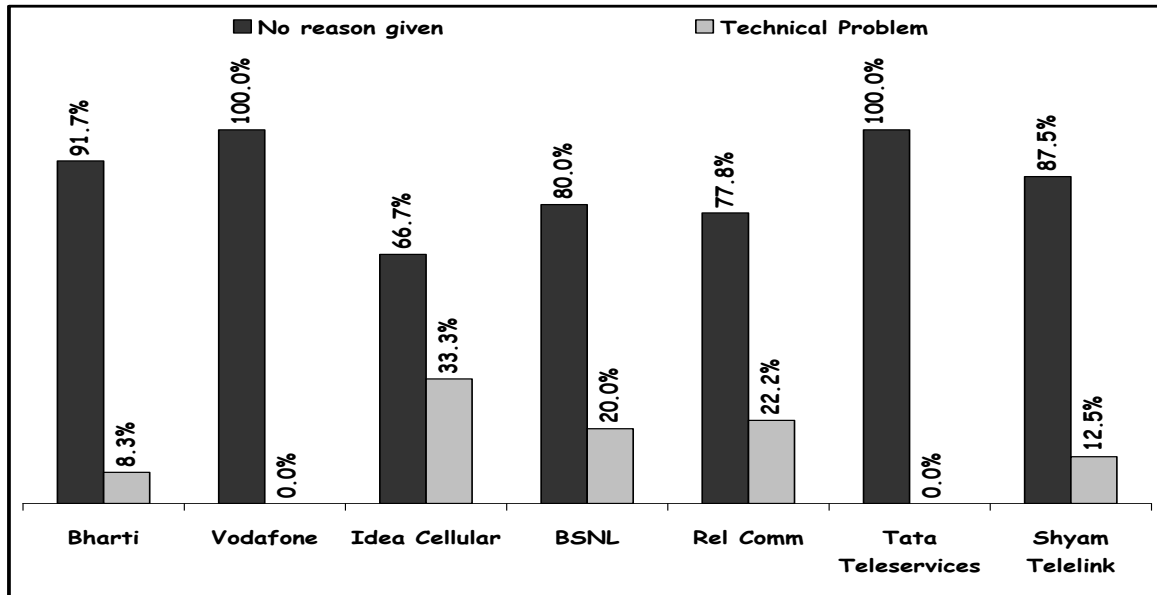
Graphical representation: The following graph shows the percentage of prepaid subscribers whom request were Denied for Item wise usage charges details for their prepaid connection.



4.3.2.14: Reason (s) for Denial of itemized usage charges detail: Out of these 50 respondents, who reported for denial of itemized usage charges details, 43(86.0%) reported that they were given no reason for denial of itemized usage charges details and rest 7(14.0%) reported that they were given the reason as technical problem.

Service provider		No reason given	Technical Problem	Total
Bharti	Count	11	1	12
	%age	91.7%	8.3%	100.0%
Vodafone	Count	5	0	5
	%age	100.0%	0.0%	100.0%
Idea Cellular	Count	4	2	6
	%age	66.7%	33.3%	100.0%
BSNL	Count	4	1	5
	%age	80.0%	20.0%	100.0%
Rel Comm	Count	7	2	9
	%age	77.8%	22.2%	100.0%
Tata Teleservices	Count	5	0	5
	%age	100.0%	0.0%	100.0%
Shyam Telelink	Count	7	1	8
	%age	87.5%	12.5%	100.0%
Total	Count	43	7	50
	%age	86.0%	14.0%	100.0%

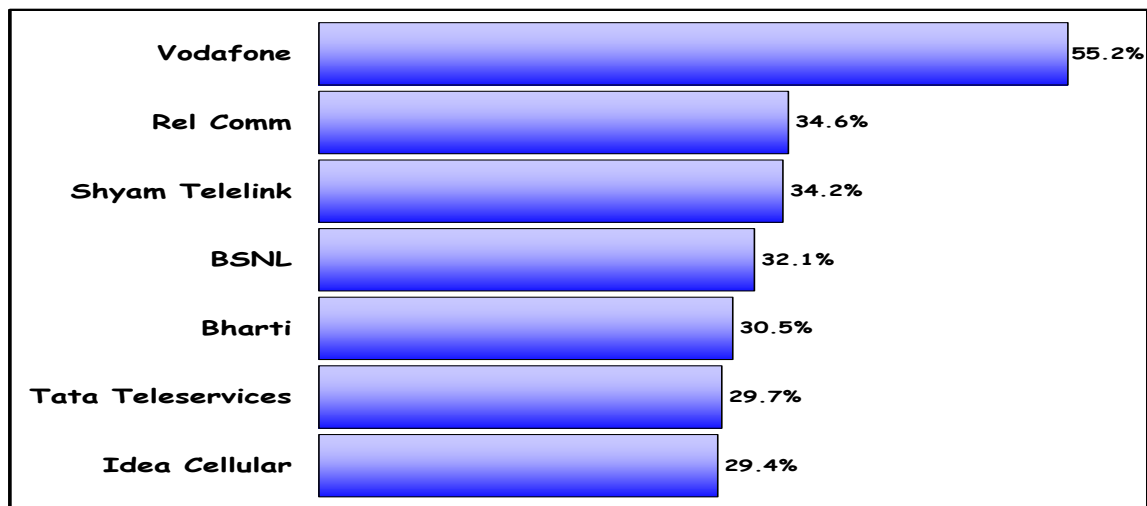
Graphical representation: The following graph shows the percentage of reason(s) for denying subscribers request.



4.3.2.15: 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 476 new respondents, who had subscribed in last 6 months, 310 (65.1%) indicated that they have not been provided the manual of practice containing the terms and condition of service, grievances redressal mechanism while taking the connection. Among the 166 respondents who got the manual of practice, Vodafone topped with 55.2% followed by Rel Comm (34.6%), Shyam Telelink (34.2%), BSNL (32.1%) , Bharti (30.5%),Tata Teleservices (29.7%) and Idea Cellular(29.4%).

Service provider		Yes	No	Total
Bharti	Count	25	57	82
	%age	30.5%	69.5%	100.0%
Vodafone	Count	37	30	67
	%age	55.2%	44.8%	100.0%
Idea Cellular	Count	25	60	85
	%age	29.4%	70.6%	100.0%
BSNL	Count	17	36	53
	%age	32.1%	67.9%	100.0%
Rel Comm	Count	18	34	52
	%age	34.6%	65.4%	100.0%
Tata Teleservices	Count	19	45	64
	%age	29.7%	70.3%	100.0%
Shyam Telelink	Count	25	48	73
	%age	34.2%	65.8%	100.0%
Total	Count	166	310	476
	%age	34.9%	65.1%	100.0%

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



Overall Score – Telecom Consumer Protection and Redressal of Grievances

CELLULAR MOBILE:-

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

S.N.	Sub Parameter	Bharti	Vodafone	Idea Cellular	BSNL	Rel Comm	Tata Tele.	Shyam Telelink
1	Awareness of three stage grievance mechanism	12.7%	10.0%	12.0%	11.2%	10.0%	9.3%	8.7%
2	For pre-paid customers awareness about item-wise usage charge details on request	41.6%	27.4%	26.5%	39.5%	26.9%	18.4%	12.2%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	5.0%	3.1%	3.9%	2.2%	5.8%	4.7%	11.1%
4	For new customers provisioning of "Manual of practice while taking the new connection	30.5%	55.2%	29.4%	32.1%	34.6%	29.7%	34.2%
5	Awareness of call center for redressing grievances	86.5%	87.2%	92.7%	85.8%	89.8%	95.8%	91.2%
6	Penetration of consumers made any complaint to the toll free number within last six months	20.2%	22.3%	19.3%	27.7%	21.3%	20.8%	14.2%
7	Call center informing about the action taken on complaint	24.0%	26.9%	37.1%	32.5%	31.3%	31.2%	28.2%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	38.9%	40.0%	35.0%	36.4%	42.1%	62.5%	35.3%
9	Percentage satisfied with complaint resolution by call center	83.5%	84.3%	61.2%	78.3%	72.7%	70.4%	87.1%
10	Awareness of nodal officer for redressing grievances	3.0%	3.3%	1.2%	3.7%	3.0%	2.0%	2.0%
11	Awareness of appellate authority for redressing grievances	1.0%	0.2%	0.8%	0.8%	0.8%	0.7%	0.7%

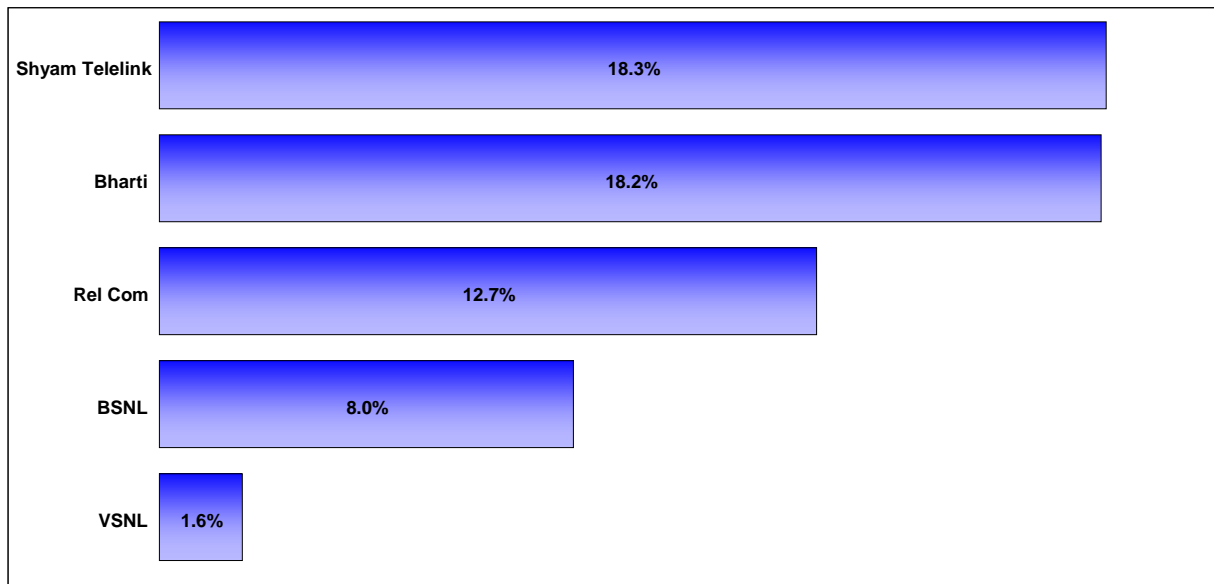
- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 8.7% to 12.7%. The highest percentage of aware subscribers were found in the case of Bharti (12.7%), followed by Idea Cellular (12%), BSNL (11.2%) , Vodafone and Rel Comm (10% each). The lowest percentage of aware consumers was found in the case of Shyam Telelink (8.7%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 85.8% to 95.8%. This was found to be highest in the case of Tata Teleservices (95.8%) followed by Idea Cellular (92.7%), SHyam Telelink (91.2%) Rel Comm (89.8%), Vodafone (87.2%), Bharti (86.5%) and BSNL (85.8%).
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 1.2% (Idea Cellular) to 3.7% (BSNL).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.2% (Vodafone) to 1.0% (Bharti)
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of BSNL (27.2%) followed by Vodafone (22.3%), Rel Com (21.3%), Tata Teleservices (20.8%), Bharti (20.2%), Idea Cellular (19.3%) and SHyam Telelink (14.2%).
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (41.8%) followed by BSNL (39.5%). In the case of other operators it was found to be below 30% in the range of Vodafone (27.4%) to Shyam Telelink (12.2%).

4.3.3 BROADBAND –RAJASTHAN SERVICE AREA

4.3.3.1: Awareness about redressal system: For the broadband services, altogether 2053 consumers of 5 Operators were interviewed. However, only 262 (12.8%) were aware of three stages of grievance redressal mechanism set up by their Operators. The highest percentage of aware subscribers, in the case of broadband service, was found in the case of ShyamTelelink (18.3%), closely followed by Bharti (18.2%) and RelComm (12.7%). Whereas the lowest percentage of aware subscribers was found in case of VSNL (1.6%) and BSNL (8.0%).

Operator		Yes	No	Total
Bharti	Count	109	491	600
	%age	18.2%	81.8%	100.00%
BSNL	Count	48	552	600
	%age	8.0%	92.0%	100.00%
Rel Com	Count	21	144	165
	%age	12.7%	87.3%	100.00%
Shyam Telelink	Count	80	357	437
	%age	18.3%	81.7%	100.00%
VSNL	Count	4	247	251
	%age	1.6%	98.4%	100.00%
Total	Count	262	1791	2053
	%age	12.8%	87.2%	100.00%

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



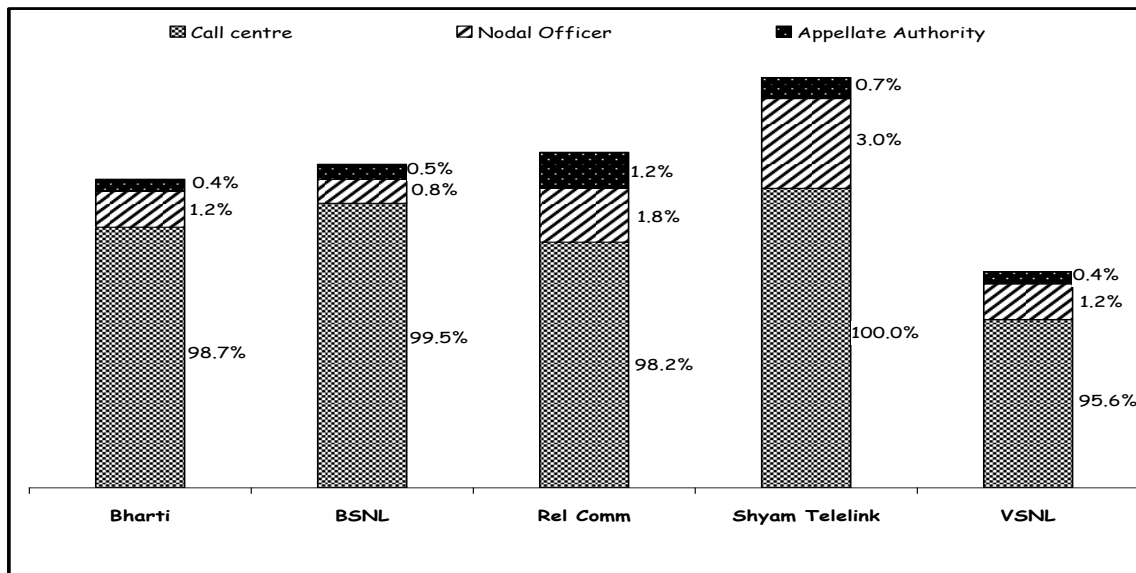
4.3.3.2: Awareness about three stages of redressal system: The respondents were also asked about the three stages of redressal mechanism by naming them – call centre, Nodal officers and Appellate Authority. The following table shows their awareness level with respect to each of the stage mentioned above.

Table 4.3.3.2. Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?						
Operator		Call centre	Nodal Officer	Appellate Authority	None of these	Total
Bharti	Count	592	7	2	7	600
	%age	98.7%	1.2%	0.4%	1.2%	
BSNL	Count	597	5	3	3	600
	%age	99.5%	0.8%	0.5%	0.5%	
Rel Com	Count	162	3	2	3	165
	%age	98.2%	1.8%	1.2%	1.8%	
Shyam Telelink	Count	437	13	3	0	437
	%age	100.0%	3.0%	0.7%	0.0%	
VSNL	Count	240	3	1	11	251
	%age	95.6%	1.2%	0.4%	4.4%	
Total	Count	2028	31	11	24	2053
	%age	98.8%	1.5%	0.5%	1.2%	

*Multi Responded

- Out of 2053 respondents targeted, 2028 (98.8%) were aware of call centers of their providers
- Only 1.5% of respondents were aware about the Nodal officers. This was found to be highest in the case of ShyamTelelink (3%) followed by RelComm (1.8%), VSNL and Bharti. (1.2% each) and BSNL (0.8%).
- Only 11 respondents (0.5%) were about Appellate Authority and this was found highest in case of RelComm (1.2%).
- 24 (1.2%) respondents had also reported that they were not aware of any of the stage. Out of these 11 maximum customers belonged to VSNL (4.4%).

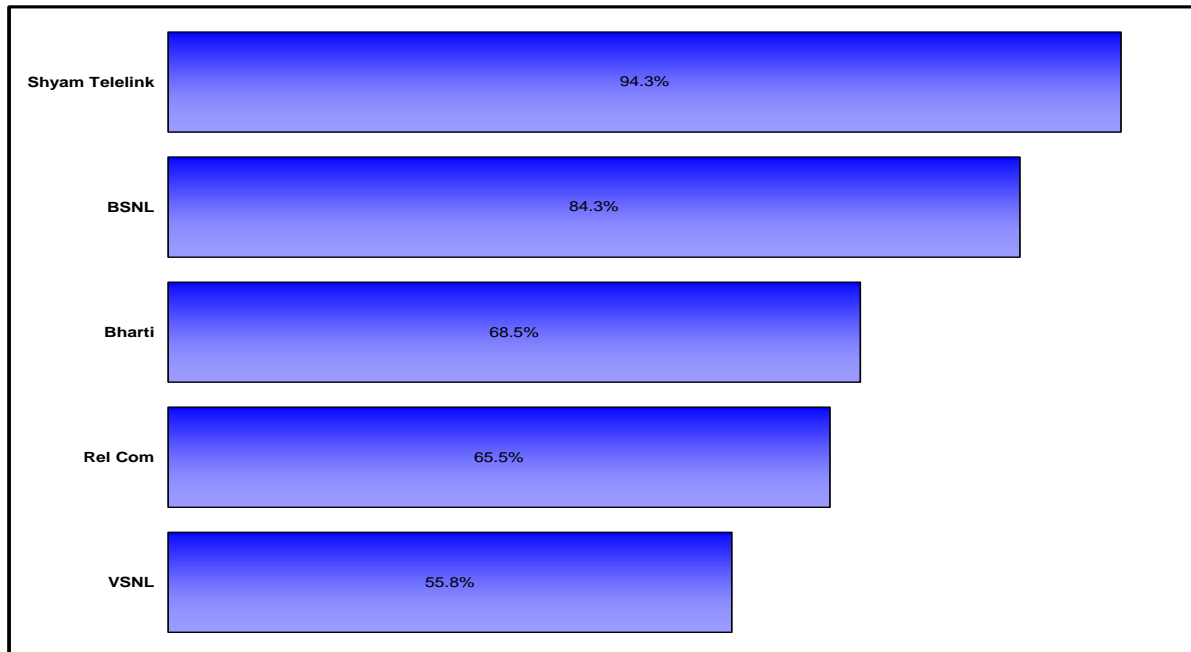
Graphical representation: The following graph shows the percentage of respondents who were aware about Call Centre, Nodal Officers and Appellate Authority.



