



**A MARKET PULSE RESEARCH REPORT ON
JAMMU & KASHMIR CIRCLE
April – June, 2012**



**Telecom Regulatory
Authority of India**

Assessment of (i) Implementation and Effectiveness of
Telecom Consumers Protection and Redressal of
Grievances Regulations, 2012 and (ii) Customer
Perception of Service through Survey .

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**The Market
Intelligence
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Insights
Company**

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2012). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 and**
- (ii) Customer Perception of Service through a Survey**

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

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

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the period 1st April to 30th June of 2012, Market Pulse has carried out the customer satisfaction survey in J&K circle.

One basic wire-line service provider i. e. BSNL present in the circle as on June 2012 has been covered. Across 4 cities of J&K circle, a sample of 387 basic wire-line customers has been covered. Of this, 138 were rural customers.

Seven cellular mobile telephone service providers present in the circle as on June 2012 have been covered. A sample of 2,717 cellular mobile phone customers was covered. Of this, 2,243 were prepaid customers and 474 were postpaid customers.

One broadband service provider i. e. BSNL present in the circle as on June 2012 has been covered. Across various points of presence in J&K, a sample of 384 broadband customers was covered. All were postpaid customers.

The following feedback was obtained from the sample of customers:

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

The key findings of this survey in J&K are presented subsequently.

1.1 Basic Wire-line Service

- 79% of the basic wire-line service customers in J&K circle were satisfied with their service providers on account of overall service quality. There was no significant difference across urban and rural customers.
- BSNL did not meet the benchmarks on all the parameters. In fact, it had very low satisfaction with respect to maintainability.
- 92% of all customers reported that their telephone service was terminated within 7 days of request.
- 41% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query.
- 42% of the customers got the complaint centre number of their service provider through telephone bills.
- Approximately 17% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months. 53% of all the basic telephone service customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 45% of the customers, who had complained, were informed about the action taken on their complaint through SMS or other means.
- 65% of the customers who had complained said that their complaints were resolved by the complaint centre/ customer care within three (3) days.
- Only 37% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints.
- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

1.2 Cellular Mobile Telephone Service

- 91% of all cellular mobile customers were satisfied with overall service quality. Only TTSL, Idea, Vodafone & Aircel met the benchmark set for overall service quality.
- Airtel met the benchmark set for provision of service while Vodafone met the benchmark set for prepaid billing performance and postpaid billing performance.
- Vodafone(90%) and TTSL(90%) met the benchmark set for help services including customer grievance redressal.
- None of the service providers met the benchmark set for Network performance, reliability & availability as well as maintainability. All the service providers met the benchmark set for supplementary and value added services.
- 40% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.
- 7% of all cellular mobile customers, had complained in the last 6 months to the toll free Complaint Centre/ Customer Care/ help-line telephone number.
- 56% all the cellular mobile customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 52% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre within 3 days.
- Only 7% of the cellular mobile customers who had made billing complaints said that their complaints were satisfactorily resolved by the complaint centre/customer care within four weeks after they lodged their complaint.
- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.
- 5% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.
- Only 24% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among Airtel and BSNL customers.

1.3 Broadband Service

- 94% of all broadband customers were satisfied with overall service quality.
- However, BSNL did not meet the benchmark set for any of the individual parameters.
- BSNL had a particularly low percentage of customers who were satisfied with maintainability.
- 95% of the customers got their working connection within 7 working days.
- 16% of broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. Awareness was lower among rural customers. 45% of them said that they came to know about the complaint centre number through telephone bills.
- 8% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months. A significantly low percentage of rural customers complained as compared to urban customers.
- 47% of all broadband customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 43% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 53% of broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within 3 days.
- 50% of the billing complaints were satisfactorily resolved by the complaint centre/ customer care within 4 weeks of lodging complaints.
- Only 2% of the customers were aware of the Appellate Authority's contact details.
- 20% of the customers claimed to have got the Manual of Practice while taking the connection.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2012). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

- (i) **Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012**
- (ii) **Customer Perception of Service through Survey**

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

The current report presents the findings of the survey for J&K circle. This survey was conducted in the period April – June, 2012.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

2.3 Survey Methodology

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

2.4 Coverage of the Survey

In the period 1st April to 30th June of 2012, we conducted the Customer Satisfaction Survey (CSS) in J & K circle. The following service providers have been covered in the J&K circle.

2.4.1 Basic Telephone (Wire-line) Service

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

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices J & K Limited (Referred as TTSL in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Aircel Limited (Referred as Aircel in the report)

2.4.3 Broadband Service

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

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
J & K	Anantnag, Rajouri, Udhampur & Jammu

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

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

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

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

BSNL: In the J&K circle, there are 359 exchanges (249 rural exchanges and 110 urban exchanges) and 34 SDCAs. 5% of these exchanges can be approximated to 18 exchanges and 10% of these SDCAs are 4 SDCAs. We have covered 18 exchanges and 4 SDCAs namely Anantnag, Rajouri, Udhampur & Jammu across J&K circle.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	248	138	387	4
Overall	248	138	387	

Geographical Coverage	Cities Covered
J & K	Anantnag, Rajouri, Udhampur & Jammu

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

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

In all, there are 22 district headquarters in J&K circle. We have selected 2 district headquarters on the basis of their geographical spread namely Anantnag & Jammu. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	265	119	384	2
BSNL	227	180	407	2
TTSL	245	140	385	2
Reliance	191	193	384	2
Idea	258	127	385	2
Vodafone	241	145	386	2
Aircel	195	191	386	2
Overall	1622	1095	2717	2

Geographical Coverage	Cities Covered
J & K	Anantnag and Jammu

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

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

BSNL: There are 34 SDCAs/Point of Presence (where their broadband service is available); we have covered more than 10% of these i.e. 4 SDCAs namely Anantnag, Jammu, Rajouri & Udhampur.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	266	118	384	4
Overall	266	118	384	

Geographical Coverage	Cities Covered
J & K	Anantnag, Jammu, Rajouri & Udhampur

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

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

Service Provider	Face 2 Face			CATI			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	87	108	195	161	31	192	387
Overall	87	108	195	161	31	192	387

2.8.2 Cellular Mobile Telephone Service

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

Service Provider	CATI			Face to Face			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	90	1	91	175	118	293	384
BSNL	119	52	171	108	128	236	407
TTSL	185	5	190	60	135	195	385
Reliance	160	31	191	31	162	193	384
Idea	187	0	187	71	127	198	385
Vodafone	180	1	181	61	144	205	386
Aircel	94	76	170	101	115	216	386
Overall	1015	166	1181	607	929	1536	2717

2.8.3 Broadband Service

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

Service Provider	Face 2 Face			CATI			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	113	95	208	153	23	176	384
Overall	113	95	208	153	23	176	384

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

Only BSNL provides basic wire-line service in J &K circle, so we have covered BSNL and all the customers interviewed were Post-paid users.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	248	138	387	387
Overall	--	--	--	248	138	387	387

2.9.2 Cellular Mobile Telephone Service

A total of 7 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 2,717, prepaid users were 2,243 with the balance being postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	252	100	352	13	19	32	384
BSNL	119	164	283	108	16	124	407
TTSL	186	127	313	59	13	72	385
Reliance	132	189	321	59	4	63	384
Idea	212	107	319	46	20	66	385
Vodafone	225	130	355	16	15	31	386
Aircel	146	154	300	49	37	86	386
Overall	1272	971	2243	350	124	474	2717

2.9.3 Broadband Service

BSNL, the only broadband service providers present in the circle as of date has been covered. Across various Points of Presence in the J&K circle, 384 broadband service customers were covered. All were postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	266	118	384	384
Overall	--	--	--	266	118	384	384

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

	% Customers		
Gender	Male	Female	Base
Urban	78	22	248
Rural	71	30	139
Overall	75	25	387

- 387 basic telephone service (Wire-line) customers were covered. Of this sample, 75% were male and the balance 25% were female respondents.

2.10.1.2 Age Profile

	% Customers				Base
Age Group	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	13	24	25	38	248
Rural	19	17	23	41	139
Overall	16	21	24	39	387

- 45% of the customers were in the age group of 25 – 44 years while 16% were less than 25 years and the 39% were more than 45 years old.

2.10.1.3 Occupation Profile

		% Customers					Base
Occupation	Service	Business-man/ Self Employed/ Farmers	Student	Farmer	Housewife	Retired	
Urban	29	42	7	--	13	8	248
Rural	21	31	14	2	19	12	139
Overall	26	38	10	1	15	10	387

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	86	14	2339
Rural	87	13	1095
Overall	86	14	2717

- 2717 cellular mobile telephone service customers were covered. Of this sample, 86% were male and 14% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	31	36	19	14	1622
Rural	36	33	18	13	1095
Overall	33	35	19	14	2717

- 54% of the customers were in the age group of 25 – 44 years while 33% were less than 25 years and the 14% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Business man/ Self Employed / Farmers	Farmer	Student	Housewife	Retired	
Urban	42	28	13	14	2	--	1622
Rural	40	28	17	12	2	1	1095
Overall	41	28	15	13	2	--	2717

- Out of 2717 cellular mobile telephone service customers, 28% of the customers were businessmen/ self-employed and 41% of them were salaried while 13% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	83	17	266
Rural	77	23	118
Overall	81	19	384

- 384 broadband service customers were covered. Of this sample, 19% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	18	25	17	40	266
Rural	25	25	18	33	118
Overall	20	25	17	38	384

- 42% of the customers were in the age group of 25 – 44 years while 20% were less than 25 years and the 38% were more than 45 years old.

2.13 Questionnaire Development Process

Three separate questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2012.

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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

$$\text{Weighted Score for a parameter} = \frac{(Z_1 * N_1 + Z_2 * N_2 + \dots)}{(N_1 + N_2 + \dots)}$$

$$Z_1 = (X_1 + X_2)$$

$$Z_2 = (Y_1 + Y_2)$$

X_1 = Percentage respondents **Very Satisfied** with 1st sub parameter

X_2 = Percentage respondents **Satisfied** with 1st sub parameter

Y_1 = Percentage respondents **Very Satisfied** with 2nd sub parameter

Y_2 = Percentage respondents **Satisfied** with 2nd sub parameter

N_1 = Total number of responses for 1st sub parameter

N_2 = Total number of responses for 2nd sub parameter

2.15 Explanation of Benchmarks

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

2.15.1 Basic Wire-line Service

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

2.15.2 Cellular Mobile Telephone Service

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

2.15.3 Broadband Service

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

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

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

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

- Restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

2.16 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

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

3.1 Basic Wire-line Service

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

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	95
	Rural	≥90%	52
	Overall	≥90%	73
% Satisfied with Billing Performance Postpaid	Urban	≥95%	81
	Rural	≥95%	84
	Overall	≥95%	82
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--
	Rural	≥95%	--
	Overall	≥95%	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	69
	Rural	≥90%	88
	Overall	≥90%	73
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	92
	Rural	≥95%	87
	Overall	≥95%	90
% Satisfied with Maintainability	Urban	≥95%	47
	Rural	≥95%	64
	Overall	≥95%	53
% Supplementary and Value Added Services*	Urban	≥90%	100
	Rural	≥90%	100
	Overall	≥90%	100
% Satisfied with Overall Service Quality	Urban	≥90%	80
	Rural	≥90%	79
	Overall	≥90%	79
<i>Base</i>			387

* Denotes small sample and thus, statistically invalid data.

- 79% of the basic wire-line service customers in J&K circle were satisfied with their service providers with overall service quality. There was no significant difference across urban and rural customers.
- BSNL did not meet the benchmarks on all the parameters. In fact, it had very low satisfaction with respect to maintainability.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.(Refer to Q30)

Type	% Customers
	BSNL
Urban	77
Rural	80
Overall	79
<i>Base</i>	138

- 79% of all customers reported that the fault was repaired within 3 days.
- A lower proportion of BSNL customers in urban areas reported that the fault was repaired within 3 days.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request. (Refer to Q29)

Type	%Customers
	BSNL
Urban	92
Rural	92
Overall	92
<i>Base</i>	<i>60</i>

- 92% of all customers reported that their telephone service was terminated within 7 days of request.

3.1.4 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks. (Refer to Q40)

Type	% Customers
	BSNL
Urban	35
Rural	42
Overall	37
<i>Base</i>	<i>62</i>

- 37% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

3.2 Cellular Mobile Telephone Service

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

Sub Parameters	Type	Bench marks	% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
% Satisfied with Provision of Service	Urban	≥90%	87	70	86	84	82	73	90	82
	Rural	≥90%	98	49	73	79	85	68	74	74
	Overall	≥90%	90	70	85	85	85	76	87	83
% Satisfied with Billing Performance Prepaid	Urban	≥95%	87	89	91	88	93	97	88	91
	Rural	≥95%	89	88	95	86	96	100	87	91
	Overall	≥95%	88	88	93	87	94	98	88	91
% Satisfied with Billing Performance Postpaid	Urban	≥95%	87	74	89	70	83	100	86	80
	Rural	≥95%	98	79	87	54	83	98	84	86
	Overall	≥95%	94	74	89	69	83	99	86	82
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	77	67	87	59	82	86	74	76
	Rural	≥90%	81	71	95	76	87	96	79	82
	Overall	≥90%	78	69	90	67	83	90	77	79
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	95	82	93	67	86	92	95	88
	Rural	≥95%	90	85	86	66	84	93	79	83
	Overall	≥95%	94	83	90	67	85	93	87	86
% Satisfied with Maintainability	Urban	≥95%	93	79	95	71	79	94	90	86
	Rural	≥95%	88	77	90	74	73	94	73	81
	Overall	≥95%	92	78	93	73	77	94	82	84
% Supplementary and Value Added Services	Urban	≥90%	99	91	100*	95	95	95	97	96
	Rural	≥90%	84	91	100*	100	81	100	86	89
	Overall	≥90%	95	91	100*	96	92	96	92	94
% Satisfied with Overall Service Quality	Urban	≥90%	88	81	98	83	91	98	94	91
	Rural	≥90%	92	94	92	84	96	99	91	92
	Overall	≥90%	89	87	96	83	93	98	93	91
Base			384	407	385	384	385	386	386	2717

*Base is too small to draw statistically valid inference.

- 91% of all cellular mobile customers were satisfied with overall service quality. Only TTSL, Idea, Vodafone & Aircel met the benchmark set for overall service quality.
- Only Airtel met the benchmark set for provision of service while Vodafone met the benchmark set for prepaid billing performance and postpaid billing performance.
- Vodafone (90%) and TTSL (90%) met the benchmark set for help services including customer grievance redressal.
- None of the service providers met the benchmark set for Network performance, reliability & availability or maintainability.
- All the service providers met the benchmark set for supplementary and value added services.

3.2.2 % customers who reported billing complaint resolution within 4 weeks. (Refer to Q43)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	8	0	0	13	10	0	0	7
Rural	0	25	0	0	40	0	5	8
Overall	6	14	0	7	16	0	3	7
<i>Base</i>	34	14	7	43	25	11	29	163

- Only 7% of the cellular mobile customers who made billing complaints to the complaint centre reported that their complaints were resolved within 4 weeks of lodging.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	91
	Rural	≥90%	86
	Overall	≥90%	89
% Satisfied with Billing Performance Prepaid	Urban	≥90%	--
	Rural	≥90%	--
	Overall	≥90%	--
% Satisfied with Billing Performance Postpaid	Urban	≥90%	86
	Rural	≥90%	87
	Overall	≥90%	86
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	77
	Rural	≥90%	65
	Overall	≥90%	74
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	82
	Rural	≥85%	86
	Overall	≥85%	83
% Satisfied with Maintainability	Urban	≥85%	64
	Rural	≥85%	56
	Overall	≥85%	62
% Supplementary and Value Added Services*	Urban	≥85%	87
	Rural	≥85%	85
	Overall	≥85%	86
% Satisfied with Overall Service Quality	Urban	≥85%	92
	Rural	≥85%	98
	Overall	≥85%	94
Base			384

- 94% of all broadband customers were satisfied with overall service quality.
- However, BSNL did not meet the benchmark set for any of the individual parameters.
- BSNL had a particularly low percentage of customers who were satisfied with maintainability.

3.3.2 % of customers who reported getting a working connection with 7 days. (Refer to Q1b)

Type	% Customers
	BSNL
Urban	94
Rural	96
Overall	95
<i>Base</i>	<i>384</i>

- 95% of the customers got their working connection within 7 working days. However, this proportion was slightly higher for BSNL rural customers.