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 2053 respondents, 1577(76.8%) had used this facility. The highest number of respondents, who had made complaints were from Shyam Telelink (94.3%), followed by BSNL with 84.3% , Bharti (68.5%) and RelComm (65.5%).. Whereas, the lowest numbers of complaints were found in the case of VSNL (55.8%).

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	411	189	600
	%age	68.5%	31.5%	100.00%
BSNL	Count	506	94	600
	%age	84.3%	15.7%	100.00%
Rel Com	Count	108	57	165
	%age	65.5%	34.5%	100.00%
Shyam Telelink	Count	412	25	437
	%age	94.3%	5.7%	100.00%
VSNL	Count	140	111	251
	%age	55.8%	44.2%	100.00%
Total	Count	1577	476	2053
	%age	76.8%	23.2%	100.00%

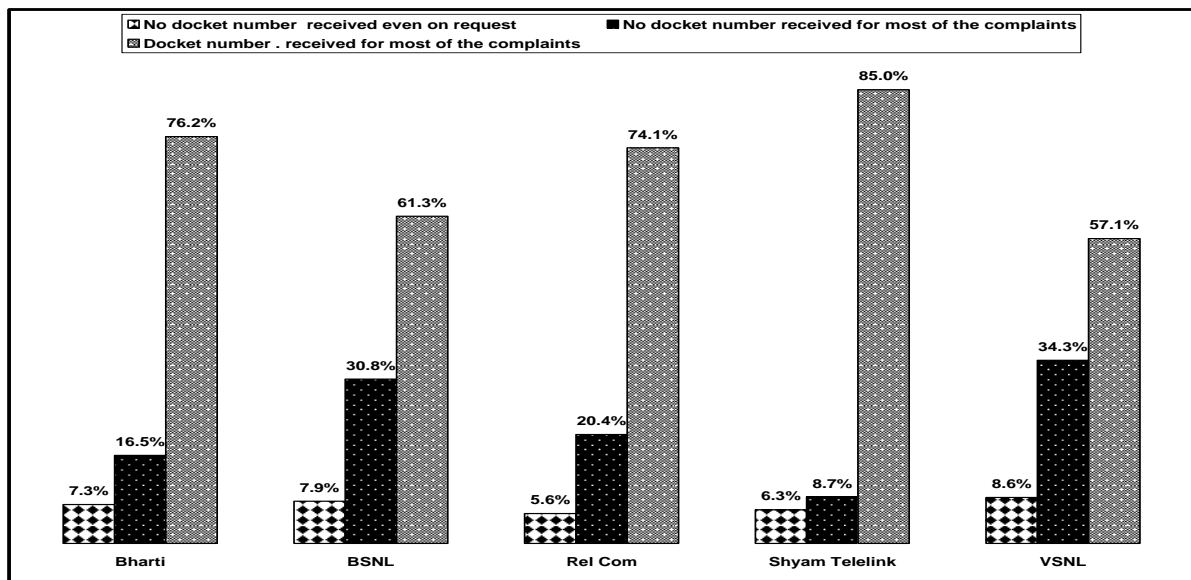
Graphical representation: The percentages of respondents who have made any complaint within last 6 months to the toll free call centre/customer care/Helpline telephone number.



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 1577 respondents who had made a complaint, 71.8% confirmed that they received docket number for most of the complaints. However 20.9 % indicated that they didn't receive any docket number for most of the complaints. . The table also shows 7.2% 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 provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you?					
Operator		No docket number received even on request	No docket number received for most of the complaints	Docket number received for most of the complaints	Total
Bharti	Count	30	68	313	411
	%age	7.3%	16.5%	76.2%	100.00%
BSNL	Count	40	156	310	506
	%age	7.9%	30.8%	61.3%	100.00%
Rel Com	Count	6	22	80	108
	%age	5.6%	20.4%	74.1%	100.00%
Shyam Telelink	Count	26	36	350	412
	%age	6.3%	8.7%	85.0%	100.00%
VSNL	Count	12	48	80	140
	%age	8.6%	34.3%	57.1%	100.00%
Total	Count	114	330	1133	1577
	%age	7.2%	20.9%	71.8%	100.0%

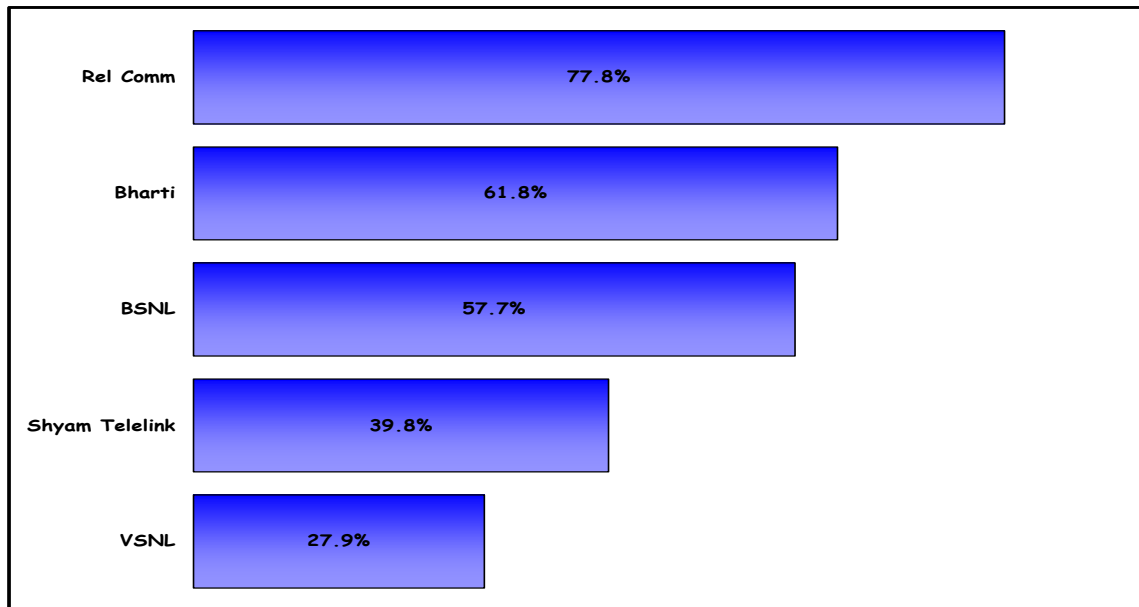
Graphical representation: The graph below shows that highest number of respondents who reported that they received docket number came from ShyamTelelink (85.0%) followed by Bharti (76.2%), Rel Comm (74.1%), BSNL (61.3%), VSNL (57.1%).



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 1577 respondents 52.8% had reported that they were informed by call center for the action taken on their complaints. The highest from Rel Comm. (77.8%), followed by Bharti (61.8%) and BSNL (57.7%).

Table 4.3.3.5. Did the call centre inform you about the action taken on your complaint?				
Operator		Yes	No	Total
Bharti	Count	254	157	411
	%age	61.8%	38.2%	100.0%
BSNL	Count	292	214	506
	%age	57.7%	42.3%	100.0%
Rel Comm	Count	84	24	108
	%age	77.8%	22.2%	100.0%
Shyam Telelink	Count	164	248	412
	%age	39.8%	60.2%	100.0%
VSNL	Count	39	101	140
	%age	27.9%	72.1%	100.0%
Total	Count	833	744	1577
	%age	52.8%	47.2%	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.

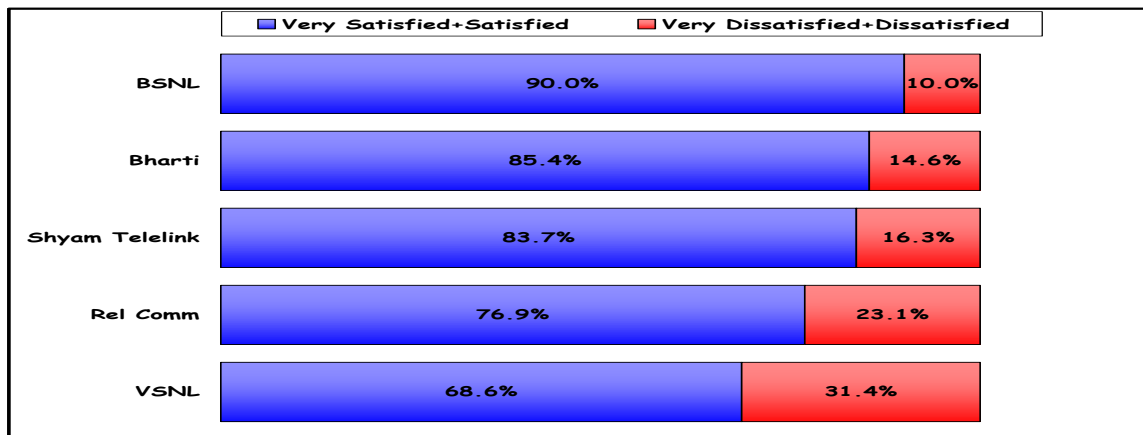


4.3.3.6: Satisfaction with the resolution of complaints: The following table shows the responses of respondents in terms of level of satisfaction on resolution of complaints by call centre/ customer care/ helpline.

Operator		Very Dissatisfied+ Dissatisfied	Very Dissatisfied	Dissatisfied	Very Satisfied+ Satisfied	Satisfied	Very Satisfied	Total
Bharti	Count	60	18	42	351	334	17	411
	%age	14.6%	4.4%	10.2%	85.4%	81.3%	4.1%	100.0%
BSNL	Count	51	16	35	455	357	98	506
	%age	10.0%	3.1%	6.9%	90.0%	70.6%	19.4%	100.0%
Rel Com	Count	25	7	18	83	83	0	108
	%age	23.1%	6.5%	16.6%	76.9%	76.9%	0.0%	100.0%
Shyam Telelink	Count	67	23	44	345	345	0	412
	%age	16.3%	5.6%	10.7%	83.7%	83.7%	0.0%	100.0%
VSNL	Count	44	9	35	96	96	0	140
	%age	31.4%	6.4%	25.0%	68.6%	68.6%	0.0%	100.0%
Total	Count	247	73	174	1330	1215	115	1577
	%age	15.7%	4.7%	11.0%	84.3%	77.0%	7.3%	100.0%

- Maximum percentage of satisfied consumers (very satisfied and satisfied) were reported in the case of **BSNL** (90.0%), followed by Bharti (85.4%), ShyamTelelink (83.7%) .Whereas the lowest were in the case of VSNL (68.6%) and Rel Comm (76.6%).
- The highest percentage of **very satisfied consumers was found in the case BSNL** (19.4%), which was followed by the Bharti (4.1%) .
- As far dissatisfaction (very dissatisfied and satisfied) is concerned the highest percentage of respondents was reported from VSNL (31.4%) and lowest in case of BSNL (10%).

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



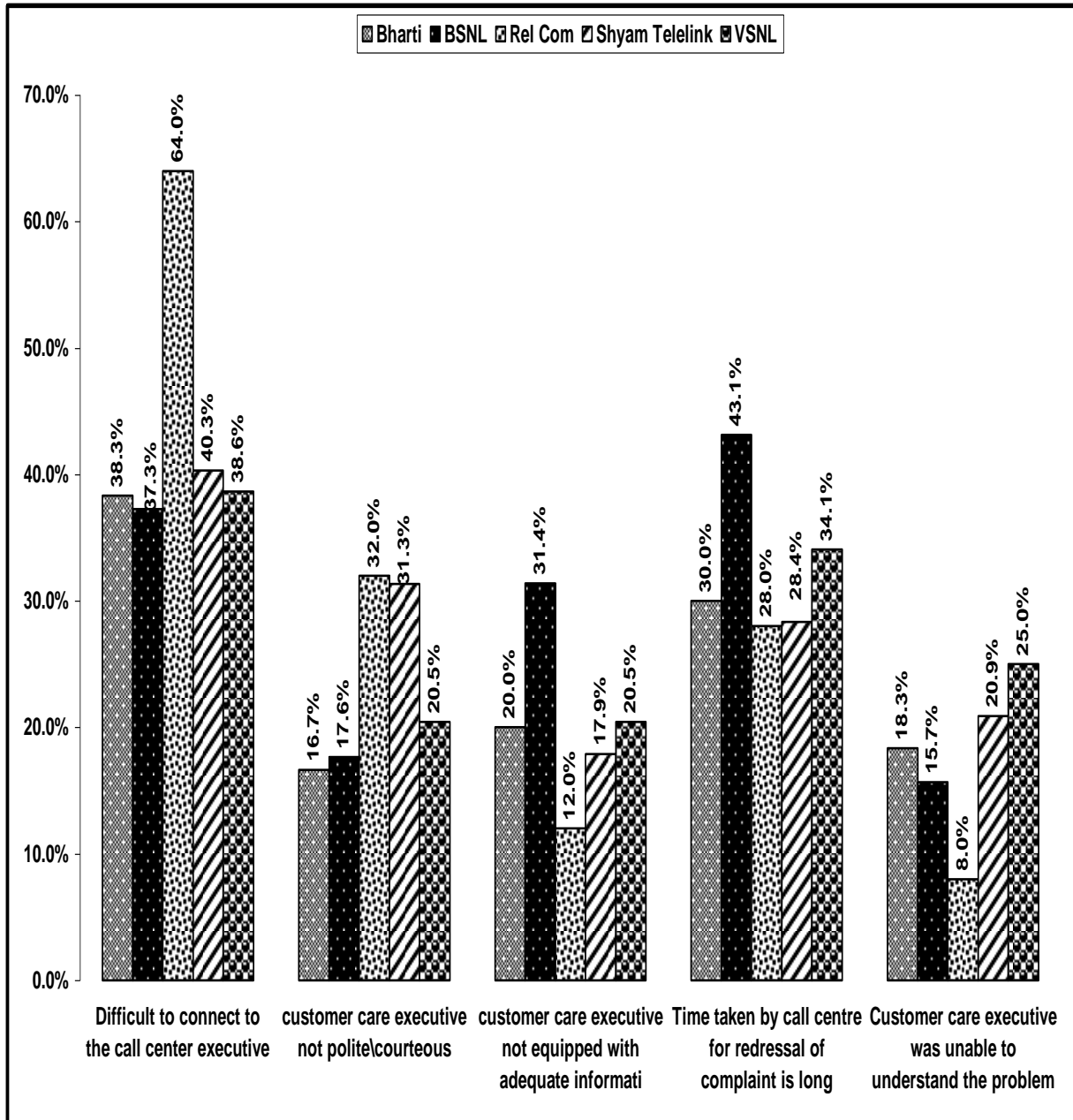
4.3.3.7: Reasons for dissatisfaction with the resolution of complaints: Respondents who were dissatisfied or very dissatisfied (Question No. 29) were asked to specify the reasons for their dissatisfaction.

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\court eous	customer care executive not equipped with adequate informati	Time taken by call centre for redressal of complaint is long	Customer care executive was unable to understand the problem	Total
Bharti	Count	23	10	12	18	11	60
	%age	38.3%	16.7%	20.0%	30.0%	18.3%	
BSNL	Count	19	9	16	22	8	51
	%age	37.3%	17.6%	31.4%	43.1%	15.7%	
Rel Com	Count	16	8	3	7	2	25
	%age	64.0%	32.0%	12.0%	28.0%	8.0%	
Shyam Telelink	Count	27	21	12	19	14	67
	%age	40.3%	31.3%	17.9%	28.4%	20.9%	
VSNL	Count	17	9	9	15	11	44
	%age	38.6%	20.5%	20.5%	34.1%	25.0%	
Total	Count	102	57	52	81	46	247
	%age	41.3%	23.1%	21.1%	32.8%	18.6%	

- 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 41.3% of dissatisfied consumers. This was cited maximum in the case of RelComm (64.0%) followed by ShyamTelelink (40.3%).
- Second most important reason was cited as “**time taken by call center for redressal of complaint is too long.**” This was found highest in the case of BSNL (43.1%) followed by VSNL (34.1%).
- Similarly around 57 (23.1%) complaints also reported about “**customer care executive not polite/Courteous**” reported highest in the case of Rel Comm (32%) closely followed by Shyam Telelink (31.3%).
- “**Customer care executive not equipped with adequate information**” was also cited by over 21.1% of respondents – maximum in the case of BSNL (31.4%) and VSNL (20.5%).
- “**Customer care executive was unable to understand the problem**” was also cited by over 18.6% of respondents – reported maximum in the case of VSNL (25%) followed by Shyam Telelink (20.9%).