3.3.3 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks. (Refer to Q34)

Type	% Customers
	BSNL
Urban	54
Rural	0
Overall	50
<i>Base</i>	<i>30</i>

- 50% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – J & K Circle

Customer Satisfaction Survey in the J & K circle was done among customers of one Basic Wire-line Service providers i.e. BSNL. Only BSNL provides wire-line service in J&K circle.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service(Refer to Q1b &Q3)

Sub Parameters	Type	BSNL
Time taken to provide working connection	Urban	99
	Rural	47
	Overall	73
Ease of understanding	Urban	91
	Rural	56
	Overall	73
Overall Provision of service	Urban	95
	Rural	52
	Overall	73
<i>Base</i>		64

- BSNL's satisfaction with provision of service was low because of the time taken to provide working connections as well as ease of understanding.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance. (Refer to Q4,Q5a,Q7,Q8)

Sub Parameters	Type	% Postpaid Customers
		BSNL
Timely delivery of bills	Urban	66
	Rural	71
	Overall	68
Quality, Accuracy & Completeness of the bills	Urban	92
	Rural	89
	Overall	91
Process of resolution of billing complaints	Urban	11
	Rural	8
	Overall	10
Clarity of the bills in terms of transparency & understandability	Urban	96
	Rural	99
	Overall	97
Overall Billing performance postpaid	Urban	81
	Rural	84
	Overall	82
<i>Base</i>		387

- A very low proportion of BSNL customers were satisfied on account of process of resolution of billing complaints. This dragged down their scores with respect to postpaid billing performance.
- However satisfaction was higher with respect to Clarity of the bills in terms of transparency & understandability and Quality, Accuracy & Completeness of the bills.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: BSNL did not report any prepaid wire-line customer.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

4.1.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal. (Refer to Q12a – Q15)

Sub Parameters	Type	% Customers
		BSNL
Ease of access of complaint centre/customer care or help-line	Urban	78
	Rural	92
	Overall	81
Ease of getting an option for “ talking to a customer care executive”	Urban	76
	Rural	92
	Overall	79
Response time taken to answer the call	Urban	71
	Rural	100
	Overall	77
Problem solving ability of customer care executive	Urban	58
	Rural	77
	Overall	62
Time taken by complaint centre/customer care /helpline to resolve complaint	Urban	60
	Rural	77
	Overall	64
Overall Help Service including customer grievance redressal	Urban	69
	Rural	88
	Overall	73
<i>Base</i>		63

- BSNL customers were less satisfied with respect to time taken by complaint centre/customer care /helpline to resolve complaints and problem solving ability of customer care executive.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16 – Q18)

Sub Parameters	Type	% Customers
		BSNL
Availability of working telephone (dial tone)	Urban	93
	Rural	89
	Overall	91
Ability to make or receive calls easily	Urban	94
	Rural	86
	Overall	91
Voice Quality	Urban	90
	Rural	86
	Overall	88
Overall Network Performance, reliability & availability	Urban	92
	Rural	87
	Overall	90
<i>Base</i>		387

- A high percentage of BSNL customers were satisfied on account of all parameters of network performance.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability. (Refer to Q21)

Sub Parameters	Type	% Customers
		BSNL
Fault repair service	Urban	47
	Rural	64
	Overall	53
<i>Base</i>		138

- A higher percentage of rural customers were satisfied with the fault repair service as compared to urban customers. However, the extent of satisfaction was low.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services. (Refer to Q23)

Sub Parameters	Type	% Customers
		BSNL
Supplementary and Value Added Services	Urban	100
	Rural	100
	Overall	100
<i>Base</i>		8

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

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality. (Refer to Q26a)

Sub Parameters	Type	% Customers
		BSNL
Overall quality of Telephone service	Urban	80
	Rural	79
	Overall	79
<i>Base</i>		387

- 79% of the customers were satisfied with the overall quality of telephone service.

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

4.2.1 Awareness and experience of Complaint Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query (Refer to Q34a)

Type	% Customers
	BSNL
Urban	45
Rural	33
Overall	41
<i>Base</i>	<i>387</i>

- 41% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query.
- Awareness among rural customers was low as compared to urban customers.

Table 4.2.1.2 The following table shows the percentage of who come to know about the toll free customer care number through various sources (Refer to Q34b)

Sub Parameters	Type	% Customers
		BSNL
Newspaper	Urban	--
	Rural	--
	Overall	--
Website of the service provider	Urban	6
	Rural	0
	Overall	4
SMS from service provider	Urban	--
	Rural	--
	Overall	--
Display at complaint centres/ sales outlets	Urban	11
	Rural	20
	Overall	13
Telephone bills	Urban	45
	Rural	33
	Overall	42
Others	Urban	49
	Rural	48
	Overall	48
<i>Base</i>		<i>175</i>

- 42% of the customers got the complaint centre number of their service provider through telephone bills.

Table 4.2.1.3 The following table shows the percentage of customers who made a complaint on the complaint centre number of their service provider in the last 6 months(Refer to Q35)

Type	% Customers
	BSNL
Urban	18
Rural	14
Overall	17
<i>Base</i>	387

- Approximately 17% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months. The proportion was higher for urban customers as compared to rural customers.

4.2.1.4 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints. (Refer to Q36)

Sub Parameters	Type	% Customers
		BSNL
Docket number received for most of the complaints	Urban	82
	Rural	65
	Overall	77
No docket number received for most of the complaints	Urban	11
	Rural	30
	Overall	17
It was received on request	Urban	0
	Rural	0
	Overall	0
No docket number received even on request	Urban	5
	Rural	0
	Overall	3
Refused to register the complaint	Urban	2
	Rural	5
	Overall	3
<i>Base</i>		64

- 77% of the customers who had complained said that they had received a docket number for most of their complaints. This was significantly higher for urban customers as compared to rural customers.
- 17% of all customers who had complained said that they did not receive docket number for most of their complaints. 3% of all customers who had complained said that they did not receive a docket number for their complaints even on request.

4.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which the complaint will be resolved. (Refer to Q37)

Type	% Customers
	BSNL
Urban	61
Rural	37
Overall	53
<i>Base</i>	62

- 53% of all the basic telephone service customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- Significantly lower proportions (37%) of rural customers were informed through SMS by complaint centre.

4.2.1.6 The following table shows the percentage of customers who were informed about the action taken on complaint through SMS or by other means. (Refer to Q38)

Type	% Customers
	BSNL
Urban	49
Rural	37
Overall	45
<i>Base</i>	<i>62</i>

- 45% of the customers, who had complained, were informed about the action taken on their complaint through SMS or other means.

4.2.1.7 The following table shows the percentage of customers who got billing complaints resolved by the complaint centre within three (3) days. (Refer to Q39a)

Type	% Customers
	BSNL
Urban	65
Rural	63
Overall	65
<i>Base</i>	<i>62</i>

- 65% of the customers who had complained said that their billing complaints were resolved by the complaint centre/ customer care within three (3) days.

4.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks after lodging of the complaint. (Refer to Q40)

Type	% Customers
	BSNL
Urban	35
Rural	42
Overall	37
<i>Base</i>	62

- 37% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints.

4.2.2 Awareness and experience of Appellate Authority

Table 4.2.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q41)

Type	% Customers
	BSNL
Urban	2
Rural	1
Overall	2
<i>Base</i>	387

- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

Table 4.2.2.2 The following table shows the percentage of customers who come to know about the contact details of the Appellate Authority through various sources. (Refer to Q42)

Sub Parameters	Type	% Customers
		BSNL
Newspaper	Urban	--
	Rural	--
	Overall	--
Website of the service provider	Urban	--
	Rural	--
	Overall	--
SMS from service provider	Urban	--
	Rural	--
	Overall	--
Display at complaint centres/ sales outlets	Urban	20
	Rural	50
	Overall	29
Telephone bills	Urban	20
	Rural	50
	Overall	29
Others	Urban	60
	Rural	0
	Overall	43
<i>Base</i>		7

- 58% of the customers came to know about the contact details of the Appellate Authority through telephone bills and display at complaint centres/sales outlets.

4.2.2.3 Incidence of Appeal being filed in the prescribed form in the last 6 months(Refer to Q43)

Type	% Customers
	BSNL
Urban	0
Rural	0
Overall	0
<i>Base</i>	7

- None of the customers filed an appeal with the Appellate Authority.

4.2.2.4 Percentage of Customers who filed an appeal and received unique appeal number within three days from the Appellate Authority (Refer to Q46)

- None of the customers filed an appeal with the Appellate Authority hence this table is not relevant.

4.2.2.5 Percentage of customers who received decision upon appeal within 39 days of filing the appeal(Refer to Q47)

- None of the customers filed an appeal with the Appellate Authority hence this table is not relevant.

4.2.3 General Information

Table 4.2.3.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of complaint centre and contact details of Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection. (Refer to Q51)

Type	% Customers
	BSNL
Urban	24
Rural	19
Overall	22
Base	387

- 22% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.3.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request. (Refer to Q48)

- BSNL does not provide prepaid wire line service in J&K circle. Hence this table is not relevant.

4.2.2.3 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q49)

- None of the prepaid wire-line customers were interviewed. Hence, this table is not relevant.

Table 4.2.3.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied. (Refer to Q50)

- None of the prepaid wire-line customers were interviewed. Hence, this table is not relevant.

Table 4.2.3.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months. (Refer to Q28a)

Type	% Customer
	BSNL
Urban	8
Rural	8
Overall	8
<i>Base</i>	<i>60</i>

- Only 8% of the prepaid customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.3.6 The following table shows the percentage of customers who terminated a telephone connection of a particular service provider in the last 6 months. (Refer to Q28b)

- The earlier connections were also BSNL.

4.2.3.7 The following table shows the percentage of customers who are aware about getting rent rebate in case fault is not repaired within 3 days (Refer to Q30)

Type	% Customers
	BSNL
Urban	6
Rural	7
Overall	6
<i>Base</i>	<i>387</i>

- Only 6% of the customers were aware about the rent rebate entitlement, in case fault was not repaired. within 3 days

4.2.3.8 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. (Refer to Q31)

Type	% Customers
	BSNL
Urban	6
Rural	9
Overall	7
<i>Base</i>	<i>387</i>

- 7% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.9 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS (Refer to Q32a)

Type	% Customers
	BSNL
Urban	20
Rural	25
Overall	22
<i>Base</i>	<i>27</i>

- 22% of the aware basic wire-line customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.10 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering. (Refer to Q32b)

Sub Parameters	Type	% Customers
		BSNL
No Change	Urban	33
	Rural	33
	Overall	33
Slight Decrease	Urban	--
	Rural	--
	Overall	---
Considerable Decrease	Urban	--
	Rural	--
	Overall	--
Stopped receiving	Urban	67
	Rural	67
	Overall	67
<i>Base</i>		6

The above sample base is too small to draw any statistical inference.

4.2.3.11 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number. (Refer to Q32c)

- Only one customer complained to service provider even after registering the telephone number.

**4.2.3.12 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.
(Refer to Q33)**

	Type	Customer Ranking
		BSNL
Mean Score	Urban	7.23
	Rural	7.84
	Overall	7.45
<i>Base</i>		387

- BSNL's rural customers have given higher rating as compared to urban customers.

4.3 Cellular Mobile Telephone Service – J&K Circle

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

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service. (Refer to Q1 & Q3)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Process & time taken to activate connection	Urban	93	90	98	90	97	95	97	94
	Rural	95	93	96	91	98	97	93	94
	Overall	93	92	97	90	97	96	95	94
Ease of understanding	Urban	82	49	73	79	68	51	84	69
	Rural	98	49	73	79	85	68	74	74
	Overall	87	49	73	79	73	57	79	71
Overall Provision of service	Urban	87	70	86	84	82	73	90	82
	Rural	98	49	73	79	85	68	74	74
	Overall	90	70	85	85	85	76	87	83
<i>Base</i>		384	407	385	384	385	386	386	2717

- A significantly higher % of customers across service providers were satisfied with the process and time taken to activate the mobile connection. However, the satisfaction on account of ease of understanding of plans was lower. BSNL & Vodafone registered a particularly low percentage of satisfied customers on account of ease of understanding.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q6,Q7a,Q8a & Q9b)

		% Postpaid Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Timely delivery of bills	Urban	85	59	92	54	74	100	82	72
	Rural	95	50	77	75	60	93	81	77
	Overall	91	58	89	56	70	97	81	73
Clarity of the bills in terms of transparency and understandability	Urban	92	84	93	90	91	100	96	90
	Rural	100	94	85	50	95	100	97	94
	Overall	97	86	92	87	92	100	97	91
Accuracy & completeness of the bills	Urban	92	81	93	81	87	100	92	87
	Rural	100	94	100	50	100	100	92	95
	Overall	97	82	94	79	91	100	92	89
Process of resolution of billing Complaints	Urban	0	29	22	22	57	0	25	28
	Rural	100	0	0	0	33	0	20	27
	Overall	50	29	22	21	50	0	22	28
Overall Billing performance postpaid	Urban	87	74	89	70	83	100	86	80
	Rural	98	79	87	54	83	98	84	86
	Overall	94	74	89	69	83	99	86	82
<i>Base</i>		32	124	72	63	66	31	86	474

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

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance. (Refer to Q4a,Q5b & Q5c)

Sub Parameters	Type	% Prepaid Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Accuracy of charges	Urban	85	86	90	86	89	96	86	88
	Rural	86	81	95	86	95	100	85	89
	Overall	85	83	92	86	91	97	86	89
Refund/Credit/Waiver of excess charges	Urban	33	0	44	59	63	69	36	43
	Rural	47	36	73	50	75	100	54	55
	Overall	38	18	58	53	65	75	45	49
Ease of recharging process & the transparency of recharge offer	Urban	96	100	96	94	99	100	99	98
	Rural	99	99	98	92	97	100	95	97
	Overall	97	99	97	93	98	100	97	97
Overall Billing performance prepaid	Urban	87	89	91	88	93	97	88	91
	Rural	89	88	95	86	96	100	87	91
	Overall	88	88	93	87	94	98	88	91
<i>Base</i>		352	283	313	321	319	355	300	2243

- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal. (Refer to Q10 – Q15)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Ease of access of complaint centre/customer care or help-line	Urban	77	75	86	59	77	86	83	78
	Rural	78	71	92	73	91	96	77	80
	Overall	77	73	88	66	81	90	79	79
Ease of getting an option for “ talking to a customer care executive”	Urban	78	73	88	54	81	88	79	77
	Rural	86	75	100	71	91	100	87	86
	Overall	81	74	92	62	84	93	83	81
Response time taken	Urban	80	78	89	55	85	86	74	78
	Rural	83	77	95	71	91	96	80	83
	Overall	81	78	91	63	86	90	77	80
Problem solving ability	Urban	75	56	88	67	84	88	69	75
	Rural	79	68	97	81	82	96	76	81
	Overall	76	61	91	74	83	91	73	78
Time taken to resolve complaint	Urban	75	53	85	58	81	83	68	72
	Rural	78	66	92	83	82	93	76	80
	Overall	76	58	87	70	81	87	73	76
Overall Help services including customer grievance redressal	Urban	77	67	87	59	82	86	74	76
	Rural	81	71	95	76	87	96	79	82
	Overall	78	69	90	67	83	90	77	79
<i>Base</i>		208	103	111	132	124	101	212	991

- A low % of customers were satisfied on all aspects of Help Services, particularly time taken to resolve complaints and problem solving ability.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16,Q17 & Q19)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Availability of signal of your service provider in your locality	Urban	95	82	91	61	83	91	94	86
	Rural	89	86	83	63	82	92	79	81
	Overall	93	84	88	62	83	91	87	84
Ability to make or receive calls easily	Urban	96	83	96	74	86	98	97	90
	Rural	91	87	91	70	86	94	81	85
	Overall	94	85	94	72	86	97	89	88
Voice quality	Urban	95	83	91	65	88	87	95	87
	Rural	91	82	85	66	86	94	79	82
	Overall	94	82	89	66	87	90	86	85
Overall Network performance, reliability & availability	Urban	95	82	93	67	86	92	95	88
	Rural	90	85	86	66	84	93	79	83
	Overall	94	83	90	67	85	93	87	86
Base		384	407	385	384	385	386	386	2717

- Airtel and Vodafone had the highest percentage of satisfied customers on account of all the sub parameters of Network performance, reliability & availability.
- A much lower % of Reliance customers were satisfied with all aspects of Network Performance.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability. (Refer to Q21- Q22)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Availability of network (signal)	Urban	93	78	95	69	75	95	90	85
	Rural	88	82	89	73	69	92	74	81
	Overall	92	80	93	71	73	94	82	83
Restoration of network (signal) problems	Urban	93	80	94	74	84	92	90	87
	Rural	88	72	91	75	76	96	72	81
	Overall	92	76	93	75	81	94	81	85
Overall Maintainability	Urban	93	79	95	71	79	94	90	86
	Rural	88	77	90	74	73	94	73	81
	Overall	92	78	93	73	77	94	82	84
<i>Base</i>		384	407	385	384	385	386	386	2717

- BSNL, Reliance and Idea registered much lower satisfaction scores on maintainability.
- Satisfaction of Reliance customers was lowest on all aspects.
- A higher proportion of Vodafone customers were satisfied with availability of network (signal) and restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services. (Refer to Q24 & Q25a)

Sub Parameters	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Quality of supplementary service	Urban	100	91	100	94	98	93	96	96
	Rural	88	91	100	100	85	100	88	91
	Overall	96	91	100	95	96	94	92	94
Process of activating VAS	Urban	97	91	100	97	91	98	98	96
	Rural	81	91	100	100	77	100	85	88
	Overall	93	91	100	98	89	98	92	93
Overall Supplementary and Value Added Services	Urban	99	91	100	95	95	95	97	96
	Rural	84	91	100	100	81	100	86	89
	Overall	95	91	100	96	92	96	92	94
<i>Base</i>		55	44	14*	42	70	50	85	360

* Sample base for TTSL is too small to draw any statistical inference.

- Vodafone, Airtel, Reliance had the highest percentage of satisfied customers on quality of supplementary service.