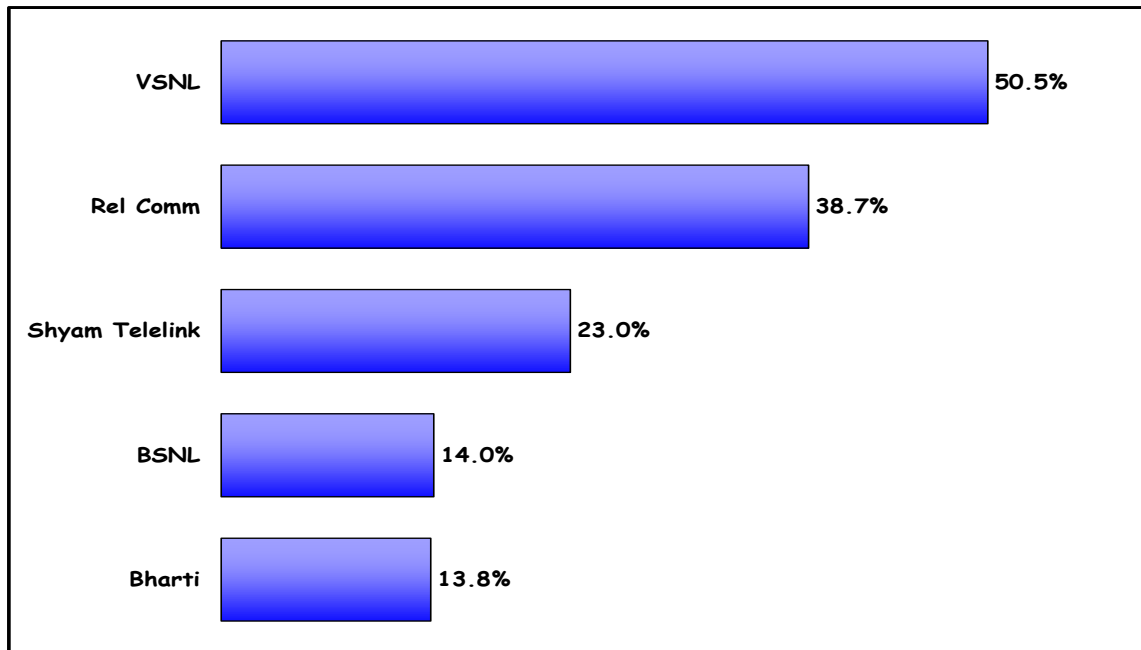
Graphical representation: The following graph shows the some of the reasons specified by the consumers who were dissatisfied with the resolution their complaints.



4.3 3.8 Resolution of billing complaints: The following table shows that out of 2028 respondents who had complained to call center/customer care, 618 had billing related complaints. Out of these 145 (23.5%) 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 maximum in the case of VSNL (50.5%) followed by RelComm (38.7%).

Table 4.3.3.8 Was your billing resolved satisfactorily by call center/customer care within four weeks after lodging of the complain?				
Operator		Yes	No	Total
Bharti	Count	20	125	145
	%age	13.8%	86.2%	100.00%
BSNL	Count	33	203	236
	%age	14.0%	86.0%	100.00%
Rel Com	Count	24	38	62
	%age	38.7%	61.3%	100.00%
Shyam Telelink	Count	17	57	74
	%age	23.0%	77.0%	100.00%
VSNL	Count	51	50	101
	%age	50.5%	49.5%	100.00%
Total	Count	145	473	618
	%age	23.5%	76.5%	100.00%

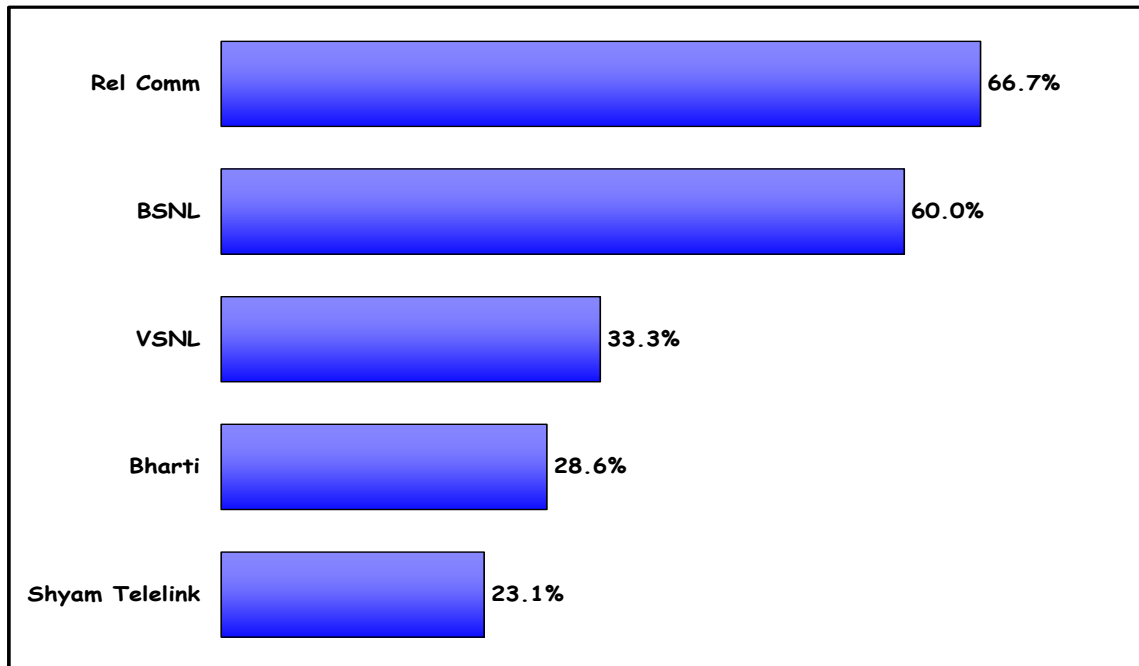
Graphical representation: The graphs below shows the provider wise percentage of respondents who confirmed that their billing complaint were resolved satisfactorily by call centre/ customer cared with four weeks after lodging the complaint.



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). 31 (1.5%) respondents had reported that they were aware about Nodal officers. The table below shows that out of these 31 respondents, 11 (35.5%) were aware about the contact details of nodal officer. Rel Comm. (66.7%) had highest percentage of respondents who were aware about the contact details of nodal officers.

Table 4.3.3.9. Are you aware of the contact details of the nodal officer?				
Operator		Yes	No	Total
Bharti	Count	2	5	7
	%age	28.6%	71.4%	100.0%
BSNL	Count	3	2	5
	%age	60.0%	40.0%	100.0%
Rel Com	Count	2	1	3
	%age	66.7%	33.3%	100.0%
Shyam Telelink	Count	3	10	13
	%age	23.1%	76.9%	100.0%
VSNL	Count	1	2	3
	%age	33.3%	66.7%	100.0%
Total	Count	11	20	31
	%age	35.5%	64.5%	100.0%

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 11 respondents who were aware of nodal officers, none had made any complaint to Nodal Officer which was not resolved or unsatisfactorily resolved by customer care executive/call centre. Therefore, redressal mechanism with Nodal Officer could not be ascertained.

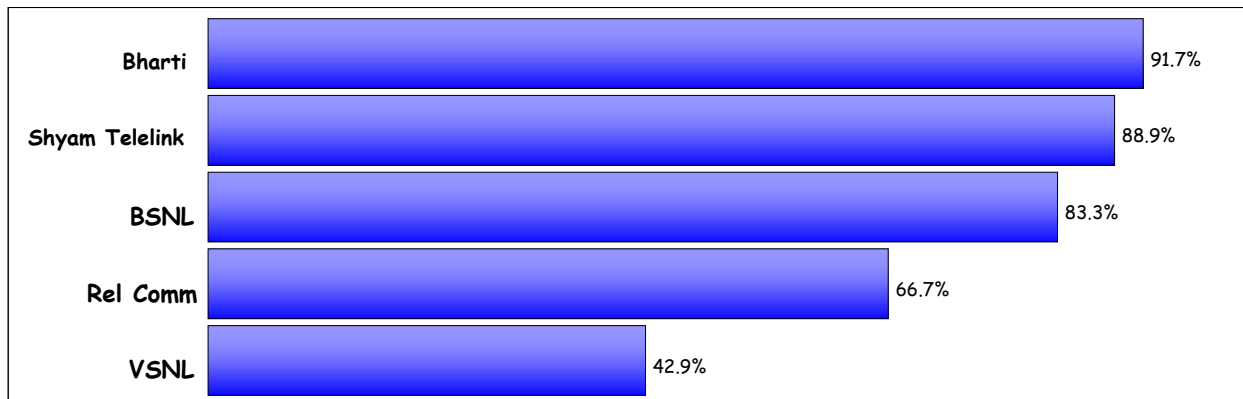
4.3.1.11: Awareness about the contact details of Appellate Authority: As regard to the awareness about the contact details of the Appellate Authority 11 respondents had reported that they were aware about Appellate Authority but none of them had the contact detail to file the appeal in case of their complaints had not been resolved or unsatisfactorily resolved by the Nodal Officers. Therefore, Redressal mechanism with 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 56 prepaid customers of 5 providers targeted, 42 (75.0%) reported that they were aware of this facility. The highest percentage were reported from the prepaid subscribers of Bharti (91.7%), followed by Shyam Telelink (88.9%).

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	11	1	12
	%age	91.7%	8.3%	100.0%
BSNL	Count	15	3	18
	%age	83.3%	16.7%	100.0%
Rel Com	Count	2	1	3
	%age	66.7%	33.3%	100.0%
Shyam Telelink	Count	8	1	9
	%age	88.9%	11.1%	100.0%
VSNL	Count	6	8	14
	%age	42.9%	57.1%	100.0%
Total	Count	42	14	56
	%age	75.0%	25.0%	100.0%

*Only for Prepaid customer

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

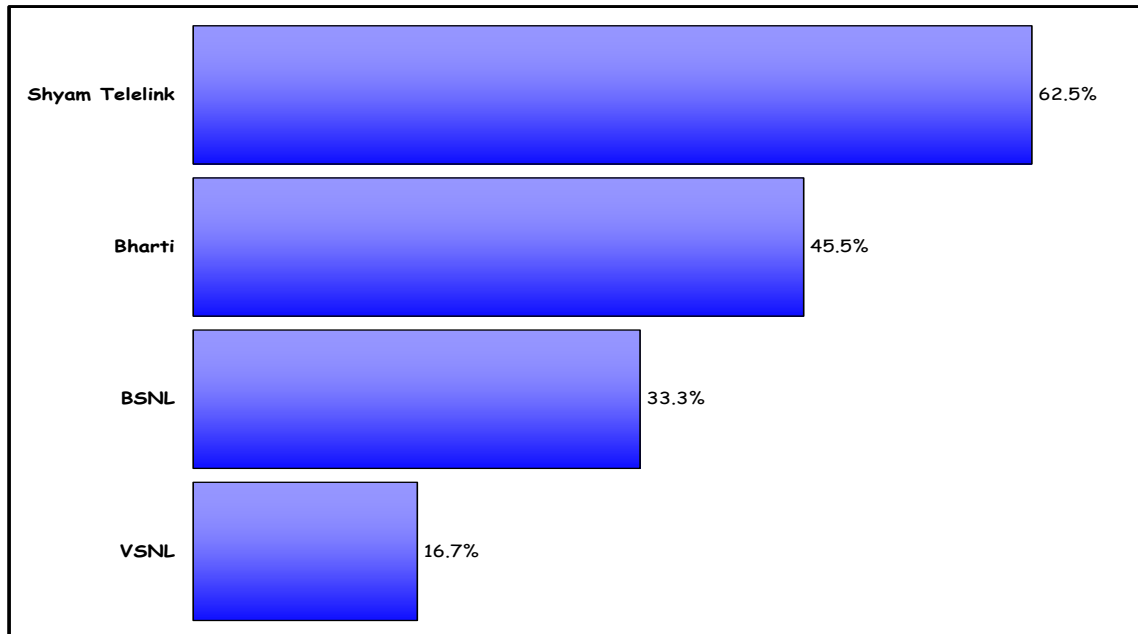


4.3.3.13: Denial of itemized usage charges detail: There were 42 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection. Out of these, only 16(38.1%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their service provider.

Operator		Yes	No	Total
Bharti	Count	5	6	11
	%age	45.5%	54.5%	100.0%
BSNL	Count	5	10	15
	%age	33.3%	66.7%	100.0%
Rel Com	Count	0	2	2
	%age	0.0%	100.0%	100.0%
Shyam Telelink	Count	5	3	8
	%age	62.5%	37.5%	100.0%
VSNL	Count	1	5	6
	%age	16.7%	83.3%	100.0%
Total	Count	16	26	42
	%age	38.1%	61.9%	100.0%

- Only for prepaid customers

Graphical representation: The percentage of prepaid subscribers who were denied of their request for itemized usage charge details.



4.3.3.14: Reason for denial of itemized charges:

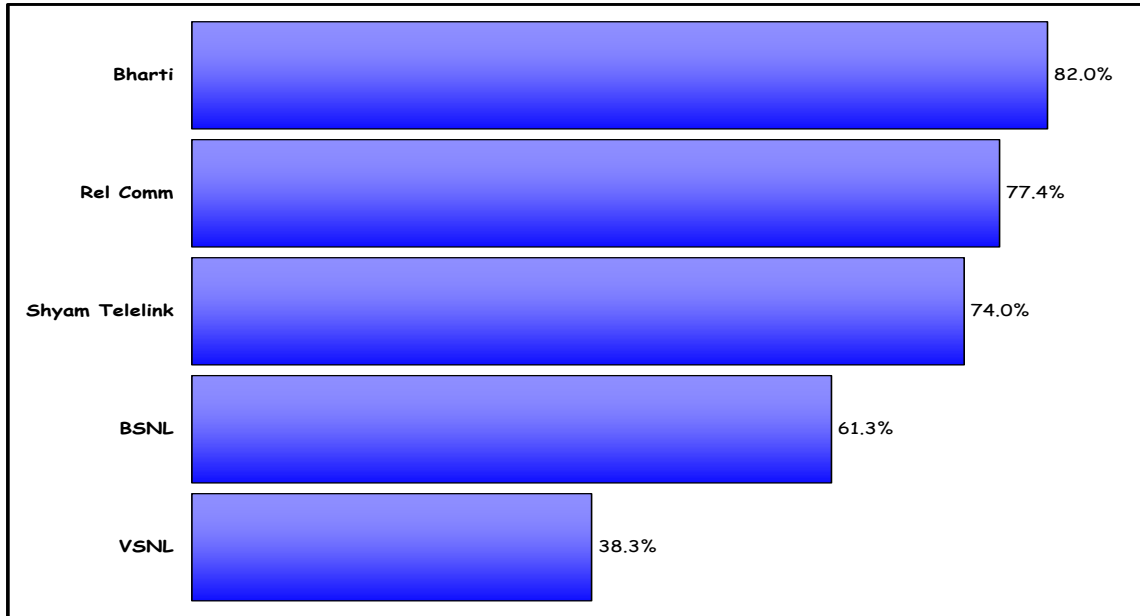
Out of 16 respondents who have been denied of their request for item-wise usage charge details for their prepaid connection, 13 (81.3%) reported that no specific reason was given for denying the usage charges details. 2 subscribers of Shyam Telelink and 1 of and Bharti were denied due to technical problems.

Operator		No reason given	Technical problem	Total
Bharti	Count	4	1	5
	%age	80.0%	20.0%	
BSNL	Count	5	0	5
	%age	100.0%	0.0%	
Shyam Telelink	Count	3	2	5
	%age	60.0%	40.0%	
VSNL	Count	1	0	1
	%age	100.0%	0.0%	
Total	Count	13	3	16
	%age	81.3%	18.8%	100.0%

4.3.3.15: 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 1349 new customers (subscribed in last 6 months), 451 (33.4%) 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. But 66.6% confirmed of receiving the manual. This was reported be highest from the customers of Bharti (82.0%).

Operator		Yes	No	Total
Bharti	Count	273	60	333
	%age	82.0%	18.0%	100.0%
BSNL	Count	204	129	333
	%age	61.3%	38.7%	100.0%
Rel Com	Count	96	28	124
	%age	77.4%	22.6%	100.0%
Shyam Telelink	Count	230	81	311
	%age	74.0%	26.0%	100.0%
VSNL	Count	95	153	248
	%age	38.3%	61.7%	100.0%
Total	Count	898	451	1349
	%age	66.6%	33.4%	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
BROADBAND**

S.N.	Sub Parameter	Bharti	BSNL	Rel Com	Shyam Telelink	VSNL
1	Awareness of three stage grievance mechanism	18.2%	8.0%	12.7%	18.3%	1.6%
2	For pre-paid customers awareness about item-wise usage charge details on request	91.7%	83.3%	66.7%	88.9%	42.9%
3	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	45.5%	33.3%	0.0%	62.5%	16.7%
4	For new customers provisioning of "Manual of practice while taking the new connection	82.0%	61.3%	77.4%	74.0%	38.3%
5	Awareness of call center for redressing grievances	98.7%	99.5%	98.2%	100.0%	95.6%
6	Penetration of consumers made any complaint to the toll free number within last six months	68.5%	84.3%	65.5%	94.3%	55.8%
7	Call center informing about the action taken on complaint	61.8%	57.7%	77.8%	39.8%	27.9%
8	Resolution of complaint by customer care with in 4 weeks of lodging complaint	13.8%	14.0%	38.7%	23.0%	50.5%
9	Percentage satisfied with complaint resolution by call center	85.4%	90.0%	76.9%	83.7%	68.6%
10	Awareness of nodal officer for redressing grievances	1.2%	0.8%	1.8%	3.0%	1.2%
11	Awareness of appellate authority for redressing grievances	0.4%	0.5%	1.2%	0.7%	0.4%

- Awareness level on the three stages of consumer grievances redressal mechanism was found to be low and it ranged from 1.6% to 18.3%. The highest percentage of aware subscribers were found in the case of ShyamTelelink (18.3%) closely followed by Bharti (18.2%), Rel Comm (12.7%) and BSNL (8.0%). The lowest percentages of aware consumers were found in the case of VSNL (1.6%).
- Awareness level was found high in the case of call centre/ customer care help line numbers. This was found in the range of 95.6% to 100.0%. This was found to be highest in the case of Bharti and Shyam Telelink (100.0%) closely followed by BSNL (99.5%), Bharti (98.7%), Rel Comm (98.2%) and VSNL (95.6%)
- Awareness about the Nodal Officer was found to be abysmally low and ranged from 0.8% (BSNL) to 3.0% (ShyamTelelink).
- Similarly, the awareness was also found to be low in the case of Appellate Authority, which ranged from 0.4% (Bharti and VSNL each) to 1.2% (RelComm).
- Highest number of complaints to the call centre, within last six months, were made by the subscribers of ShyamTelelink (94.3%) followed by BSNL (84.3%), Bharti (68.5%), Rel Comm (65.5%) and the lowest is VSNL (55.8%)
- Awareness about item wise usage charges in the case of pre paid services was reported to be highest in the case of Bharti (91.7%) followed by ShyamTelelink (88.9%), BSNL (83.3%), Rel Comm (66.7%) and the lowest is VSNL (42.9%).