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

4.4.1 Awareness and experience of Complaint Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query. (Refer to Q36)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	65	41	13	45	30	35	59	41
Rural	77	39	12	39	24	22	62	40
Overall	69	40	13	42	28	30	60	40
<i>Base</i>	384	407	385	384	385	386	386	2717

- 40% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among TTSL customers.

Table 4.4.1.2 The following table shows the percentage of customers come to know about the toll free customer care number through various sources (Refer to Q37)

	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	0	0	0	0	0	0	0	0
	Rural	0	0	0	0	0	0	0	0
	Overall	0	0	0	0	0	0	0	0
Website of service provider	Urban	1	2	0	0	1	1	1	1
	Rural	1	0	0	1	3	0	1	1
	Overall	1	1	0	1	2	1	1	1
SMS from service provider	Urban	2	4	0	2	9	5	11	5
	Rural	2	0	0	1	16	0	10	5
	Overall	2	2	0	2	11	3	11	5
Display at complaint centre	Urban	5	11	36	8	16	21	13	12
	Rural	0	1	35	11	0	6	7	6
	Overall	3	7	35	9	12	17	10	10
Telephone bills	Urban	2	28	16	1	3	0	2	6
	Rural	0	7	29	1	10	0	2	4
	Overall	1	19	21	1	5	0	2	5
Others		91	55	48	88	71	73	85	78
		97	90	35	85	68	94	88	87
		93	70	44	87	70	79	86	82
<i>Base</i>		270	165	48	161	111	118	235	1108

4.4.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free Complaint Centre/ Customer Care/ Help-line telephone number. (Refer to Q38)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	9	3	2	14	8	5	6	7
Rural	10	4	2	12	4	1	11	7
Overall	9	3	2	13	7	4	8	7
Base	384	407	385	384	385	386	386	2717

- 7% of all cellular mobile customers, had complained in the last 6 months to the toll free Complaint Centre/ Customer Care/ help-line telephone number.

4.4.1.4 The following table shows the percentage of customers who received or did not receive docket number for their complaints. (Refer to Q39)

	Type	% Customers							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered and Docket number received	Urban	21	67	100	56	76	15	46	48
	Rural	8	13	67	70	60	0	57	48
	Overall	17	36	86	62	73	14	53	48
Complaint was registered and Docket number not received	Urban	75	33	0	26	19	62	36	41
	Rural	67	88	33	9	20	100	38	38
	Overall	72	64	14	18	19	64	38	40
Complaint was registered and docket number provided on request	Urban	4	0	0	4	0	0	0	2
	Rural	8	0	0	9	0	0	0	4
	Overall	6	0	0	6	0	0	0	3
Complaint was registered and docket number not provided even on request	Urban	0	0	0	0	0	0	0	0
	Rural	0	0	0	0	20	0	0	1
	Overall	0	0	0	0	4	0	0	1
Refused to register the complaint	Urban	0	0	0	15	5	23	18	9
	Rural	17	0	0	13	0	0	5	8
	Overall	6	0	0	14	4	21	9	8
<i>Base</i>		36	14	7	50	26	14	32	179

- 92% of the customers reported complaint registration.
- 48% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 9% of those who had complained did not receive docket numbers even on request.

4.4.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. (Refer to Q40)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	42	33	75	52	40	90	56	51
Rural	40	63	100	80	40	100	60	64
Overall	41	50	86	65	40	91	59	56
Base	34	14	7	43	25	11	29	163

- 56% all the cellular mobile customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. The proportion was higher among rural customers.

4.4.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint by the complaint centre within three (3) days(Refer to Q42)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	21	17	75	65	65	80	44	51
Rural	0	38	67	85	60	0	55	54
Overall	15	29	71	74	64	73	52	52
Base	34	14	7	43	25	11	29	163

- 52% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre within 3 days. The proportion was slightly higher among rural customers.

4.4.1.7 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks. (Refer to Q43)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	8	0	0	13	10	0	0	7
Rural	0	25	0	0	40	0	5	8
Overall	6	14	0	7	16	0	3	7
<i>Base</i>	34	14	7	43	25	11	29	163

- Only 7% of the cellular mobile customers who had made billing complaints said that their complaints were satisfactorily resolved by the complaint centre/customer care within four weeks after they lodged their complaint.

4.4.2 Awareness and experiences with Appellate Authority

4.4.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q44)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	0	3	2	3	2	2	2	2
Rural	0	1	1	3	2	1	1	1
Overall	0	2	2	3	2	1	1	2
<i>Base</i>	384	407	385	384	385	386	386	2717

- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.

4.4.2.2 The following table shows the percentage of customers who come to know about the contact details of the appellate authority through various sources (Refer to Q45)

		% Customers							
	Type	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	--	0	25	0	0	0	0	3
	Rural	--	0	0	0	0	0	0	0
	Overall	--	0	17	0	0	0	0	2
Website of the service provider	Urban	--	17	25	17	33	0	67	24
	Rural	--	0	0	17	0	0	50	13
	Overall	--	13	17	17	25	0	60	21
Sms from service provider	Urban	--	17	25	0	0	25	100	21
	Rural	--	0	0	33	0	0	100	27
	Overall	--	13	17	17	0	20	100	23
Display at complaint centres/ sales outlets	Urban	--	17	50	0	0	0	0	10
	Rural	--	0	50	0	50	0	0	13
	Overall	--	13	50	0	13	0	0	11
Telephone bills	Urban	--	50	0	83	67	75	0	52
	Rural	--	100	50	50	50	100	0	53
	Overall	--	63	17	67	63	80	0	52
Base			8	6	12	8	5	5	44

- 52% of those who were aware, got the contact details through telephone bills.

4.4.2.3 Incidence of Appeal being filed in the prescribed form in last 6 months (Refer to Q46)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	--	0	0	0	33	0	0	7
Rural	--	100	0	17	0	100	0	27
Overall	--	25	0	8	25	20	0	14
<i>Base</i>	--	8	6	12	8	5	5	44

- Only 14% of those who were aware, had filed an appeal with the Appellate Authority in the last 6 months.

4.4.2.4 The following table shows the percentage of customers who filed an appeal to the appellate authority through various sources (Refer to Q47)

		% Customers							
Type		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
E-mail	Urban	--	--	--	--	--	--	--	--
	Rural	--	--	--	--	--	--	--	--
	Overall	--	--	--	--	--	--	--	--
Fax	Urban	--	--	--	--	--	--	--	--
	Rural	--	--	--	--	--	--	--	--
	Overall	--	--	--	--	--	--	--	--
Letter (Post/ Courier)	Urban	--	--	--	--	--	--	--	--
	Rural	--	--	--	--	--	--	--	--
	Overall	--	--	--	--	--	--	--	--
In Person (Self)	Urban	--	--	--	--	50	--	--	50
	Rural	--	--	--	100	--	--	--	25
	Overall	--	--	--	100	50	--	--	33
Others	Urban	--	--	--	--	50	--	--	50
	Rural	--	100	--	--	--	100	--	75
	Overall	--	100	--	--	50	100	--	67
<i>Base</i>		--	2	--	1	2	1	--	6

Note: The above sample base is too small to draw any statistical valid inference.

4.4.2.5 Received any acknowledgement (Refer to Q48)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Urban	0	0	0	0	0	0	0	0
Rural	0	50	0	100	0	0	0	50
Overall	0	50	0	100	0	0	0	33
<i>Base</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>0</i>	<i>6</i>

- Only 2 out of 6 customers claimed to have received the acknowledgement.

4.4.2.6 Reported Decisions by the Appellate Authority within 39 days of filing the appeal (Refer to Q49)

Type	% Customers							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Urban	0	0	0	0	50	0	0	50
Rural	0	50	0	100	0	100	0	75
Overall	0	50	0	100	50	100	0	67
<i>Base</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>0</i>	<i>6</i>

- 4 out of 6 customers reported a decision by the Appellate Authority within 39 days of filing the appeal.

4.4.3 General Information

4.4.3.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request. (Refer to Q50)

Type	Service Provider							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	2	2	7	10	0	11	5	5
Rural	6	6	3	9	5	5	5	6
Overall	3	4	5	9	2	9	5	5
<i>Base</i>	352	283	313	321	319	355	300	2243

- 5% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.4.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q51)

- Only 5 customers were denied the item wise usage charge details for their prepaid connection.

4.4.3.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied. (Refer to Q52)

- 3 out of 5 customers were denied item wise usage charge details because of technical problem.

4.4.3.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection. (Refer to Q53)

Type	Service Provider							
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Urban	6	12	43	28	35	23	26	24
Rural	1	17	33	26	25	35	28	24
Overall	5	14	39	27	32	27	27	24
<i>Base</i>	384	407	385	384	385	386	386	2717

- Only 24% of the new customers claimed to have received the Manual of Practice. This proportion was significantly low among Airtel and BSNL customers.

4.4.3.5 Customer rating on a scale of 1 – 10 where 10 is very good and 1 is very poor. (Refer to Q35)

	Type	Customer Ranking							
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Mean Score	Urban	7.81	8.01	8.28	7.01	7.94	8.21	7.33	7.84
	Rural	7.87	8.18	8.09	7.23	7.96	9.02	7.42	7.92
	Overall	7.83	8.08	8.21	7.12	7.95	8.51	7.37	7.87
	<i>Base</i>	384	407	385	384	385	386	386	2717

4.5 Broadband Service – J&K circle

The survey of customer perception of Satisfaction was done in J&K circle among customers of BSNL as only BSNL provides Broadband service in J&K circle.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service. (Refer to Q2)

Sub Parameters	Type	% Customers
		BSNL
Time taken to provide connection	Urban	91
	Rural	86
	Overall	89
<i>Base</i>		<i>384</i>

- 89% the customers were satisfied with provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q4 & Q5a)

Sub Parameters	Type	Postpaid Customers
		BSNL
Timely delivery of bills	Urban	73
	Rural	73
	Overall	73
Clarity of the bills in terms of transparency and understandability	Urban	95
	Rural	97
	Overall	96
Accuracy of the bills	Urban	99
	Rural	99
	Overall	99
Process of resolution of billing Complaints	Urban	27
	Rural	43
	Overall	32
Overall Billing performance postpaid	Urban	86
	Rural	87
	Overall	86
<i>Base</i>		<i>384</i>

- BSNL registered high satisfaction levels on account of accuracy of bills and clarity of bills in terms of transparency & understandability.
- However, BSNL had a low % of satisfied customers on account of resolution of billing complaints; only 32% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

BSNL does not provide prepaid broadband service in J&K. Hence this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services. (Refer to Q11a-Q14)

Sub Parameters	Type	% Prepaid Customers
		BSNL
Ease of access of complaint centre/ customer care or helpline	Urban	83
	Rural	69
	Overall	79
Ease of getting an option for “ talking to customer care executive”	Urban	77
	Rural	74
	Overall	76
Response time taken by customer executive to answer customer call	Urban	75
	Rural	63
	Overall	71
Problem solving ability of customer care executive(s)	Urban	77
	Rural	69
	Overall	74
Time taken by complaint centre/ customer care / help-line to resolve your complaint	Urban	75
	Rural	53
	Overall	68
Overall Help service	Urban	77
	Rural	65
	Overall	74
<i>Base</i>		66

- Satisfaction was low with respect to the time taken by complaint centre/ customer care/ help-line to resolve complaint and the response time taken of the customer executive to answer customer calls.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q15-Q16)

Sub Parameters	Type	% Customers
		BSNL
Speed of broadband connection	Urban	79
	Rural	85
	Overall	81
Amount of time for which service is up and working	Urban	85
	Rural	86
	Overall	86
Overall Network performance, Reliability & availability	Urban	82
	Rural	86
	Overall	83
<i>Base</i>		<i>384</i>

- A lower % of BSNL customers (81%) were satisfied with the speed of the broadband connection.
- Slightly higher percentage of rural customers were satisfied with respect to network uptime.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability (Refer to Q19)

Sub Parameters	Type	%Customers
		BSNL
Time taken for restoration of broadband connection	Urban	64
	Rural	56
	Overall	62
<i>Base</i>		139

- Only 62% of the customers were satisfied with the time taken for restoration of broadband connection. Urban areas had a higher % of satisfied customers on this account.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services. (Refer to Q20b)

Sub Parameters	Type	% Customers
		BSNL
Process of activating VAS or process of unsubscribing	Urban	87
	Rural	85
	Overall	86
<i>Base*</i>		85

- 86% of the BSNL customers were satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service. (Refer to Q23a)

Sub Parameters	Type	% Customers
		BSNL
Overall service quality	Urban	92
	Rural	98
	Overall	94
Base		384

- 94% of the customers were satisfied with the overall service quality. Rural areas had a higher percentage of satisfied customers on this parameter.

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

4.6.1 Awareness and experience of Complaint Centre

4.6.1.1 % of customers aware about the complaint centre number for making a complaint/ query. (Refer to Q27)

Type	% Customers
	BSNL
Urban	21
Rural	3
Overall	16
<i>Base</i>	<i>61</i>

- 16% of broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. Awareness was very lower among rural customers.

4.6.1.2 % of customers come to know about the toll free customer care number through various sources (Refer to Q28)

Customers	Type of Users	% Customers
		BSNL
Newspaper	Urban	0
	Rural	0
	Overall	0
Website of the service provider	Urban	3
	Rural	25
	Overall	4
SMS from service provider	Urban	0
	Rural	0
	Overall	0
Display at complaint centres/ sales outlets	Urban	2
	Rural	0
	Overall	2
Telephone bills	Urban	45
	Rural	50
	Overall	45
Other	Urban	50
	Rural	25
	Overall	48
<i>Base</i>		62

- 45% of broadband customers said that they came to know about the complaint centre number through telephone bills.

4.6.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free complaint centre/ customer care/ help-line telephone number. (Refer to Q29)

Type	% Customers
	BSNL
Urban	11
Rural	2
Overall	8
<i>Base</i>	30

- 8% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months. A significantly low percentage of rural customers complained as compared to urban customers.

4.6.1.4 The following table shows the percentage of customers who received or did not receive the docket number for their complaints. (Refer to Q30)

Customers	Type of Users	% Customers
		BSNL
Docket number received for most of the complaints	Urban	82
	Rural	100
	Overall	83
No Docket number received for most of the complaints	Urban	14
	Rural	0
	Overall	13
It was received on request	Urban	4
	Rural	0
	Overall	3
No Docket number received even on request	Urban	0
	Rural	0
	Overall	0
<i>Base</i>		30

- 83% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. All the rural customers claimed to have received docket number for most of their complaints
- 13% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- 3% of all broadband customers who had complained said that they received the docket number on request.

4.6.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. (Refer to Q31)

Type	% Customers
	BSNL
Urban	46
Rural	50
Overall	47
<i>Base</i>	30

- 47% of all broadband customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.6.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means. (Refer to Q32)

Type	% Customers
	BSNL
Urban	43
Rural	50
Overall	43
<i>Base</i>	30

- 43% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means. This percentage was higher among rural customers.

4.6.1.7 The following table shows the % of customers whose complaints were resolved by complaint centre within three (3) days. (Refer to Q33)

Type	% Customers
	BSNL
Urban	54
Rural	50
Overall	53
<i>Base</i>	30

- 53% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within 3 days.

4.6.1.8 % of customers who got their billing complaint resolved satisfactorily by complaint centre/ customer care within 4 weeks of lodging their complaints. (Refer to Q34)

Type	% Customers
	BSNL
Urban	54
Rural	0
Overall	50
<i>Base</i>	30

- 50% of the billing complaints were satisfactorily resolved by the complaint centre/ customer care within 4 weeks of lodging complaints.

4.6.2 Awareness and experience of Appellate Authority

4.6.2.1 % of customers who were aware about Appellate Authority's contact details

(Refer to Q35)

Type	%
	Customers
Urban	2
Rural	0
Overall	2
<i>Base</i>	384

- Only 2% of the customers were aware of the Appellate Authority's contact details.
- None of the rural customers were aware of the contact details of Appellate authority.

4.6.2.2 % of customers come to know about the contact details of the Appellate Authority through various sources(Refer to Q36)

Customers	Type of Users	% Customers
		BSNL
Newspaper	Urban	0
	Rural	0
	Overall	0
Website of the service provider	Urban	33
	Rural	0
	Overall	33
SMS from service provider	Urban	0
	Rural	0
	Overall	0
Display at complaint centres/ sales outlets	Urban	67
	Rural	0
	Overall	67
Telephone bills	Urban	0
	Rural	0
	Overall	0
Other	Urban	0
	Rural	0
	Overall	0
<i>Base</i>		6

Note : Base is too small for statistical inference.

4.6.2.3 Incidence of Appeal being filed in the prescribed form in last 6 months (Refer to Q37)

Type	% Customers
	BSNL
Urban	100
Rural	0
Overall	100
<i>Base</i>	6

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

- All the customers who were aware of the contact details of the Appellate authority, had filed an appeal with the authority in the last 6 months.

4.6.2.4 % of customers filed an appeal to the Appellate Authority through various sources (Refer to Q38)

- 4 out of 6 customers come to know about the contact details of the Appellate Authority through display at complaint centre while others got it from the BSNL website.