5. Conclusion and Recommendation

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 Rajasthan 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 Rajasthan Service Area of all the three services – Basic (Wireline), Cellular Mobile and Broadband – were able to meet the benchmarks as set up by the TRAI for the defined parameter. This has been briefly explained in the section below.

5.1 Key Takeout

5.1.1 Basic Wireline:

- 1) None of the Operators were able to meet the benchmark on any of the 7 parameters set up the TRAI.
- 2) **Bharti emerged as better than others 4 providers.** It scored higher on 4 out of 7 parameters, its ranking on other 2 parameters was better than at least 2 providers. However, **its performance on post paid billing service was found to be lower than at least other three operators.**
- 3) The performance level of **BSNL** was higher than the other four Operators – Bharti, Shyan Telelink, Tata Teleservices and Rel Comm - in the case of post paid billing services and network services. However, **the performance on pre paid billing service and maintainability were found to be lower than all the other four operators.**
- 4) The performance Shyam Telelink was rated as second highest on four parameters. **However its performance on service provision, pre paid billing service and help service was found be below average.**
- 5) In the case of Rel Comm, its performance on all the parameters, except service provision and prepaid billing services was found be lower or below average. In

- fact, BSNL was unable to score as highest on any of the 7 parameters included in the study. **The area of concern is supplementary services.**
- 6) Tata Teleservices was able to achieve highest score on services provision and pre paid billing service. **However, its performance on post paid billing service help services and network was the lowest.**
 - 7) **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 10.6% 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 198 (7.3%) customers had heard about the nodal officers being appointed by their providers. But only 57 (28.8%) 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.
 - 8) The performance of Tata Teleservices was found to be lower than other providers. The possible reason could be the low satisfaction level (17.2%) attained on the billing complaints. The performance of Rel Com was also not up to mark as nearly 4 out of 5 respondents reported that they had lodged complaints with customer care within last six months.
 - 9) TRAI has made it mandatory to the Operators to issue the docket number for customers' complaints. Nearly 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 2 out of the 7 parameters. However, its performance on **pre paid billing service and help services was found to be lowest** as compared to other 6 operators in Rajasthan.
- 3) The performance of Vodafone was relatively better than 5 of the Operators covered in the study. Its performance was found to be highest on supplementary services. However, **its performance on provision of service and prepaid billing service was found to be relatively lower** as compared to most of the other providers.
- 4) In the case of **BSNL**, its performance on provision of service and network was found to be higher than most of the cellular providers in Rajasthan Service Area.

- However, **its performance on the billing services (pre paid and post paid) and help services were low** as compared to most of the other providers.
- 5) The performance of Idea Cellular was found to be relatively better in the case of pre-paid billing service and help services. **However, its performances on post paid billing services, maintainability and network were found to be quite low as compared to most of the other operator in Rajasthan Service Area.**
 - 6) In the case of Tata Teleservices, its performance was best on post paid billing services, However on all the other 6 parameters its performance was average to below average. **The performance level was found to be critical in the area of help services and supplementary services.**
 - 7) The performance of Rel Comm was also below average on most of the parameters, except prepaid billing services. Its performance was **rated below average on provisioning of services, post paid billing services, network and supplementary services.**
 - 8) The performance of Shyam Telelink is a cause of concern. Although it achieved highest score on help services, it had the lowest ranking on **provision of service, network performance and maintainability.**
 - 9) **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 10.5% 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 109 (2.6%) were aware about the nodal officer and out of them only 6 (5.5%) were aware of 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.
 - 10) The performance of Shyam Telelink was found to be lower than other providers on most of the parameters. The possible reason could be the dissatisfaction on resolution of billing complaints.

5.1.3 Broadband

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** could be considered better than others as it scored highest on 2 of the 7 parameters and second highest on other four parameters. Its performance on **help services, however,** was rated the lowest as compared to other four providers.
3. In the case of **BSNL,** the performance rating was highest on 3 of the 7 parameters – prepaid billing service, help services and supplementary services. **However, the**

- performance was found to be lower in the case of provisioning of services, maintainability and also network.**
4. The performance of **Shyam Telelink** was considered to be best in the case of maintainability and also better on network reliability. **But the performance on billing services was found to be very low.**
 5. The performance other two providers – Rel Comm and VSNL –on most of the parameters were found to be average or below average.
 6. **Rel Comm’s performance was better only on post paid billing service. The area of concern is with help services, network reliability and supplementary services.**
 7. **The performance rating of the VSNL was found to be critical on almost all of the parameters.**
 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 12.8% 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 found to be quite low among the broadband consumers as out of 31 (1.5%) customers who had heard about the nodal officers being appointed by their providers and nearly 11 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.
 9. TRAI has made it mandatory to the Operators to issue the docket number for customers’ complaints. Over 70% customers contacted during the survey reported that they had received the docket number on most of the complaints they had registered with the customer care centre of their Operators.

5.2 Recommendations

5.2.1 Basic Wireline:

- 1) Rel Com, Tata Teleservices and also BSNL should improve its 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. These operators also needed to improve its services 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.
- 2) Tata Teleservices, Shyam Telelink and Rel Com should enhance performance on help services. They properly invest in the redressal mechanism and timely resolution of their customers’ complaints.

- 3) Bharti and BSNL were also rated low on pre paid billing services. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.

5.2.2 Cellular Mobile

- 1) Idea Cellular, Rel Com and BSNL were also rated low on post paid billing service. Therefore, operators should adopt an effective policy to address the grievances of post paid customers. Although, the share of post paid subscribers were found to be low and compared to pre paid, it requires a separate mechanism to redress their grievances.
- 2) Idea Cellular, Relcom along with Shyam Telelink should also improve their network performance by improving their infrastructure facility. The performance was lowest in the case of Shyam Telelink which require a concerted on increasing its infrasture facility for increasing its share in the service area. All these operators should also enhance their 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.
- 3) Bharti had been rated high on almost all the parameters. However, its performance on help services was rated as lowest. The same goes with BSNL and Tata Teleservices who needed improve their performance on the help services. A more concentrated approach should be adopted in order to effectively understand consumers' problem and provide speedy redressal. An awareness campaign should be adopted for the consumers by outlining the steps taken in this direction.

5.2.2.3 Broadband

- 1) Rel Com, VSNL and BSNL should focus more on supplementary services, where the rating has been lower. Even the help services provided by these should be enhanced further in order to effectively redress the grievances of their customers. Servicing Internet and broadband connections require focused approach with the help of trained and skilled manpower. Secondly, the equipments provided by the operators should bear some standard. **TRAI should intervene in this area and recommend to all the providers to adopt certain norms on equipment provided to customers.**
- 2) Shyam Telelink trying to compete with the companies of national repute, should concentrate on many of the aspects such as service provisioning, billing services and maintainability.
- 3) VSNL, as in other regions, is facing tough competition from all the providers. The company was first in providing the internet connections. However, it has not kept pace in the broadband era. VSNL should enhance all the services mentioned in the study. It was not able to achive good rating on any of the parameters selected for evaluating the performance.

6. ANNEXURE



Basic Service (Wireline)

A. Service Provision

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

Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	34	101	452	587
	%age	5.8%	17.2%	77.0%	100.0%
BSNL	Count	0	92	508	600
	%age	0.0%	15.3%	84.7%	100.0%
RelCom	Count	11	91	479	581
	%age	1.9%	15.7%	82.4%	100.0%
Tata Teleservices	Count	17	51	272	340
	%age	5.0%	15.0%	80.0%	100.0%
Shyam Telelink	Count	8	91	499	598
	%age	1.3%	15.2%	83.4%	100.0%
Total	Count	70	426	2210	2706
	%age	2.6%	15.7%	81.7%	100.0%

Q2. How much time was taken to get the telephone connection installed and activated after you applied for it; Operators Wise

Service Provider		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
Bharti	Count	0	83	11	41	135
	%age	0.0%	61.5%	8.1%	30.4%	100.0%
BSNL	Count	0	81	0	11	92
	%age	0.0%	88.0%	0.0%	12.0%	100.0%
RelCom	Count	0	72	6	24	102
	%age	0.0%	70.6%	5.9%	23.5%	100.0%
Tata Teleservices	Count	0	43	1	24	68
	%age	0.0%	63.2%	1.5%	35.3%	100.0%
Shyam Telelink	Count	0	79	4	16	99
	%age	0.0%	79.8%	4.0%	16.2%	100.0%
Total	Count	0	358	22	116	496
	%age	0.0%	72.2%	4.4%	23.4%	100.0%

Q3. How satisfied are you with time taken to provide working phone connection: Operators Wise

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
BHARTI	Count	0	4	106	25	135
	%age	0.0%	3.0%	78.5%	18.5%	100.0%
BSNL	Count	0	0	89	3	92
	%age	0.0%	0.0%	96.7%	3.3%	100.0%
RelCom	Count	0	0	90	12	102
	%age	0.0%	0.0%	88.2%	11.8%	100.0%
Tata Teleservices	Count	0	0	59	9	68
	%age	0.0%	0.0%	86.8%	13.2%	100.0%
Shyam Telelink	Count	0	1	94	4	99
	%age	0.0%	1.0%	94.9%	4.0%	100.0%
Total	Count	0	5	438	53	496
	%age	0.0%	1.0%	88.3%	10.7%	100.0%

Q4. How satisfied are you with time taken for shifting of telephone, in case you had sought shifting of telephone in the last six months: Operators Wise

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	3	6	9
	%age	0.0%	0.0%	33.3%	66.7%	100.0%
BSNL	Count	0	0	1	3	4
	%age	0.0%	0.0%	25.0%	75.0%	100.0%
RelCom	Count	0	0	0	1	1
	%age	0.0%	0.0%	0.0%	100.0%	100.0%
Tata Teleservices	Count	0	0	0	5	5
	%age	0.0%	0.0%	0.0%	100.0%	100.0%
Shyam Telelink	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	0	5	15	20
	%age	0.0%	0.0%	25.0%	75.0%	100.0%

Q5. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment?

Service Provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	107	3	110
	%age	0.0%	0.0%	97.3%	2.7%	100.0%
BSNL	Count	0	0	98	0	98
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
RelCom	Count	0	1	111	0	112
	%age	0.0%	0.9%	99.1%	0.0%	100.0%
Tata Teleservices	Count	0	0	54	1	55
	%age	0.0%	0.0%	98.2%	1.8%	100.0%
Shyam Telelink	Count	0	1	98	1	100
	%age	0.0%	1.0%	98.0%	1.0%	100.0%
Total	Count	0	2	468	5	475
	%age	0.0%	0.4%	98.5%	1.1%	100.0%

B. Billing Related (only for postpaid customers)

Q6. How satisfied are you with the timely delivery if bills?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	131	286	119	536
	%age	0.0%	24.4%	53.4%	22.2%	100.0%
BSNL	Count	0	11	418	138	567
	%age	0.0%	1.9%	73.7%	24.3%	100.0%
RelCom	Count	4	122	319	116	561
	%age	0.7%	21.7%	56.9%	20.7%	100.0%
Tata Teleservices	Count	0	112	155	54	321
	%age	0.0%	34.9%	48.3%	16.8%	100.0%
Shyam Telelink	Count	0	34	423	113	570
	%age	0.0%	6.0%	74.2%	19.8%	100.0%
Total	Count	4	410	1601	540	2555
	%age	0.2%	16.0%	62.7%	21.1%	100.0%

Q7 (a). How satisfied are you with the accuracy of the bills?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	144	373	19	536
	%age	0.0%	26.9%	69.6%	3.5%	100.0%
BSNL	Count	0	20	537	10	567
	%age	0.0%	3.5%	94.7%	1.8%	100.0%
RelCom	Count	4	126	410	21	561
	%age	0.7%	22.5%	73.1%	3.7%	100.0%
Tata Teleservices	Count	1	117	202	1	321
	%age	0.3%	36.4%	62.9%	0.3%	100.0%
Shyam Telelink	Count	1	49	494	26	570
	%age	0.2%	8.6%	86.7%	4.6%	100.0%
Total	Count	6	456	2016	77	2555
	%age	0.2%	17.8%	78.9%	3.0%	100.0%

Q7 (b). Please specify the reason(s) for your dissatisfaction.

Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added service not requested	Charges for calls/services not made/ used	Total
Bharti	Count	51	28	34	49	144
	%age	35.4%	19.4%	23.6%	34.0%	
BSNL	Count	11	9	9	7	20
	%age	55.0%	45.0%	45.0%	35.0%	
RelCom	Count	41	22	44	31	130
	%age	31.5%	16.9%	33.8%	23.8%	
Tata Teleservices	Count	37	12	42	33	118
	%age	31.4%	10.2%	35.6%	28.0%	
Shyam Telelink	Count	10	17	15	18	50
	%age	20.0%	34.0%	30.0%	36.0%	
Total	Count	150	88	144	138	462
	%age	32.5%	19.0%	31.2%	29.9%	

Q8. Have you made any billing related complaints in last 12 months?

Service Provider		Yes	No	Total
Bharti	Count	350	186	536
	%age	65.3%	34.7%	100.0%
BSNL	Count	499	68	567
	%age	88.0%	12.0%	100.0%
RelCom	Count	396	165	561
	%age	70.6%	29.4%	100.0%
Tata Teleservices	Count	199	122	321
	%age	62.0%	38.0%	100.0%
Shyam Telelink	Count	475	95	570
	%age	83.3%	16.7%	100.0%
Total	Count	1919	636	2555
	%age	75.1%	24.9%	100.0%

Q9. How satisfied are you with the process of resolution of billing complaints?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	20	20	304	6	350
	%age	5.7%	5.7%	86.9%	1.7%	100.0%
BSNL	Count	14	42	436	7	499
	%age	2.8%	8.4%	87.4%	1.4%	100.0%
RelCom	Count	24	20	349	3	396
	%age	6.1%	5.1%	88.1%	0.8%	100.0%
Tata Teleservices	Count	0	29	165	5	199
	%age	0.0%	14.6%	82.9%	2.5%	100.0%
Shyam Telelink	Count	17	19	429	10	475
	%age	3.6%	4.0%	90.3%	2.1%	100.0%
Total	Count	75	130	1683	31	1919
	%age	3.9%	6.8%	87.7%	1.6%	100.0%

Q10 (a). How satisfied are you with the clarity of the bills sent by your Operators in terms of transparency & understandability?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	7	499	30	536
	%age	0.0%	1.3%	93.1%	5.6%	100.0%
BSNL	Count	0	10	506	51	567
	%age	0.0%	1.8%	89.2%	9.0%	100.0%
RelCom	Count	2	9	513	37	561
	%age	0.4%	1.6%	91.4%	6.6%	100.0%
Tata Teleservices	Count	0	3	314	4	321
	%age	0.0%	0.9%	97.8%	1.2%	100.0%
Shyam Telelink	Count	2	12	508	48	570
	%age	0.4%	2.1%	89.1%	8.4%	100.0%
Total	Count	4	41	2340	170	2555
	%age	0.2%	1.6%	91.6%	6.7%	100.0%

Q10 (b). Please specify the reason(s) for your dissatisfaction; Operators Wise

Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local ,std,	Total
Bharti	Count	2	0	2	6	7
	%age	28.6%	0.0%	28.6%	85.7%	100.0%
BSNL	Count	7	4	3	5	10
	%age	70.0%	40.0%	30.0%	50.0%	100.0%
Rel Comm	Count	2	0	0	1	11
	%age	18.2%	0.0%	0.0%	9.1%	100.0%
Tata Teleservices	Count	1	0	2	3	3
	%age	33.3%	0.0%	66.7%	100.0%	100.0%
Shyam Telelink	Count	3	2	5	7	14
	%age	21.4%	14.3%	35.7%	50.0%	100.0%
Total	Count	15	6	12	22	45
	%age	33.3%	13.3%	26.7%	48.9%	100.0%

Billing Related (only for prepaid customers)

Q11. How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	2	45	4	51
	%age	0.0%	3.9%	88.2%	7.8%	100.0%
BSNL	Count	0	1	32	0	33
	%age	0.0%	3.0%	97.0%	0.0%	100.0%
RelCom	Count	0	2	15	3	20
	%age	0.0%	10.0%	75.0%	15.0%	100.0%
Tata Teleservices	Count	0	1	16	2	19
	%age	0.0%	5.3%	84.2%	10.5%	100.0%
Shyam Telelink	Count	0	0	27	1	28
	%age	0.0%	0.0%	96.4%	3.6%	100.0%
Total	Count	0	6	135	10	151
	%age	0.0%	4.0%	89.4%	6.6%	100.0%