4.6.2.5 % of customers received unique appeal number within 3 days (Refer to Q39)

- None of the customers filed an appeal to the Appellate Authority in the last 6 months

4.6.2.6 Reported Incidence of Decision by the Appellate Authority within 39 days (Refer to Q40)

- As none of the customers filed an appeal hence this table is not relevant

4.6.3 General Information

4.6.3.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request. (Refer to Q41)

Note: BSNL does not have prepaid broadband service in J&K circle so this table is not relevant.

4.6.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details. (Refer to Q42)

Note: BSNL does not have prepaid broadband service in J&K circle so this table is not relevant.

4.6.3.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied. (Refer to Q43)

Note: BSNL does not have prepaid broadband service in J&K circle so this table is not relevant.

4.6.3.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection. (Refer to Q44)

Type	% Customers
	BSNL
Urban	17
Rural	27
Overall	20
<i>Base</i>	<i>384</i>

- 20% of the customers claimed to have got the Manual of Practice while taking the connection.

4.6.3.5 Customer rating of their service provider on a scale of 1 to 10 where 1 is very poor & 10 is very good. (Refer to Q26)

	Type	% Customers
		BSNL
Mean score	Urban	7.71
	Rural	7.89
	Overall	7.76
	<i>Base</i>	384

- BSNL rural customers have given a better rating as compared to urban customers.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 79% of the basic wire-line service customers in J&K circle were satisfied with their service providers with overall service quality. There was no significant difference across urban and rural customers.
- BSNL did not meet the benchmarks on all the parameters. In fact, it had very low satisfaction with respect to provision of service and maintainability.
- 92% of all customers reported that the fault was repaired within 3 days.

Grievance Redressal

- 41% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query.
- 42% of the customers got the complaint centre number of their service provider through telephone bills.
- Approximately 17% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months. 53% of them said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time for complaint resolution.
- 45% of the customers, who had complained, were informed about the action taken on their complaint through SMS or other means.
- 65% of the customers who had complained said that their complaints were resolved by the complaint centre/ customer care within three (3) days.
- 37% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints.
- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

5.2 Cellular Mobile Service

- 91% of all cellular mobile customers were satisfied with overall service quality. Only TTSL, Idea, Vodafone & Aircel met the benchmark set for overall service quality.
- Only Airtel(90%) met the benchmark set for provision of service while Vodafone met the benchmark set for prepaid billing performance and postpaid billing performance.
- Vodafone(90%) and TTSL(90%) met the benchmark set for help services including customer grievance redressal.
- None of the service provider met the benchmark set for Network performance, reliability & availability or maintainability.
- All the service providers met the benchmark set for supplementary and value added services.

Grievance Redressal

- 40% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.
- 7% of all cellular mobile customers, had complained in the last 6 months to the toll free Complaint Centre/ Customer Care/ help-line telephone number.
- 56% all the cellular mobile customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 52% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre within 3 days.
- Only 7% of the cellular mobile customers who had made billing complaints said that their complaints were satisfactorily resolved by the complaint centre/customer care within four weeks after they lodged their complaint.
- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.

5.3 Broadband Service

- 94% of all broadband customers were satisfied with overall service quality.
- However, BSNL did not meet the benchmarks set for individual parameters.
- BSNL had a low percentage of customers who were satisfied with maintainability.
- 95% of the customers got their working connection within 7 working days. However, this proportion was slightly higher for BSNL rural customers.

Grievance Redressal Mechanism

- 16% of broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query.
- 45% of broadband customers said that they came to know about the complaint centre number through telephone bills.
- 8% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months.
- 47% of all broadband customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 43% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 53% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within 3 days.
- 50% of the billing complaints were satisfactorily resolved by the complaint centre/ customer care within 4 weeks of lodging complaints.
- Only 2% of the customers were aware of the Appellate Authority's contact details.
- 20% of the customers claimed to have got the Manual of Practice while taking the connection.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- BSNL needs to improve their service on all the parameters. Maintainability needs to be addressed on a priority basis.

6.1.2 Cellular Mobile

- Except Airtel, all the service providers need to improve their provision of service.
- All the service providers (except Vodafone) need to improve on prepaid billing performance and postpaid billing performance, especially refund/credit/waiver of excess charges and process of resolution of billing complaints.
- All the service providers need to improve the following:
 - Time taken to resolve complaints.
 - Network performance, reliability & availability.
 - Maintainability particularly availability of network.
- Airtel, BSNL & Reliance need to improve the overall service quality.

6.1.3 Broadband

- BSNL needs to improve all their service parameters except for provision of service.
- BSNL needs to ensure that broadband connections are quickly restored in case of a fault.

6.2 Grievance Redressal Mechanism

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

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

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

	Type		BSNL
Yes	Urban	Count	32
		%	13
	Rural	Count	32
		%	23
	Overall	Count	64
		%	17
No	Urban	Count	216
		%	87
	Rural	Count	107
		%	77
	Overall	Count	323
		%	84
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

1(b) How satisfied are you with time taken to provide working phone connection?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	8
		%	25
	Overall	Count	8
		%	13
Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	9
		%	28
	Overall	Count	9
		%	14
Satisfied	Urban	Count	30
		%	94
	Rural	Count	15
		%	47
	Overall	Count	45
		%	70
Very Satisfied	Urban	Count	2
		%	6
	Rural	Count	0
		%	0
	Overall	Count	2
		%	3
Total	Urban	Count	32
		%	100
	Rural	Count	32
		%	100
	Overall	Count	64
		%	100

Q (2). Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

	Type		BSNL
Yes	Urban	Count	12
		%	38
	Rural	Count	6
		%	19
	Overall	Count	18
		%	28
No	Urban	Count	20
		%	63
	Rural	Count	26
		%	81
	Overall	Count	46
		%	72
Total	Urban	Count	32
		%	100
	Rural	Count	32
		%	100
	Overall	Count	64
		%	100

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	3
		%	9
	Rural	Count	14
		%	44
	Overall	Count	17
		%	27
Satisfied	Urban	Count	29
		%	91
	Rural	Count	18
		%	56
	Overall	Count	47
		%	73
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	32
		%	100
	Rural	Count	32
		%	100
	Overall	Count	64
		%	100

Q4. How satisfied are you with the time taken to deliver your bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	24
		%	10
	Rural	Count	16
		%	12
	Overall	Count	40
		%	10
Dissatisfied	Urban	Count	60
		%	24
	Rural	Count	25
		%	18
	Overall	Count	85
		%	22
Satisfied	Urban	Count	163
		%	66
	Rural	Count	98
		%	71
	Overall	Count	261
		%	67
Very Satisfied	Urban	Count	1
		%	0
	Rural	Count	0
		%	0
	Overall	Count	1
		%	0
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	0
	Rural	Count	1
		%	1
	Overall	Count	2
		%	1
Dissatisfied	Urban	Count	19
		%	8
	Rural	Count	14
		%	10
	Overall	Count	33
		%	9
Satisfied	Urban	Count	217
		%	88
	Rural	Count	124
		%	89
	Overall	Count	341
		%	88
Very Satisfied	Urban	Count	11
		%	4
	Rural	Count	0
		%	0
	Overall	Count	11
		%	3
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Charges not as per tariff plan	Urban	Count	0
		%	0
	Rural	Count	1
		%	7
	Overall	Count	1
		%	3
Charged for calls/services not made	Urban	Count	3
		%	15
	Rural	Count	6
		%	40
	Overall	Count	1
		%	3
Details like item wise charges are not provided	Urban	Count	2
		%	10
	Rural	Count	1
		%	7
	Overall	Count	3
		%	9
Calculation are not clear	Urban	Count	6
		%	30
	Rural	Count	4
		%	27
	Overall	Count	10
		%	29
Others	Urban	Count	11
		%	55
	Rural	Count	3
		%	20
	Overall	Count	14
		%	40
Total	Urban	Count	22
		%	110
	Rural	Count	15
		%	100
	Overall	Count	37
		%	106

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

	Type		BSNL
Yes	Urban	Count	36
		%	15
	Rural	Count	12
		%	9
	Overall	Count	48
		%	12
No	Urban	Count	212
		%	86
	Rural	Count	127
		%	91
	Overall	Count	339
		%	88
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	6
		%	17
	Rural	Count	4
		%	33
	Overall	Count	10
		%	21
Dissatisfied	Urban	Count	26
		%	72
	Rural	Count	7
		%	58
	Overall	Count	33
		%	69
Satisfied	Urban	Count	3
		%	8
	Rural	Count	1
		%	8
	Overall	Count	4
		%	8
Very Satisfied	Urban	Count	1
		%	3
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Total	Urban	Count	36
		%	100
	Rural	Count	12
		%	100
	Overall	Count	48
		%	100

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	10
		%	4
	Rural	Count	1
		%	1
	Overall	Count	11
		%	3
Satisfied	Urban	Count	225
		%	91
	Rural	Count	137
		%	99
	Overall	Count	362
		%	94
Very Satisfied	Urban	Count	13
		%	5
	Rural	Count	1
		%	1
	Overall	Count	14
		%	4
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Difficult to read the bill	Urban	Count	3
		%	60
	Rural	Count	0
		%	0
	Overall	Count	3
		%	50
Calculations not clear	Urban	Count	3
		%	60
	Rural	Count	1
		%	100
	Overall	Count	4
		%	67
Item-wise charges not given	Urban	Count	3
		%	60
	Rural	Count	0
		%	0
	Overall	Count	3
		%	50
Others	Urban	Count	1
		%	20
	Rural	Count	0
		%	0
	Overall	Count	1
		%	17
Total	Urban	Count	12
		%	240
	Rural	Count	1
		%	100
	Overall	Count	13
		%	217

Q 10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?