C. Help Service/Customer Care

Q12. Did you make a complaint or make a query in the last 12 months to the customer care / helpline/call center toll free number of your Operators? : Operators wise

Service Provider		Yes	No	Total
Bharti	Count	442	145	587
	%age	75.3%	24.7%	100.0%
BSNL	Count	419	181	600
	%age	69.8%	30.2%	100.0%
Rel Comm	Count	425	156	581
	%age	73.1%	26.9%	100.0%
Tata Teleservices	Count	217	123	340
	%age	63.8%	36.2%	100.0%
Shyam Telelink	Count	429	169	598
	%age	71.7%	28.3%	100.0%
Total	Count	1932	774	2706
	%age	71.4%	28.6%	100.0%

Q13. How satisfied are you with the ease of access of call center/customer care or helpline?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	145	276	21	442
	%age	0.0%	32.8%	62.4%	4.8%	100.0%
BSNL	Count	0	129	276	14	419
	%age	0.0%	30.8%	65.9%	3.3%	100.0%
Rel Comm	Count	5	156	247	17	425
	%age	1.2%	36.7%	58.1%	4.0%	100.0%
Tata Teleservices	Count	0	84	129	4	217
	%age	0.0%	38.7%	59.4%	1.8%	100.0%
Shyam Telelink	Count	1	143	274	11	429
	%age	0.2%	33.3%	63.9%	2.6%	100.0%
Total	Count	6	657	1202	67	1932
	%age	0.3%	34.0%	62.2%	3.5%	100.0%

Q14. How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	1	109	289	43	442
	%age	0.2%	24.7%	65.4%	9.7%	100.0%
BSNL	Count	4	112	260	43	419
	%age	1.0%	26.7%	62.1%	10.3%	100.0%
Rel Comm	Count	5	126	256	38	425
	%age	1.2%	29.6%	60.2%	8.9%	100.0%
Tata Teleservices	Count	2	57	149	9	217
	%age	0.9%	26.3%	68.7%	4.1%	100.0%
Shyam Telelink	Count	5	104	270	50	429
	%age	1.2%	24.2%	62.9%	11.7%	100.0%
Total	Count	17	508	1224	183	1932
	%age	0.9%	26.3%	63.4%	9.5%	100.0%

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	1	18	398	25	442
	%age	0.2%	4.1%	90.0%	5.7%	100.0%
BSNL	Count	5	20	374	20	419
	%age	1.2%	4.8%	89.3%	4.8%	100.0%
Rel Comm	Count	8	11	375	31	425
	%age	1.9%	2.6%	88.2%	7.3%	100.0%
Tata Teleservices	Count	2	7	192	16	217
	%age	0.9%	3.2%	88.5%	7.4%	100.0%
Shyam Telelink	Count	4	15	378	32	429
	%age	0.9%	3.5%	88.1%	7.5%	100.0%
Total	Count	20	71	1717	124	1932
	%age	1.0%	3.7%	88.9%	6.4%	100.0%

Q16. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	3	13	384	42	442
	%age	0.7%	2.9%	86.9%	9.5%	100.0%
BSNL	Count	3	21	362	33	419
	%age	0.7%	5.0%	86.4%	7.9%	100.0%
Rel Comm	Count	8	14	365	38	425
	%age	1.9%	3.3%	85.9%	8.9%	100.0%
Tata Teleservices	Count	2	8	192	15	217
	%age	0.9%	3.7%	88.5%	6.9%	100.0%
Shyam Telelink	Count	7	14	351	57	429
	%age	1.6%	3.3%	81.8%	13.3%	100.0%
Total	Count	23	70	1654	185	1932
	%age	1.2%	3.6%	85.6%	9.6%	100.0%

D. Network Performance, Reliability & Availability

Q17. How satisfied are you with the availability of working telephone (dial tone)?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	70	511	6	587
	%age	0.0%	11.9%	87.1%	1.0%	100.0%
BSNL	Count	2	85	506	7	600
	%age	0.3%	14.2%	84.3%	1.2%	100.0%
RelCom	Count	0	98	477	6	581
	%age	0.0%	16.9%	82.1%	1.0%	100.0%
Tata Teleservices	Count	0	44	296	0	340
	%age	0.0%	12.9%	87.1%	0.0%	100.0%
Shyam Telelink	Count	0	61	535	2	598
	%age	0.0%	10.2%	89.5%	0.3%	100.0%
Total	Count	2	358	2325	21	2706
	%age	0.1%	13.2%	85.9%	0.8%	100.0%

Q18. How satisfied are you with the ability to make or receive calls easily?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	1	198	384	4	587
	%age	0.2%	33.7%	65.4%	0.7%	100.0%
BSNL	Count	1	149	441	9	600
	%age	0.2%	24.8%	73.5%	1.5%	100.0%
RelCom	Count	0	203	368	10	581
	%age	0.0%	34.9%	63.3%	1.7%	100.0%
Tata Teleservices	Count	0	117	222	1	340
	%age	0.0%	34.4%	65.3%	0.3%	100.0%
Shyam Telelink	Count	0	199	392	7	598
	%age	0.0%	33.3%	65.6%	1.2%	100.0%
Total	Count	2	866	1807	31	2706
	%age	0.1%	32.0%	66.8%	1.1%	100.0%

Q19. How satisfied are you with the voice quality?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	0	120	460	7	587
	%age	0.0%	20.4%	78.4%	1.2%	100.0%
BSNL	Count	0	117	472	11	600
	%age	0.0%	19.5%	78.7%	1.8%	100.0%
RelCom	Count	0	137	437	7	581
	%age	0.0%	23.6%	75.2%	1.2%	100.0%
Tata Teleservices	Count	0	98	242	0	340
	%age	0.0%	28.8%	71.2%	0.0%	100.0%
Shyam Telelink	Count	1	122	471	4	598
	%age	0.2%	20.4%	78.8%	0.7%	100.0%
Total	Count	1	594	2082	29	2706
	%age	0.0%	22.0%	76.9%	1.1%	100.0%

E. Maintainability

Q20. Have you experienced fault in your telephone connection in the last 12 months?

Service Provider		Yes	No	Total
Bharti	Count	97	490	587
	%age	16.5%	83.5%	100.0%
BSNL	Count	134	466	600
	%age	22.3%	77.7%	100.0%
RelCom	Count	88	493	581
	%age	15.1%	84.9%	100.0%
Tata Teleservices	Count	38	302	340
	%age	11.2%	88.8%	100.0%
Shyam Telelink	Count	130	468	598
	%age	21.7%	78.3%	100.0%
Total	Count	487	2219	2706
	%age	18.0%	82.0%	100.0%

Q21. How many time your telephone became faulty in the last one month?

Service Provider		More than 3 times	2-3 Times	One Time	Nil	Total
Bharti	Count	44	4	28	21	97
	%age	45.4%	4.1%	28.9%	21.6%	100.0%
BSNL	Count	38	17	36	43	134
	%age	28.4%	12.7%	26.9%	32.1%	100.0%
RelCom	Count	23	8	28	29	88
	%age	26.1%	9.1%	31.8%	33.0%	100.0%
Tata Teleservices	Count	24	3	3	8	38
	%age	63.2%	7.9%	7.9%	21.1%	100.0%
Shyam Telelink	Count	37	4	45	44	130
	%age	28.5%	3.1%	34.6%	33.8%	100.0%
Total	Count	166	36	140	145	487
	%age	34.10%	7.40%	28.70%	29.80%	100.00%

Q22. How long did it take generally for repairing the fault after lodging complaint?

Service Provider		More than 7 days	4 - 7 days	2 - 3 days	1 day	Total
Bharti	Count	11	21	179	15	226
	%age	4.9%	9.3%	79.2%	6.6%	100.0%
BSNL	Count	6	15	123	77	221
	%age	2.7%	6.8%	55.7%	34.8%	100.0%
RelCom	Count	6	15	123	77	221
	%age	2.7%	6.8%	55.7%	34.8%	100.0%
Tata Teleservices	Count	2	8	122	21	153
	%age	1.3%	5.2%	79.7%	13.7%	100.0%
Shyam Telelink	Count	0	0	7	1	8
	%age	0.0%	0.0%	87.5%	12.5%	100.0%
Total	Count	19	44	431	114	608
	%age	3.1%	7.2%	70.9%	18.8%	100.0%

Q23. How satisfied are you with the fault repair service?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	1	4	70	21	96
	%age	1.0%	4.2%	72.9%	21.9%	100.0%
BSNL	Count	10	29	75	20	134
	%age	7.5%	21.6%	56.0%	14.9%	100.0%
RelCom	Count	1	7	60	20	88
	%age	1.1%	8.0%	68.2%	22.7%	100.0%
Tata Teleservices	Count	1	4	25	9	39
	%age	2.6%	10.3%	64.1%	23.1%	100.0%
Shyam Telelink	Count	1	16	75	38	130
	%age	0.8%	12.3%	57.7%	29.2%	100.0%
Total	Count	14	60	305	108	487
	%age	2.9%	12.3%	62.6%	22.2%	100.0%

F. Supplementary Services

Q24. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services?

Service Provider		Yes	No	Total
Bharti	Count	129	458	587
	%age	22.0%	78.0%	100.0%
BSNL	Count	117	483	600
	%age	19.5%	80.5%	100.0%
RelCom	Count	153	428	581
	%age	26.3%	73.7%	100.0%
Tata Teleservices	Count	69	271	340
	%age	20.3%	79.7%	100.0%
Shyam Telelink	Count	118	480	598
	%age	19.7%	80.3%	100.0%
Total	Count	586	2120	2706
	%age	21.7%	78.3%	100.0%

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

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	117	8	129
	%age	0.0%	3.1%	90.7%	6.2%	100.0%
BSNL	Count	4	14	98	1	117
	%age	3.4%	12.0%	83.8%	0.9%	100.0%
RelCom	Count	6	32	115	0	153
	%age	3.9%	20.9%	75.2%	0.0%	100.0%
Tata Teleservices	Count	0	17	52	0	69
	%age	0.0%	24.6%	75.4%	0.0%	100.0%
Shyam Telelink	Count	0	10	108	0	118
	%age	0.0%	8.5%	91.5%	0.0%	100.0%
Total	Count	10	77	490	9	586
	%age	1.7%	13.1%	83.6%	1.5%	100.0%

G. Overall Satisfaction

Q26. How satisfied are you with the overall quality of your telephone service?

Service Provider		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Total
Bharti	Count	1	5	428	153	587
	%age	0.2%	0.9%	72.9%	26.1%	100.0%
BSNL	Count	1	7	446	146	600
	%age	0.2%	1.2%	74.3%	24.3%	100.0%
RelCom	Count	1	4	388	188	581
	%age	0.2%	0.7%	66.8%	32.4%	100.0%
Tata Teleservices	Count	1	2	227	110	340
	%age	0.3%	0.6%	66.8%	32.4%	100.0%
Shyam Telelink	Count	0	4	439	155	598
	%age	0.0%	0.7%	73.4%	25.9%	100.0%
Total	Count	4	22	1928	752	2706
	%age	0.1%	0.8%	71.2%	27.8%	100.0%

H. General Information

Q27. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Provider		Yes	No	Total
Bharti	Count	103	32	135
	%age	76.3%	23.7%	100.0%
BSNL	Count	86	6	92
	%age	93.5%	6.5%	100.0%
RelCom	Count	86	16	102
	%age	84.3%	15.7%	100.0%
Tata Teleservices	Count	58	10	68
	%age	85.3%	14.7%	100.0%
Shyam Telelink	Count	88	11	99
	%age	88.9%	11.1%	100.0%
Total	Count	421	75	496
	%age	84.9%	15.1%	100.0%

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

Service Provider		Yes	No	Total
Bharti	Count	6	581	587
	%age	1.0%	99.0%	100.0%
BSNL	Count	3	597	600
	%age	0.5%	99.5%	100.0%
RelCom	Count	3	578	581
	%age	0.5%	99.5%	100.0%
Tata Teleservices	Count	1	339	340
	%age	0.3%	99.7%	100.0%
Shyam Telelink	Count	5	593	598
	%age	0.8%	99.2%	100.0%
Total	Count	18	2688	2706
	%age	0.7%	99.3%	100.0%

Q29. If yes, Please name your previous Operators?

Service Provider		Airtel	BSNL	Rel Comm	Tata	Shyam	Total
Bharti	Count	0	3	2	1	0	6
	%age	0.0%	50.0%	33.3%	16.7%	0.0%	100.00%
BSNL	Count	0	0	0	0	3	3
	%age	0.0%	0.0%	0.0%	0.0%	100.0%	100.00%
RelCom	Count	1	2	0	0	0	3
	%age	33.3%	66.7%	0.0%	0.0%	0.0%	100.00%
Tata Teleservices	Count	0	0	0	0	1	1
	%age	0.0%	0.0%	0.0%	0.0%	100.0%	100.00%
Shyam Telelink	Count	2	0	2	1	0	5
	%age	40.0%	0.0%	40.0%	20.0%	0.0%	100.00%
Total	Count	3	5	4	2	4	18
	%age	16.7%	27.8%	22.2%	11.1%	22.2%	100.00%

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

Service Provider		More than 30 days	16-30 days	7-15 days	Less than 7 Days	Total
Bharti	Count	1	0	3	2	6
	%age	16.7%	0.0%	50.0%	33.3%	100.0%
BSNL	Count	0	3	0	0	3
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
RelCom	Count	1	0	2	0	3
	%age	33.3%	0.0%	66.7%	0.0%	100.0%
Tata Teleservices	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Shyam Telelink	Count	0	3	2	0	5
	%age	0.0%	60.0%	40.0%	0.0%	100.0%
Total	Count	2	6	8	2	18
	%age	11.1%	33.3%	44.4%	11.1%	100.0%

Q31. Did your Operators adjust your security deposit in the bill raised after you requested for termination?

Service Provider		Yes	No	Total
Bharti	Count	3	3	6
	%age	50.0%	50.0%	100.0%
BSNL	Count	3	0	3
	%age	100.0%	0.0%	100.0%
RelCom	Count	3	0	3
	%age	100.0%	0.0%	100.0%
Tata Teleservices	Count	0	1	1
	%age	0.0%	100.0%	100.0%
Shyam Telelink	Count	4	1	5
	%age	80.0%	20.0%	100.0%
Total	Count	13	5	18
	%age	72.2%	27.8%	100.0%

Q32. 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?

Service Provider		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	384	7	196	587
	%age	65.4%	1.2%	33%	100.0%
BSNL	Count	360	7	233	600
	%age	60.0%	1.2%	39%	100.0%
RelCom	Count	332	5	244	581
	%age	57.1%	0.9%	42%	100.0%
Tata Teleservices	Count	184	1	155	340
	%age	54.1%	0.3%	46%	100.0%
Shyam Telelink	Count	385	9	204	598
	%age	64.4%	1.5%	34%	100.0%
Total	Count	1645	29	1032	2706
	%age	60.8%	1.1%	38.1%	100.0%

Q33. Do you still receive unsolicited calls/SMS and whether there is any change in the frequency of such calls/SMS?

Service Provider		Continued receiving	Slight Decrease	Considerable Decrease	Stop receiving	Total
Bharti	Count	0	1	3	3	7
	%age	0.0%	14.3%	42.9%	42.9%	100.0%
BSNL	Count	2	0	4	1	7
	%age	28.6%	0.0%	57.1%	14.3%	100.0%
RelCom	Count	2	1	2	0	5
	%age	40.0%	20.0%	40.0%	0.0%	100.0%
Tata Teleservices	Count	0	0	1	0	1
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Shyam Telelink	Count	1	3	1	4	9
	%age	11.1%	33.3%	11.1%	44.4%	100.0%
Total	Count	5	5	11	8	29
	%age	17.2%	17.2%	37.9%	27.6%	100.0%

Cellular Services

A. Service Provision

Q1. When did you last apply for a phone connection; Operators Wise

Service Provider		Less than 6months	6-12 months	More than 12 Months	Total
Bharti	Count	82	130	388	600
	%age	13.7%	21.7%	64.7%	100.0%
Vodafone	Count	67	147	386	600
	%age	11.2%	24.5%	64.3%	100.0%
Idea Cellular	Count	85	143	372	600
	%age	14.2%	23.8%	62.0%	100.0%
BSNL	Count	53	113	434	600
	%age	8.8%	18.8%	72.3%	100.0%
Rel Comm	Count	52	142	406	600
	%age	8.7%	23.7%	67.7%	100.0%
Tata Teleservices	Count	64	167	369	600
	%age	10.7%	27.8%	61.5%	100.0%
Shyam Telelink	Count	73	147	380	600
	%age	12.2%	24.5%	63.3%	100.0%
Total	Count	476	989	2735	4200
	%age	11.3%	23.5%	65.1%	100.0%

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

Service Provider		More than 7 days	4-7 days	2-3 days	one day	Total
Bharti	Count	6	7	86	113	212
	%age	2.8%	3.3%	40.6%	53.3%	100.0%
Vodafone	Count	4	11	82	117	214
	%age	1.9%	5.1%	38.3%	54.7%	100.0%
Idea Cellular	Count	5	7	86	130	228
	%age	2.2%	3.1%	37.7%	57.0%	100.0%
BSNL	Count	5	1	89	71	166
	%age	3.0%	0.6%	53.6%	42.8%	100.0%
Rel Comm	Count	6	1	84	103	194
	%age	3.1%	0.5%	43.3%	53.1%	100.0%
Tata Teleservices	Count	7	6	86	132	231
	%age	3.0%	2.6%	37.2%	57.1%	100.0%
Shyam Telelink	Count	12	0	172	36	220
	%age	5.5%	0.0%	78.2%	16.4%	100.0%
Total	Count	45	33	685	702	1465
	%age	3.1%	2.3%	46.8%	47.9%	100.0%

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

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	2	4	176	30	212
	%age	0.9%	1.9%	83.0%	14.2%	100.0%
Vodafone	Count	4	1	191	18	214
	%age	1.9%	0.5%	89.3%	8.4%	100.0%
Idea Cellular	Count	0	0	208	20	228
	%age	0.0%	0.0%	91.2%	8.8%	100.0%
BSNL	Count	0	1	146	19	166
	%age	0.0%	0.6%	88.0%	11.4%	100.0%
Rel Comm	Count	0	2	188	4	194
	%age	0.0%	1.0%	96.9%	2.1%	100.0%
Tata Teleservices	Count	0	2	217	12	231
	%age	0.0%	0.9%	93.9%	5.2%	100.0%
Shyam Telelink	Count	0	10	210	0	220
	%age	0.0%	4.5%	95.5%	0.0%	100.0%
Total	Count	6	20	1336	103	1465
	%age	0.4%	1.4%	91.2%	7.0%	100.0%

Q4. In case your connection was temporarily suspended due to non-payment of bills, are you satisfied with the time taken to reactivate service after you made the payment; Operators Wise

Service Provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	2	9	0	12
	%age	8.3%	16.7%	75.0%	0.0%	100.0%
Vodafone	Count	0	4	6	0	10
	%age	0.0%	40.0%	60.0%	0.0%	100.0%
Idea Cellular	Count	0	2	6	0	8
	%age	0.0%	25.0%	75.0%	0.0%	100.0%
BSNL	Count	0	2	12	0	14
	%age	0.0%	14.3%	85.7%	0.0%	100.0%
Rel Comm	Count	2	4	11	0	17
	%age	11.8%	23.5%	64.7%	0.0%	100.0%
Tata Teleservices	Count	0	0	9	0	9
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Shyam Telelink	Count	0	0	4	0	4
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	3	14	57	0	74
	%age	4.1%	18.9%	77.0%	0.0%	100.0%

B. Billing related - Prepaid Customers

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	4	38	454	84	580
	%age	0.7%	6.6%	78.3%	14.5%	100.00%
Vodafone	Count	2	21	479	82	584
	%age	0.3%	3.6%	82.0%	14.0%	100.00%
Idea Cellular	Count	2	27	431	125	585
	%age	0.3%	4.6%	73.7%	21.4%	100.00%
BSNL	Count	5	33	450	92	580
	%age	0.9%	5.7%	77.6%	15.9%	100.00%
Rel Comm	Count	3	17	432	121	573
	%age	0.5%	3.0%	75.4%	21.1%	100.00%
Tata Teleservices	Count	5	24	460	93	582
	%age	0.9%	4.1%	79.0%	16.0%	100.00%
Shyam Telelink	Count	0	12	491	86	589
	%age	0.0%	2.0%	83.4%	14.6%	100.00%
Total	Count	21	172	3197	683	4073
	%age	0.5%	4.2%	78.5%	16.8%	100.00%

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

Service provider		Charges Not as per tariff plan subscribed	Tariff plan changed without information	charges for value added services not requested	Charged for calls/services not made/used	Total
Bharti	Count	19	8	11	16	42
	%age	45.2%	19.0%	26.2%	38.1%	100.0%
Vodafone	Count	8	4	15	9	23
	%age	34.8%	17.4%	65.2%	39.1%	100.0%
Idea Cellular	Count	11	2	17	8	29
	%age	37.9%	6.9%	58.6%	27.6%	100.0%
BSNL	Count	14	12	10	9	38
	%age	36.8%	31.6%	26.3%	23.7%	100.0%
Rel Comm	Count	9	5	7	6	20
	%age	45.0%	25.0%	35.0%	30.0%	100.0%
Tata Teleservices	Count	10	7	18	5	29
	%age	34.5%	24.1%	62.1%	17.2%	100.0%
Shyam Telelink	Count	6	4	9	3	12
	%age	50.0%	33.3%	75.0%	25.0%	100.0%
Total	Count	77	42	87	56	193
	%age	39.9%	21.8%	45.1%	29.0%	100.0%

BILLING RELATED –Postpaid

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	4	14	2	20
	%age	0.0%	20.0%	70.0%	10.0%	100.0%
Vodafone	Count	0	4	11	1	16
	%age	0.0%	25.0%	68.8%	6.3%	100.0%
Idea Cellular	Count	0	9	6	0	15
	%age	0.0%	60.0%	40.0%	0.0%	100.0%
BSNL	Count	0	7	12	1	20
	%age	0.0%	35.0%	60.0%	5.0%	100.0%
Rel Comm	Count	0	12	14	1	27
	%age	0.0%	44.4%	51.9%	3.7%	100.0%
Tata Teleservices	Count	0	4	10	4	18
	%age	0.0%	22.2%	55.6%	22.2%	100.0%
Shyam Telelink	Count	0	0	11	0	11
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	40	78	9	127
	%age	0.0%	31.5%	61.4%	7.1%	100.0%

Q7(a). How satisfied are you with the accuracy of the bills; Operators Wise

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	19	1	20
	%age	0.0%	0.0%	95.0%	5.0%	100.0%
Vodafone	Count	0	0	15	1	16
	%age	0.0%	0.0%	93.8%	6.3%	100.0%
Idea Cellular	Count	0	0	14	1	15
	%age	0.0%	0.0%	93.3%	6.7%	100.0%
BSNL	Count	0	0	18	2	20
	%age	0.0%	0.0%	90.0%	10.0%	100.0%
Rel Comm	Count	0	2	25	0	27
	%age	0.0%	7.4%	92.6%	0.0%	100.0%
Tata Teleservices	Count	0	3	13	2	18
	%age	0.0%	16.7%	72.2%	11.1%	100.0%
Shyam Telelink	Count	0	0	11	0	11
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	5	115	7	127
	%age	0.0%	3.9%	90.6%	5.5%	100.0%

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

Service provider		Yes	No	Total
Bharti	Count	6	14	20
	%age	30.0%	70.0%	100.0%
Vodafone	Count	6	10	16
	%age	37.5%	62.5%	100.0%
Idea Cellular	Count	1	14	15
	%age	6.7%	93.3%	100.0%
BSNL	Count	2	18	20
	%age	10.0%	90.0%	100.0%
Rel Comm	Count	7	20	27
	%age	25.9%	74.1%	100.0%
Tata Teleservices	Count	9	9	18
	%age	50.0%	50.0%	100.0%
Shyam Telelink	Count	2	9	11
	%age	18.2%	81.8%	100.0%
Total	Count	33	94	127
	%age	26.0%	74.0%	100.0%

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	0	6	0	6
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Vodafone	Count	0	1	5	0	6
	%age	0.0%	16.7%	83.3%	0.0%	100.0%
Idea Cellular	Count	0	1	0	0	1
	%age	0.0%	100.0%	0.0%	0.0%	100.0%
BSNL	Count	0	1	1	0	2
	%age	0.0%	50.0%	50.0%	0.0%	100.0%
Rel Comm	Count	0	2	5	0	7
	%age	0.0%	28.6%	71.4%	0.0%	100.0%
Tata Teleservices	Count	0	0	7	2	9
	%age	0.0%	0.0%	77.8%	22.2%	100.0%
Shyam Telelink	Count	0	0	2	0	2
	%age	0.0%	0.0%	100.0%	0.0%	100.0%
Total	Count	0	5	26	2	33
	%age	0.0%	15.2%	78.8%	6.1%	100.0%

Q10(a). How satisfied are you with the clarity of the bills sent by your Operators in terms of transparency and understandability; Operators Wise

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	14	1	20
	%age	0.0%	25.0%	70.0%	5.0%	100.0%
Vodafone	Count	0	3	11	2	16
	%age	0.0%	18.8%	68.8%	12.5%	100.0%
Idea Cellular	Count	0	2	13	0	15
	%age	0.0%	13.3%	86.7%	0.0%	100.0%
BSNL	Count	0	5	13	2	20
	%age	0.0%	25.0%	65.0%	10.0%	100.0%
Rel Comm	Count	0	3	23	1	27
	%age	0.0%	11.1%	85.2%	3.7%	100.0%
Tata Teleservices	Count	0	3	14	1	18
	%age	0.0%	16.7%	77.8%	5.6%	100.0%
Shyam Telelink	Count	0	3	8	0	11
	%age	0.0%	27.3%	72.7%	0.0%	100.0%
Total	Count	0	24	96	7	127
	%age	0.0%	18.9%	75.6%	5.5%	100.0%

Q10(b). Please specify the reason(s) for your dissatisfaction; Operators Wise

Service provider		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD,ISD calls and charges thereon not given	Total
Bharti	Count	0	2	4	3	5
	%age	0.0%	40.0%	80.0%	60.0%	100.0%
Vodafone	Count	1	0	2	1	3
	%age	20.0%	0.0%	66.7%	33.3%	100.0%
Idea Cellular	Count	0	1	1	2	2
	%age	0.0%	50.0%	50.0%	100.0%	100.0%
BSNL	Count	0	1	1	3	5
	%age	0.0%	20.0%	20.0%	60.0%	100.0%
Rel Comm	Count	1	0	1	2	3
	%age	20.0%	0.0%	33.3%	66.7%	100.0%
Tata Teleservices	Count	0	1	2	2	3
	%age	0.0%	33.3%	66.7%	66.7%	100.0%
Shyam Telelink	Count	0	1	1	2	3
	%age	0.0%	33.3%	33.3%	66.7%	100.0%
Total	Count	2	6	12	15	24
	%age	8.3%	25.0%	50.0%	62.5%	100.0%

C. Help Services/ Customer Care

Q11. Did you make a complain or make a query in the last 12 months to the customer care / helpline/call center toll free number of your Operators? : Operators wise

Service provider		YES	NO	Total
Bharti	Count	512	88	600
	%age	85.3%	14.7%	100.0%
Vodafone	Count	505	95	600
	%age	84.2%	15.8%	100.0%
Idea Cellular	Count	534	66	600
	%age	89.0%	11.0%	100.0%
BSNL	Count	479	121	600
	%age	79.8%	20.2%	100.0%
Rel Comm	Count	519	81	600
	%age	86.5%	13.5%	100.0%
Tata Teleservices	Count	552	48	600
	%age	92.0%	8.0%	100.0%
Shyam Telelink	Count	571	29	600
	%age	95.2%	4.8%	100.0%
Total	Count	3672	528	4200
	%age	87.4%	12.6%	100.0%

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	30	366	115	512
	%age	0.2%	5.9%	71.5%	22.5%	100.0%
Vodafone	Count	2	17	358	128	505
	%age	0.4%	3.4%	70.9%	25.3%	100.0%
Idea Cellular	Count	6	12	365	151	534
	%age	1.1%	2.2%	68.4%	28.3%	100.0%
BSNL	Count	9	14	333	123	479
	%age	1.9%	2.9%	69.5%	25.7%	100.0%
Rel Comm	Count	0	4	390	125	519
	%age	0.0%	0.8%	75.1%	24.1%	100.0%
Tata Teleservices	Count	0	21	419	112	552
	%age	0.0%	3.8%	75.9%	20.3%	100.0%
Shyam Telelink	Count	0	15	395	161	571
	%age	0.0%	2.6%	69.2%	28.2%	100.0%
Total	Count	18	113	2626	915	3672
	%age	0.5%	3.1%	71.5%	24.9%	100.0%

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	63	342	107	512
	%age	0.0%	12.3%	66.8%	20.9%	100.0%
Vodafone	Count	1	32	342	130	505
	%age	0.2%	6.3%	67.7%	25.7%	100.0%
Idea Cellular	Count	1	39	348	146	534
	%age	0.2%	7.3%	65.2%	27.3%	100.0%
BSNL	Count	6	34	342	97	479
	%age	1.3%	7.1%	71.4%	20.3%	100.0%
Rel Comm	Count	0	28	378	113	519
	%age	0.0%	5.4%	72.8%	21.8%	100.0%
Tata Teleservices	Count	4	35	413	100	552
	%age	0.7%	6.3%	74.8%	18.1%	100.0%
Shyam Telelink	Count	0	6	411	154	571
	%age	0.0%	1.1%	72.0%	27.0%	100.0%
Total	Count	12	237	2576	847	3672
	%age	0.3%	6.5%	70.2%	23.1%	100.0%

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	49	397	65	512
	%age	0.2%	9.6%	77.5%	12.7%	100.0%
Vodafone	Count	1	28	403	73	505
	%age	0.2%	5.5%	79.8%	14.5%	100.0%
Idea Cellular	Count	1	20	417	96	534
	%age	0.2%	3.7%	78.1%	18.0%	100.0%
BSNL	Count	6	10	371	92	479
	%age	1.3%	2.1%	77.5%	19.2%	100.0%
Rel Comm	Count	0	26	413	80	519
	%age	0.0%	5.0%	79.6%	15.4%	100.0%
Tata Teleservices	Count	1	25	467	59	552
	%age	0.2%	4.5%	84.6%	10.7%	100.0%
Shyam Telelink	Count	0	16	435	120	571
	%age	0.0%	2.8%	76.2%	21.0%	100.0%
Total	Count	10	174	2903	585	3672
	%age	0.3%	4.7%	79.1%	15.9%	100.0%

Q15. How satisfied are you with the time taken by a Call centre/customer care/helpline to resolve your complaint?

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	0	35	428	49	512
	%age	0.0%	6.8%	83.6%	9.6%	100.0%
Vodafone	Count	0	21	431	53	505
	%age	0.0%	4.2%	85.3%	10.5%	100.0%
Idea Cellular	Count	1	16	443	74	534
	%age	0.2%	3.0%	83.0%	13.9%	100.0%
BSNL	Count	7	13	393	66	479
	%age	1.5%	2.7%	82.0%	13.8%	100.0%
Rel Comm	Count	0	14	441	64	519
	%age	0.0%	2.7%	85.0%	12.3%	100.0%
Tata Teleservices	Count	0	21	485	46	552
	%age	0.0%	3.8%	87.9%	8.3%	100.0%
Shyam Telelink	Count	0	33	454	84	571
	%age	0.0%	5.8%	79.5%	14.7%	100.0%
Total	Count	8	153	3075	436	3672
	%age	0.2%	4.2%	83.7%	11.9%	100.0%

D. Network Performance, Reliability and Availability

Q16. How satisfied are you with the availability of signal of your Operators in your locality?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	14	458	128	600
	%age	0.0%	2.3%	76.3%	21.3%	100.0%
Vodafone	Count	0	39	499	62	600
	%age	0.0%	6.5%	83.2%	10.3%	100.0%
Idea Cellular	Count	0	47	485	68	600
	%age	0.0%	7.8%	80.8%	11.3%	100.0%
BSNL	Count	1	20	499	80	600
	%age	0.2%	3.3%	83.2%	13.3%	100.0%
Rel Comm	Count	1	41	506	52	600
	%age	0.2%	6.8%	84.3%	8.7%	100.0%
Tata Teleservices	Count	0	20	528	52	600
	%age	0.0%	3.3%	88.0%	8.7%	100.0%
Shyam Telelink	Count	0	12	562	26	600
	%age	0.0%	2.0%	93.7%	4.3%	100.0%
Total	Count	2	193	3537	468	4200
	%age	0.0%	4.6%	84.2%	11.1%	100.0%



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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	21	509	70	600
	%age	0.0%	3.5%	84.8%	11.7%	100.0%
Vodafone	Count	0	35	505	60	600
	%age	0.0%	5.8%	84.2%	10.0%	100.0%
Idea Cellular	Count	0	41	511	48	600
	%age	0.0%	6.8%	85.2%	8.0%	100.0%
BSNL	Count	0	23	510	67	600
	%age	0.0%	3.8%	85.0%	11.2%	100.0%
Rel Comm	Count	0	36	518	46	600
	%age	0.0%	6.0%	86.3%	7.7%	100.0%
Tata Teleservices	Count	0	19	540	41	600
	%age	0.0%	3.2%	90.0%	6.8%	100.0%
Shyam Telelink	Count	0	12	588	0	600
	%age	0.0%	2.0%	98.0%	0.0%	100.0%
Total	Count	0	187	3681	332	4200
	%age	0.0%	4.5%	87.6%	7.9%	100.0%

Q18. How often does your call drops during conversation?

Service provider		Very frequently	Frequently	Occasionally	Never	Total
Bharti	Count	1	27	382	190	600
	%age	0.2%	4.5%	63.7%	31.7%	100.0%
Vodafone	Count	0	35	417	148	600
	%age	0.0%	5.8%	69.5%	24.7%	100.0%
Idea Cellular	Count	0	39	369	192	600
	%age	0.0%	6.5%	61.5%	32.0%	100.0%
BSNL	Count	0	30	417	153	600
	%age	0.0%	5.0%	69.5%	25.5%	100.0%
Rel Comm	Count	2	38	423	137	600
	%age	0.3%	6.3%	70.5%	22.8%	100.0%
Tata Teleservices	Count	0	24	362	214	600
	%age	0.0%	4.0%	60.3%	35.7%	100.0%
Shyam Telelink	Count	0	24	465	111	600
	%age	0.0%	4.0%	77.5%	18.5%	100.0%
Total	Count	3	217	2835	1145	4200
	%age	0.1%	5.2%	67.5%	27.3%	100.0%

Q19. How satisfied are you with the voice quality?



Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	18	479	103	600
	%age	0.0%	3.0%	79.8%	17.2%	100.0%
Vodafone	Count	0	33	509	58	600
	%age	0.0%	5.5%	84.8%	9.7%	100.0%
Idea Cellular	Count	0	28	514	58	600
	%age	0.0%	4.7%	85.7%	9.7%	100.0%
BSNL	Count	0	21	514	65	600
	%age	0.0%	3.5%	85.7%	10.8%	100.0%
Rel Comm	Count	0	35	513	52	600
	%age	0.0%	5.8%	85.5%	8.7%	100.0%
Tata Teleservices	Count	0	18	536	46	600
	%age	0.0%	3.0%	89.3%	7.7%	100.0%
Shyam Telelink	Count	0	12	588	0	600
	%age	0.0%	2.0%	98.0%	0.0%	100.0%
Total	Count	0	165	3653	382	4200
	%age	0.0%	3.9%	87.0%	9.1%	100.0%

E. Maintainability

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

Service provider		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	6	15	281	298	600
	%age	1.0%	2.5%	46.8%	49.7%	100.0%
Vodafone	Count	11	15	370	204	600
	%age	1.8%	2.5%	61.7%	34.0%	100.0%
Idea Cellular	Count	12	16	279	293	600
	%age	2.0%	2.7%	46.5%	48.8%	100.0%
BSNL	Count	0	6	299	295	600
	%age	0.0%	1.0%	49.8%	49.2%	100.0%
Rel Comm	Count	4	11	283	302	600
	%age	0.7%	1.8%	47.2%	50.3%	100.0%
Tata Teleservices	Count	2	18	303	277	600
	%age	0.3%	3.0%	50.5%	46.2%	100.0%
Shyam Telelink	Count	7	11	281	301	600
	%age	1.2%	1.8%	46.8%	50.2%	100.0%
Total	Count	42	92	2096	1970	4200
	%age	1.0%	2.2%	49.9%	46.9%	100.0%

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	11	513	75	600
	%age	0.2%	1.8%	85.5%	12.5%	100.0%
Vodafone	Count	0	21	520	59	600
	%age	0.0%	3.5%	86.7%	9.8%	100.0%
Idea Cellular	Count	1	18	540	41	600
	%age	0.2%	3.0%	90.0%	6.8%	100.0%
BSNL	Count	0	15	532	53	600
	%age	0.0%	2.5%	88.7%	8.8%	100.0%
Rel Comm	Count	1	23	533	43	600
	%age	0.2%	3.8%	88.8%	7.2%	100.0%
Tata Teleservices	Count	0	9	537	54	600
	%age	0.0%	1.5%	89.5%	9.0%	100.0%
Shyam Telelink	Count	0	15	548	37	600
	%age	0.0%	2.5%	91.3%	6.2%	100.0%
Total	Count	3	112	3723	362	4200
	%age	0.1%	2.7%	88.6%	8.6%	100.0%

Q22. Are you satisfied with the restoration of network (signal) problems?

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	16	461	123	600
	%age	0.0%	2.7%	76.8%	20.5%	100.0%
Vodafone	Count	0	19	503	78	600
	%age	0.0%	3.2%	83.8%	13.0%	100.0%
Idea Cellular	Count	2	15	529	54	600
	%age	0.3%	2.5%	88.2%	9.0%	100.0%
BSNL	Count	1	17	512	70	600
	%age	0.2%	2.8%	85.3%	11.7%	100.0%
Rel Comm	Count	0	27	500	73	600
	%age	0.0%	4.5%	83.3%	12.2%	100.0%
Tata Teleservices	Count	3	9	538	50	600
	%age	0.5%	1.5%	89.7%	8.3%	100.0%
Shyam Telelink	Count	0	12	551	37	600
	%age	0.0%	2.0%	91.8%	6.2%	100.0%
Total	Count	6	115	3594	485	4200
	%age	0.1%	2.7%	85.6%	11.5%	100.0%

F. Supplementary services/ Value Added services

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

Service provider		Yes	No	Total
Bharti	Count	149	451	600
	%age	24.8%	75.2%	100.0%
Vodafone	Count	152	448	600
	%age	25.3%	74.7%	100.0%
Idea Cellular	Count	116	484	600
	%age	19.3%	80.7%	100.0%
BSNL	Count	129	471	600
	%age	21.5%	78.5%	100.0%
Rel Comm	Count	127	473	600
	%age	21.2%	78.8%	100.0%
Tata Teleservices	Count	119	481	600
	%age	19.8%	80.2%	100.0%
Shyam Telelink	Count	160	440	600
	%age	26.7%	73.3%	100.0%
Total	Count	952	3248	4200
	%age	22.7%	77.3%	100.0%

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

Service provider		Yes	No	Total
Bharti	Count	51	98	149
	%age	34.2%	65.8%	100.0%
Vodafone	Count	37	115	152
	%age	24.3%	75.7%	100.0%
Idea Cellular	Count	36	80	116
	%age	31.0%	69.0%	100.0%
BSNL	Count	54	75	129
	%age	41.9%	58.1%	100.0%
Rel Comm	Count	38	89	127
	%age	29.9%	70.1%	100.0%
Tata Teleservices	Count	29	90	119
	%age	24.4%	75.6%	100.0%
Shyam Telelink	Count	76	84	160
	%age	47.5%	52.5%	100.0%
Total	Count	321	631	952
	%age	33.7%	66.3%	100.0%

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

Service provider		Very Dissatisfied (a)	Dissatisfied (b)	Satisfied	Very Satisfied	Total
Bharti	Count	1	11	122	15	149
	%age	0.7%	7.4%	81.9%	10.1%	100.0%
Vodafone	Count	0	16	124	12	152
	%age	0.0%	10.5%	81.6%	7.9%	100.0%
Idea Cellular	Count	1	5	107	3	116
	%age	0.9%	4.3%	92.2%	2.6%	100.0%
BSNL	Count	0	6	120	3	129
	%age	0.0%	4.7%	93.0%	2.3%	100.0%
Rel Comm	Count	0	4	118	5	127
	%age	0.0%	3.1%	92.9%	3.9%	100.0%
Tata Teleservices	Count	0	6	99	14	119
	%age	0.0%	5.0%	83.2%	11.8%	100.0%
Shyam Telelink	Count	0	24	136	0	160
	%age	0.0%	15.0%	85.0%	0.0%	100.0%
Total	Count	2	72	826	52	952
	%age	0.2%	7.6%	86.8%	5.5%	100.0%

F. OVERALL CUSTOMER SATISFACTION

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

Service provider		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	18	469	112	600
	%age	0.2%	3.0%	78.2%	18.7%	100.0%
Vodafone	Count	0	34	490	76	600
	%age	0.0%	5.7%	81.7%	12.7%	100.0%
Idea Cellular	Count	0	38	496	66	600
	%age	0.0%	6.3%	82.7%	11.0%	100.0%
BSNL	Count	0	27	486	87	600
	%age	0.0%	4.5%	81.0%	14.5%	100.0%
Rel Comm	Count	1	39	490	70	600
	%age	0.2%	6.5%	81.7%	11.7%	100.0%
Tata Teleservices	Count	0	24	503	73	600
	%age	0.0%	4.0%	83.8%	12.2%	100.0%
Shyam Telelink	Count	0	12	478	110	600
	%age	0.0%	2.0%	79.7%	18.3%	100.0%
Total	Count	2	192	3412	594	4200
	%age	0.0%	4.6%	81.2%	14.1%	100.0%

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

Operator		Billing problem	Network problem.	Problem with helpline/customer care	Total
Bharti	Count	9	6	7	19
	%age	47.4%	31.6%	36.8%	
Vodafone	Count	16	8	13	34
	%age	47.1%	23.5%	38.2%	
Idea Cellular	Count	11	23	5	38
	%age	28.9%	60.5%	13.2%	
BSNL	Count	7	19	5	27
	%age	25.9%	70.4%	18.5%	
Rel Comm	Count	14	20	13	40
	%age	35.0%	50.0%	32.5%	
Tata Teleservices	Count	8	12	6	24
	%age	33.3%	50.0%	25.0%	
Shyam Telelink	Count	9	3	3	12
	%age	75.0%	25.0%	25.0%	
Total	Count	74	91	52	194
	%age	38.1%	46.9%	26.8%	

H. General Information

Q27. Have you been informed in writing at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service provider		Yes	No	Total
Bharti	Count	101	111	212
	%age	47.6%	52.4%	100.0%
Vodafone	Count	78	136	214
	%age	36.4%	63.6%	100.0%
Idea Cellular	Count	103	125	228
	%age	45.2%	54.8%	100.0%
BSNL	Count	66	100	166
	%age	39.8%	60.2%	100.0%
Rel Comm	Count	70	124	194
	%age	36.1%	63.9%	100.0%
Tata Teleservices	Count	86	145	231
	%age	37.2%	62.8%	100.0%
Shyam Telelink	Count	50	170	220
	%age	22.7%	77.3%	100.0%
Total	Count	554	911	1465
	%age	37.8%	62.2%	100.0%

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

Service provider		Yes	No	Total
Bharti	Count	5	595	600
	%age	0.8%	99.2%	100.0%
Vodafone	Count	0	600	600
	%age	0.0%	100.0%	100.0%
Idea Cellular	Count	4	596	600
	%age	0.7%	99.3%	100.0%
BSNL	Count	4	596	600
	%age	0.7%	99.3%	100.0%
Rel Comm	Count	2	598	600
	%age	0.3%	99.7%	100.0%
Tata Teleservices	Count	5	595	600
	%age	0.8%	99.2%	100.0%
Shyam Telelink	Count	0	600	600
	%age	0.0%	100.0%	100.0%
Total	Count	20	4180	4200
	%age	0.5%	99.5%	100.0%

Q29. If yes, Please name your previous Operators?

Service Provider		Bharti	Idea Cellular	BSNL	Rel Comm	Tata Teleservices	Shyam Telelink	Total
Bharti	Count	0	1	1	2	1	0	5
	%age	0.0%	20.0%	20.0%	40.0%	20.0%	0.0%	100.0%
Idea Cellular	Count	1	0	0	1	1	1	4
	%age	25.0%	0.0%	0.0%	25.0%	25.0%	25.0%	100.0%
BSNL	Count	0	2	0	0	1	1	4
	%age	0.0%	50.0%	0.0%	0.0%	25.0%	25.0%	100.0%
Rel Comm	Count	0	1	0	0	0	1	2
	%age	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%	100.0%
Tata Teleservices	Count	1	0	1	2	0	1	5
	%age	20.0%	0.0%	20.0%	40.0%	0.0%	20.0%	100.0%
Total	Count	2	4	2	5	3	4	20
	%age	10.0%	20.0%	10.0%	25.0%	15.0%	20.0%	100.0%

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

Previous service providers		More than 7 days	4-7 days	2-3 days	Total
Bharti	Count	0	5	0	5
	%age	0.0%	100.0%	0.0%	100.0%
Idea Cellular	Count	1	2	1	4
	%age	25.0%	50.0%	25.0%	100.0%
BSNL	Count	2	2	0	4
	%age	50.0%	50.0%	0.0%	100.0%
Rel Comm	Count	0	2	0	2
	%age	0.0%	100.0%	0.0%	100.0%
Tata Teleservices	Count	0	4	1	5
	%age	0.0%	80.0%	20.0%	100.0%
Total	Count	3	15	2	20
	%age	15.0%	75.0%	10.0%	100.0%

Q31. Did your Operators adjust your security deposit in the bill raised after you requested for termination?

Previous service providers		Yes	No	Total
Bharti	Count	3	2	5
	%age	60.0%	40.0%	100.0%
Idea Cellular	Count	4	0	4
	%age	100.0%	0.0%	100.0%
BSNL	Count	4	0	4
	%age	100.0%	0.0%	100.0%
Rel Comm	Count	2	0	2
	%age	100.0%	0.0%	100.0%
Tata Teleservices	Count	5	0	5
	%age	100.0%	0.0%	100.0%
Total	Count	18	2	20
	%age	90.0%	10.0%	100.0%

Q32. 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?

Service provider		Do not mind receiving such calls/SMS	Yes	No	Total
Bharti	Count	190	5	405	600
	%age	31.7%	0.8%	67.5%	100.0%
Vodafone	Count	151	6	443	600
	%age	25.2%	1.0%	73.8%	100.0%
Idea Cellular	Count	265	9	326	600
	%age	44.2%	1.5%	54.3%	100.0%
BSNL	Count	265	2	333	600
	%age	44.2%	0.3%	55.5%	100.0%
Rel Comm	Count	226	10	364	600
	%age	37.7%	1.7%	60.7%	100.0%
Tata Teleservices	Count	257	2	341	600
	%age	42.8%	0.3%	56.8%	100.0%
Shyam Telelink	Count	257	6	337	600
	%age	42.8%	1.0%	56.2%	100.0%
Total	Count	1611	40	2549	4200
	%age	38.4%	1.0%	60.7%	100.0%

Q33. Do you still receive unsolicited calls/ SMS and whether there is any change in the frequency of such calls/SMS?

Service provider		Continued receiving	Slight decrease	Considerable decrease	Stopped receiving	Total
Bharti	Count	2	0	0	3	5
	%age	40%	0%	0%	60%	100%
Vodafone	Count	1	0	1	4	6
	%age	17%	0%	17%	67%	100%
Idea Cellular	Count	0	1	1	7	9
	%age	0%	11%	11%	78%	100%
BSNL	Count	0	0	0	2	2
	%age	0%	0%	0%	100%	100%
Rel Comm	Count	6	0	1	3	10
	%age	60%	0%	10%	30%	100%
Tata Teleservices	Count	0	0	0	2	2
	%age	0%	0%	0%	100%	100%
Shyam Telelink	Count	0	0	2	4	6
	%age	0%	0%	33%	67%	100%
Total	Count	9	1	5	25	40
	%age	23%	3%	13%	63%	100%

**Q33(a). Have you made any complaint to your service provider on getting such unsolicited calls/
SMS after registering for NDNC registry?**

Service provider		Yes	No	Total
Bharti	Count	0	2	2
	%age	0.0%	100.0%	100.0%
Vodafone	Count	0	2	2
	%age	0.0%	100.0%	100.0%
Idea Cellular	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Rel Comm	Count	3	4	7
	%age	42.9%	57.1%	100.0%
Shyam Telelink	Count	1	1	2
	%age	50.0%	50.0%	100.0%
Total	Count	5	10	15
	%age	33.3%	66.7%	100.0%

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

Operators		Yes, Complaint was registered by the service provider.	Total
Idea Cellular	Count	1	1
	%age	100.0%	100.0%
Rel Comm	Count	3	3
	%age	100.0%	100.0%
Shyam Telelink	Count	1	1
	%age	100.0%	100.0%
Total	Count	5	5
	%age	100.0%	100.0%

Broadband



A. Service Provision

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

Operator		With in 15 working days	More than 15 working days	Total
Bharti	Count	392	208	600
	%age	65.3%	34.7%	100.0%
BSNL	Count	360	240	600
	%age	60.0%	40.0%	100.0%
Rel Com	Count	128	37	165
	%age	77.6%	22.4%	100.0%
Shyam Telelink	Count	394	43	437
	%age	90.2%	9.8%	100.0%
VSNL	Count	142	109	251
	%age	56.6%	43.4%	100.0%
Total	Count	1416	637	2053
	%age	69.0%	31.0%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	51	372	176	600
	%age	0.2%	8.5%	62.0%	29.3%	100.0%
BSNL	Count	3	60	460	77	600
	%age	0.5%	10.0%	76.7%	12.8%	100.0%
Rel Com	Count	1	8	112	44	165
	%age	0.6%	4.8%	67.9%	26.7%	100.0%
Shyam Telelink	Count	0	20	329	88	437
	%age	0.0%	4.6%	75.3%	20.1%	100.0%
VSNL	Count	0	8	241	2	251
	%age	0.0%	3.2%	96.0%	0.8%	100.0%
Total	Count	5	147	1514	387	2053
	%age	0.2%	7.2%	73.7%	18.9%	100.0%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	5	88	74	168
	%age	0.6%	3.0%	52.4%	44.0%	100.00%
BSNL	Count	4	3	229	18	254
	%age	1.6%	1.2%	90.2%	7.1%	100.00%
Rel Com	Count	1	0	23	9	33
	%age	3.0%	0.0%	69.7%	27.3%	100.00%
Shyam Telelink	Count	1	2	42	30	75
	%age	1.3%	2.7%	56.0%	40.0%	100.00%
VSNL	Count	0	4	226	1	231
	%age	0.0%	1.7%	97.8%	0.4%	100.00%
Total	Count	7	14	608	132	761
	%age	0.9%	1.8%	79.9%	17.3%	100.00%

B. Billing Related (only for postpaid customers)

Q4. How satisfied with the timely delivery of bills?

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	6	428	153	588
	%age	0.2%	1.0%	72.8%	26.0%	100.00%
BSNL	Count	1	11	487	83	582
	%age	0.2%	1.9%	83.7%	14.3%	100.00%
Rel Com	Count	0	2	88	72	162
	%age	0.0%	1.2%	54.3%	44.4%	100.00%
Shyam Telelink	Count	0	12	350	66	428
	%age	0.0%	2.8%	81.8%	15.4%	100.00%
VSNL	Count	0	2	219	16	237
	%age	0.0%	0.8%	92.4%	6.8%	100.00%
Total	Count	2	33	1572	390	1997
	%age	0.1%	1.7%	78.7%	19.5%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	3	9	363	213	588
	%age	0.5%	1.5%	61.7%	36.2%	100.00%
BSNL	Count	2	11	347	222	582
	%age	0.3%	1.9%	59.6%	38.1%	100.00%
Rel Com	Count	2	2	102	56	162
	%age	1.2%	1.2%	63.0%	34.6%	100.00%
Shyam Telelink	Count	0	12	372	44	428
	%age	0.0%	2.8%	86.9%	10.3%	100.00%
VSNL	Count	0	10	207	20	237
	%age	0.0%	4.2%	87.3%	8.4%	100.00%
Total	Count	7	44	1391	555	1997
	%age	0.4%	2.2%	69.7%	27.8%	100.00%

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

Operator		Charges not as per the tariff plan subscribed	Tariff plan changed without information	Charges for value added services not requested	Charged for calls\services not made\used	Total
Bharti	Count	4	3	6	8	12
	%age	33.3%	25.0%	50.0%	66.7%	
BSNL	Count	2	4	9	4	13
	%age	15.4%	30.8%	69.2%	30.8%	
Rel Com	Count	1	1	3	1	4
	%age	25.0%	25.0%	75.0%	25.0%	
Shyam Telelink	Count	5	2	8	5	12
	%age	41.7%	16.7%	66.7%	41.7%	
VSNL	Count	4	2	7	4	10
	%age	40.0%	20.0%	70.0%	40.0%	
Total	Count	16	12	33	22	51
	%age	31.4%	23.5%	64.7%	43.1%	

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

Operator		Yes	No	Total
Bharti	Count	133	455	588
	%age	22.6%	77.4%	100.00%
BSNL	Count	71	511	582
	%age	12.2%	87.8%	100.00%
Rel Comm	Count	36	126	162
	%age	22.2%	77.8%	100.00%
Shyam Telelink	Count	39	389	428
	%age	9.1%	90.9%	100.00%
VSNL	Count	123	114	237
	%age	51.9%	48.1%	100.00%
Total	Count	402	1595	1997
	%age	20.1%	79.9%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	104	24	133
	%age	0.0%	3.8%	78.2%	18.0%	100.00%
BSNL	Count	0	5	51	15	71
	%age	0.0%	7.0%	71.8%	21.1%	100.00%
Rel Com	Count	2	5	27	2	36
	%age	5.6%	13.9%	75.0%	5.6%	100.00%
Shyam Telelink	Count	2	5	32	0	39
	%age	5.1%	12.8%	82.1%	0.0%	100.00%
VSNL	Count	0	8	115	0	123
	%age	0.0%	6.5%	93.5%	0.0%	100.00%
Total	Count	4	28	329	41	402
	%age	1.0%	7.0%	81.8%	10.2%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	17	460	110	588
	%age	0.2%	2.9%	78.2%	18.7%	100.00%
BSNL	Count	0	14	517	51	582
	%age	0.0%	2.4%	88.8%	8.8%	100.00%
Rel Com	Count	3	2	135	22	162
	%age	1.9%	1.2%	83.3%	13.6%	100.00%
Shyam Telelink	Count	2	0	377	49	428
	%age	0.5%	0.0%	88.1%	11.4%	100.00%
VSNL	Count	0	10	206	21	237
	%age	0.0%	4.2%	86.9%	8.9%	100.00%
Total	Count	6	43	1695	253	1997
	%age	0.3%	2.2%	84.9%	12.7%	100.00%

Q8(b). 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	5	5	9	3	18
	%age	27.8%	27.8%	50.0%	16.7%	
BSNL	Count	8	3	3	9	14
	%age	57.1%	21.4%	21.4%	64.3%	
Rel Com	Count	4	1	3	2	5
	%age	80.0%	20.0%	60.0%	40.0%	
Shyam Telelink	Count	1	2	2	0	2
	%age	50.0%	100.0%	100.0%	0.0%	
VSNL	Count	6	2	4	2	10
	%age	60.0%	20.0%	40.0%	20.0%	
Total	Count	24	13	21	16	49
	%age	49.0%	26.5%	42.9%	32.7%	

Billing Related (only for prepaid customers)

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	1	7	3	12
	%age	8.3%	8.3%	58.3%	25.0%	
BSNL	Count	0	2	11	5	18
	%age	0.0%	11.1%	61.1%	27.8%	
Rel Com	Count	0	1	1	1	3
	%age	0.0%	33.3%	33.3%	33.3%	
Shyam Telelink	Count	0	3	4	2	9
	%age	0.0%	33.3%	44.4%	22.2%	
VSNL	Count	0	6	8	0	14
	%age	0.0%	42.9%	57.1%	0.0%	
Total	Count	1	13	31	11	56
	%age	1.8%	23.2%	55.4%	19.6%	

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

Operator		Charges not as per tariff plan subscribed	Tariff plan changed without information	charged for value added services not requested	Tariff plan changed without information	Total
Bharti	Count	1	1	2	1	2
	%age	50.0%	50.0%	100.0%	50.0%	
BSNL	Count	0	1	2	1	2
	%age	0.0%	50.0%	100.0%	50.0%	
Rel Com	Count	1	0	1	0	1
	%age	100.0%	0.0%	100.0%	0.0%	
Shyam Telelink	Count	2	0	1	1	3
	%age	66.7%	0.0%	33.3%	33.3%	
VSNL	Count	2	0	3	1	6
	%age	33.3%	0.0%	50.0%	16.7%	
Total	Count	6	2	9	4	14
	%age	42.9%	14.3%	64.3%	28.6%	

C. Help services / Customer Care

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

Operator		Yes	No	Total
Bharti	Count	402	198	600
	%age	67.0%	33.0%	100.00%
BSNL	Count	342	258	600
	%age	57.0%	43.0%	100.00%
Rel Com	Count	129	36	165
	%age	78.2%	21.8%	100.00%
Shyam Telelink	Count	223	214	437
	%age	51.0%	49.0%	100.00%
VSNL	Count	241	10	251
	%age	96.0%	4.0%	100.00%
Total	Count	1337	716	2053
	%age	65.1%	34.9%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	61	308	32	402
	%age	0.2%	15.2%	76.6%	8.0%	100.00%
BSNL	Count	1	10	248	83	342
	%age	0.3%	2.9%	72.5%	24.3%	100.00%
Rel Com	Count	0	16	108	5	129
	%age	0.0%	12.4%	83.7%	3.9%	100.00%
Shyam Telelink	Count	1	16	200	6	223
	%age	0.4%	7.2%	89.7%	2.7%	100.00%
VSNL	Count	0	8	220	13	241
	%age	0.0%	3.3%	91.3%	5.4%	100.00%
Total	Count	3	111	1084	139	1337
	%age	0.2%	8.3%	81.1%	10.4%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	1	143	243	15	402
	%age	0.2%	35.6%	60.4%	3.7%	100.00%
BSNL	Count	1	37	224	80	342
	%age	0.3%	10.8%	65.5%	23.4%	100.00%
Rel Com	Count	0	61	67	1	129
	%age	0.0%	47.3%	51.9%	0.8%	100.00%
Shyam Telelink	Count	4	54	165	0	223
	%age	1.8%	24.2%	74.0%	0.0%	100.00%
VSNL	Count	3	126	104	8	241
	%age	1.2%	52.3%	43.2%	3.3%	100.00%
Total	Count	9	421	803	104	1337
	%age	0.7%	31.5%	60.1%	7.8%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	112	274	16	402
	%age	0.0%	27.9%	68.2%	4.0%	100.00%
BSNL	Count	0	45	234	63	342
	%age	0.0%	13.2%	68.4%	18.4%	100.00%
Rel Com	Count	0	20	107	2	129
	%age	0.0%	15.5%	82.9%	1.6%	100.00%
Shyam Telelink	Count	0	30	192	1	223
	%age	0.0%	13.5%	86.1%	0.4%	100.00%
VSNL	Count	0	13	224	4	241
	%age	0.0%	5.4%	92.9%	1.7%	100.00%
Total	Count	0	220	1031	86	1337
	%age	0.0%	16.5%	77.1%	6.4%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	109	273	20	402
	%age	0.0%	27.1%	67.9%	5.0%	100.00%
BSNL	Count	0	35	245	62	342
	%age	0.0%	10.2%	71.6%	18.1%	100.00%
Rel Com	Count	0	24	102	3	129
	%age	0.0%	18.6%	79.1%	2.3%	100.00%
Shyam Telelink	Count	0	50	173	0	223
	%age	0.0%	22.4%	77.6%	0.0%	100.00%
VSNL	Count	0	25	216	0	241
	%age	0.0%	10.4%	89.6%	0.0%	100.00%
Total	Count	0	243	1009	85	1337
	%age	0.0%	18.2%	75.5%	6.4%	100.00%

D. Network Performance, Reliability, Availability

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	14	11	394	181	600
	%age	2.3%	1.8%	65.7%	30.2%	100.00%
BSNL	Count	12	21	479	88	600
	%age	2.0%	3.5%	79.8%	14.7%	100.00%
Rel Com	Count	1	55	64	45	165
	%age	0.6%	33.3%	38.8%	27.3%	100.00%
Shyam Telelink	Count	5	33	328	71	437
	%age	1.1%	7.6%	75.1%	16.2%	100.00%
VSNL	Count	14	79	132	26	251
	%age	5.6%	31.5%	52.6%	10.4%	100.00%
Total	Count	46	199	1397	411	2053
	%age	2.2%	9.7%	68.0%	20.0%	100.00%

Q15. 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	7	57	477	59	600
	%age	1.2%	9.5%	79.5%	9.8%	100.0%
BSNL	Count	10	81	478	31	600
	%age	1.7%	13.5%	79.7%	5.2%	100.0%
Rel Com	Count	1	40	119	5	165
	%age	0.6%	24.2%	72.1%	3.0%	100.0%
Shyam Telelink	Count	0	47	378	12	437
	%age	0.0%	10.8%	86.5%	2.7%	100.0%
VSNL	Count	6	49	188	8	251
	%age	2.4%	19.5%	74.9%	3.2%	100.0%
Total	Count	24	274	1640	115	2053
	%age	1.2%	13.3%	79.9%	5.6%	100.0%

E. Maintainability

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

Operator		Very Frequently	Frequently	Occasionally	Never	Total
Bharti	Count	8	35	147	410	600
	%age	1.3%	5.8%	24.5%	68.3%	100.00%
BSNL	Count	0	32	139	429	600
	%age	0.0%	5.3%	23.2%	71.5%	100.00%
Rel Com	Count	1	26	111	27	165
	%age	0.6%	15.8%	67.3%	16.4%	100.00%
Shyam Telelink	Count	0	9	202	226	437
	%age	0.0%	2.1%	46.2%	51.7%	100.00%
VSNL	Count	4	44	141	62	251
	%age	1.6%	17.5%	56.2%	24.7%	100.00%
Total	Count	13	146	740	1154	2053
	%age	0.6%	7.1%	36.0%	56.2%	100.00%

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

Operator		Problem was related to computer hardware,software	problem was related to the broadband connection\modem	Total
Bharti	Count	15	28	43
	%age	34.9%	65.1%	100.00%
BSNL	Count	4	28	32
	%age	12.5%	87.5%	100.00%
Rel Com	Count	2	25	27
	%age	7.4%	92.6%	100.00%
Shyam Telelink	Count	0	9	9
	%age	0.0%	100.0%	100.00%
VSNL	Count	1	47	48
	%age	2.1%	97.9%	100.00%
Total	Count	22	137	159
	%age	13.8%	86.2%	100.00%

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



Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	2	35	6	43
	%age	0.0%	4.7%	81.4%	14.0%	100.00%
BSNL	Count	1	6	23	2	32
	%age	3.1%	18.8%	71.9%	6.3%	100.00%
Rel Com	Count	0	1	23	3	27
	%age	0.0%	3.7%	85.2%	11.1%	100.00%
Shyam Telelink	Count	0	2	3	4	9
	%age	0.0%	22.2%	33.3%	44.4%	100.00%
VSNL	Count	0	13	34	1	48
	%age	0.0%	27.1%	70.8%	2.1%	100.00%
Total	Count	1	24	118	16	159
	%age	0.6%	15.1%	74.2%	10.1%	100.00%

G. Supplementary Services

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

Operator		Yes	No	Total
Bharti	Count	76	524	600
	%age	12.7%	87.3%	100.00%
BSNL	Count	90	510	600
	%age	15.0%	85.0%	100.00%
Rel Com	Count	26	139	165
	%age	15.8%	84.2%	100.00%
Shyam Telelink	Count	34	403	437
	%age	7.8%	92.2%	100.00%
VSNL	Count	81	170	251
	%age	32.3%	67.7%	100.00%
Total	Count	307	1746	2053
	%age	15.0%	85.0%	100.00%

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	5	55	16	76
	%age	0.0%	6.6%	72.4%	21.1%	100.00%
BSNL	Count	0	13	40	37	90
	%age	0.0%	14.4%	44.4%	41.1%	100.00%
Rel Com	Count	0	9	11	6	26
	%age	0.0%	34.6%	42.3%	23.1%	100.00%
Shyam Telelink	Count	0	4	26	4	34
	%age	0.0%	11.8%	76.5%	11.8%	100.00%
VSNL	Count	0	12	69	0	81
	%age	0.0%	14.8%	85.2%	0.0%	100.00%
Total	Count	0	43	201	63	307
	%age	0.0%	14.0%	65.5%	20.5%	100.00%

G. Overall Satisfaction

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

Operator		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total
Bharti	Count	0	74	473	53	600
	%age	0.0%	12.3%	78.8%	8.8%	100.00%
BSNL	Count	0	44	487	69	600
	%age	0.0%	7.3%	81.2%	11.5%	100.00%
Rel Com	Count	2	55	67	41	165
	%age	1.2%	33.3%	40.6%	24.8%	100.00%
Shyam Telelink	Count	1	44	377	15	437
	%age	0.2%	10.1%	86.3%	3.4%	100.00%
VSNL	Count	0	86	147	18	251
	%age	0.0%	34.3%	58.6%	7.2%	100.00%
Total	Count	3	303	1551	196	2053
	%age	0.1%	14.8%	75.5%	9.5%	100.00%

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

Operator		Billing related problem	Help service related problem	Network performance related problem	Supplementary Services	Maintainability	Total
Bharti	Count	33	17	44	5	0	74
	%age	44.6%	23.0%	59.5%	6.8%	0.0%	
BSNL	Count	8	15	27	9	2	44
	%age	18.2%	34.1%	61.4%	20.5%	4.5%	
Rel Com	Count	21	11	19	6	9	57
	%age	36.8%	19.3%	33.3%	10.5%	15.8%	
Shyam Telelink	Count	5	16	22	8	2	45
	%age	11.1%	35.6%	48.9%	17.8%	4.4%	
VSNL	Count	28	24	39	11	8	86
	%age	32.6%	27.9%	45.3%	12.8%	9.3%	
Total	Count	95	83	151	39	21	306
	%age	31.0%	27.1%	49.3%	12.7%	6.9%	

H. General Information

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

Operator		Yes	No	Total
Bharti	Count	368	232	600
	%age	61.3%	38.7%	100.00%
BSNL	Count	417	183	600
	%age	69.5%	30.5%	100.00%
Rel Com	Count	68	97	165
	%age	41.2%	58.8%	100.00%
Shyam Telelink	Count	245	192	437
	%age	56.1%	43.9%	100.00%
VSNL	Count	53	198	251
	%age	21.1%	78.9%	100.00%
Total	Count	1151	902	2053
	%age	56.1%	43.9%	100.00%

ANNEXURE - QUESTIONNAIRES



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

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

For Prepaid Customers only

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

12. Did you complain or make a query in the last 12 months to the customer care/helpline/ call centre toll free number of your service provider?	<input type="checkbox"/> 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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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



of telecom consumers are you aware of?	<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

<p>(Ask this question only if 1 OR 2 is coded in Q46) 47. Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)</p>
<p>49. Have you filed any appeal in the prescribed form in last 6 month?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 52)</p>
<p>50. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>51. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>53. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 55)</p>
<p>54. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

SURVEY OF CELLULAR MOBILE SERVICE

Name: _____

Gender: Male Female

Mobile No.

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

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Occupation: Service Business/self employed

Student Housewife Retired

Operator: Airtel Vodafone Idea BSNL
Urban

Area: Rural

Rel Comm Aircel TATA MTNL User Type: Prepaid Postpaid

CDMA

Spice BPL HFCL Shyam Type: GSM

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"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> charges not as per tariff plan subscribed <input type="checkbox"/> tariff plan changed without information <input type="checkbox"/> charged for value added services not requested <input type="checkbox"/> charged for calls/services not made/used <input type="checkbox"/> Others (please specify)



C. BILLING RELATED – POSTPAID CUSTOMER

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

D. HELP SERVICES/CUSTOMER CARE

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES/VALUE ADDED SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
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(Ask this question only if 1 OR 2 is coded in Q26(a))	1. _____
26(b) Please specify the reason(s) for your dissatisfaction	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"/> 1 Yes <input type="checkbox"/> 2 No
28. Have you terminated your Mobile Phone connection 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"/> 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) _____
30. How many days were taken by previous service provider for termination of your Mobile Phone connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
31. Did your service provider adjust your security deposit in the bill raised after you requested for termination?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 0 Do not mind receiving such calls/SMS
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
(Ask only if yes in Q32) 33. Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 Continued receiving
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"/> 1 Yes <input type="checkbox"/> 2 No
33(b) If Yes, please indicate the following -	(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).



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

BROADBAND SERVICE



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

E-mail ID

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

State: _____ District _____ Mode of interview: Telephonic In-person
 Address: _____ e-mail Web/online

Name of SDCA (only for surveyor):

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(a). How satisfied are you with the accuracy of the bills?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q5(a))	<input type="checkbox"/> Charges not as per tariff plan subscribed



5(b) Please specify the reason(s) for your dissatisfaction	<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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <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"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied



E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL

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

Questionnaire for

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

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



<p>(Ask this question only if 1 OR 2 is coded in Q36) 37. Please specify the reason(s) for your dissatisfaction</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>39. Have you filed any appeal in the prescribed form in last 6 month?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 42)</p>
<p>40. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>41. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>43. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 45)</p>
<p>44. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>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?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>