Not Applicable as BSNL did not report prepaid wireline service in J&K circle.

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

Not Applicable as BSNL did not report prepaid wireline service in J&K circle.

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

Not Applicable as BSNL did not report prepaid wireline service in J&K circle.

10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Not Applicable as BSNL did not report prepaid wireline service in J&K circle.

10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

Not Applicable as BSNL did not report prepaid wireline service in J&K circle.

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

Not Applicable as BSNL did not report prepaid wireline service in J&K circle.

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

	Type		BSNL
Yes	Urban	Count	50
		%	20
	Rural	Count	13
		%	9
	Overall	Count	63
		%	16
No	Urban	Count	198
		%	80
	Rural	Count	126
		%	91
	Overall	Count	324
		%	84
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

12(a). How satisfied are you with the ease of access of call centre/ complaint centre or helpline?

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	2
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Dissatisfied	Urban	Count	10
		%	20
	Rural	Count	1
		%	8
	Overall	Count	11
		%	18
Satisfied	Urban	Count	38
		%	76
	Rural	Count	12
		%	92
	Overall	Count	50
		%	79
Very Satisfied	Urban	Count	1
		%	2
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Total	Urban	Count	50
		%	100
	Rural	Count	13
		%	100
	Overall	Count	63
		%	100

12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	2
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Dissatisfied	Urban	Count	11
		%	22
	Rural	Count	1
		%	8
	Overall	Count	12
		%	19
Satisfied	Urban	Count	36
		%	72
	Rural	Count	12
		%	92
	Overall	Count	48
		%	76
Very Satisfied	Urban	Count	2
		%	4
	Rural	Count	0
		%	0
	Overall	Count	2
		%	3
Total	Urban	Count	50
		%	100
	Rural	Count	13
		%	100
	Overall	Count	63
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	2
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Dissatisfied	Urban	Count	13
		%	27
	Rural	Count	0
		%	0
	Overall	Count	13
		%	21
Satisfied	Urban	Count	33
		%	67
	Rural	Count	13
		%	100
	Overall	Count	46
		%	74
Very Satisfied	Urban	Count	2
		%	4
	Rural	Count	0
		%	0
	Overall	Count	2
		%	3
Total	Urban	Count	49
		%	100
	Rural	Count	13
		%	100
	Overall	Count	62
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	21
		%	42
	Rural	Count	3
		%	23
	Overall	Count	24
		%	38
Satisfied	Urban	Count	26
		%	52
	Rural	Count	10
		%	77
	Overall	Count	36
		%	57
Very Satisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	5
Total	Urban	Count	50
		%	100
	Rural	Count	13
		%	100
	Overall	Count	63
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	20
		%	40
	Rural	Count	3
		%	23
	Overall	Count	23
		%	37
Satisfied	Urban	Count	27
		%	54
	Rural	Count	10
		%	77
	Overall	Count	37
		%	59
Very Satisfied	Urban	Count	3
		%	6
	Rural	Count	0
		%	0
	Overall	Count	3
		%	5
Total	Urban	Count	50
		%	100
	Rural	Count	13
		%	100
	Overall	Count	63
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	18
		%	7
	Rural	Count	16
		%	12
	Overall	Count	34
		%	9
Satisfied	Urban	Count	214
		%	86
	Rural	Count	123
		%	89
	Overall	Count	337
		%	87
Very Satisfied	Urban	Count	16
		%	7
	Rural	Count	0
		%	0
	Overall	Count	16
		%	4
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	0
	Rural	Count	1
		%	1
	Overall	Count	2
		%	1
Dissatisfied	Urban	Count	15
		%	6
	Rural	Count	19
		%	14
	Overall	Count	34
		%	9
Satisfied	Urban	Count	217
		%	88
	Rural	Count	119
		%	86
	Overall	Count	336
		%	87
Very Satisfied	Urban	Count	15
		%	6
	Rural	Count	0
		%	0
	Overall	Count	15
		%	4
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

18. How satisfied are you with the voice quality?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	1
		%	1
	Overall	Count	1
		%	0
Dissatisfied	Urban	Count	26
		%	11
	Rural	Count	18
		%	13
	Overall	Count	44
		%	11
Satisfied	Urban	Count	209
		%	84
	Rural	Count	120
		%	86
	Overall	Count	329
		%	85
Very Satisfied	Urban	Count	13
		%	5
	Rural	Count	0
		%	0
	Overall	Count	13
		%	3
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Nil	Urban	Count	155
		%	63
	Rural	Count	94
		%	68
	Overall	Count	249
		%	64
Once	Urban	Count	39
		%	16
	Rural	Count	13
		%	9
	Overall	Count	52
		%	13
2-3 times	Urban	Count	41
		%	17
	Rural	Count	27
		%	19
	Overall	Count	68
		%	18
More than 3 times	Urban	Count	13
		%	5
	Rural	Count	5
		%	4
	Overall	Count	18
		%	5
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Nil	Urban	Count	19
		%	20
	Rural	Count	16
		%	36
	Overall	Count	35
		%	25
One time	Urban	Count	53
		%	57
	Rural	Count	20
		%	44
	Overall	Count	73
		%	53
2-3 times	Urban	Count	11
		%	12
	Rural	Count	8
		%	18
	Overall	Count	19
		%	14
More than 3 times	Urban	Count	10
		%	11
	Rural	Count	1
		%	2
	Overall	Count	11
		%	8
Total	Urban	Count	93
		%	100
	Rural	Count	45
		%	100
	Overall	Count	138
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	16
		%	17
	Rural	Count	0
		%	0
	Overall	Count	16
		%	12
Dissatisfied	Urban	Count	33
		%	35
	Rural	Count	16
		%	36
	Overall	Count	49
		%	36
Satisfied	Urban	Count	44
		%	47
	Rural	Count	29
		%	64
	Overall	Count	73
		%	53
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	93
		%	100
	Rural	Count	45
		%	100
	Overall	Count	138
		%	100

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

	Type		BSNL
Yes	Urban	Count	7
		%	3
	Rural	Count	1
		%	1
	Overall	Count	8
		%	2
No	Urban	Count	241
		%	97
	Rural	Count	138
		%	99
	Overall	Count	379
		%	98
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Satisfied	Urban	Count	7
		%	100
	Rural	Count	1
		%	100
	Overall	Count	8
		%	100
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	7
		%	100
	Rural	Count	1
		%	100
	Overall	Count	8
		%	100

24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Satisfied	Urban	Count	7
		%	100
	Rural	Count	1
		%	100
	Overall	Count	8
		%	100
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	7
		%	100
	Rural	Count	1
		%	100
	Overall	Count	8
		%	100

Qus 24(b) Tell the reasons for your dissatisfaction.

Not relevant as none of the customer is dissatisfied

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

	Type		BSNL
Yes	Urban	Count	1
		%	0
	Rural	Count	2
		%	1
	Overall	Count	3
		%	1
No	Urban	Count	247
		%	100
	Rural	Count	137
		%	99
	Overall	Count	384
		%	99
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Satisfied	Urban	Count	1
		%	100
	Rural	Count	2
		%	100
	Overall	Count	3
		%	100
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	1
		%	100
	Rural	Count	2
		%	100
	Overall	Count	3
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	14
		%	6
	Rural	Count	3
		%	2
	Overall	Count	17
		%	4
Dissatisfied	Urban	Count	36
		%	15
	Rural	Count	27
		%	19
	Overall	Count	63
		%	16
Satisfied	Urban	Count	170
		%	69
	Rural	Count	106
		%	76
	Overall	Count	276
		%	71
Very Satisfied	Urban	Count	28
		%	11
	Rural	Count	3
		%	2
	Overall	Count	31
		%	8
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

	Type		BSNL
Broadband	Urban	Count	16
		%	7
	Rural	Count	8
		%	6
	Overall	Count	24
		%	6
Mobile	Urban	Count	72
		%	29
	Rural	Count	47
		%	34
	Overall	Count	119
		%	31
Others	Urban	Count	7
		%	3
	Rural	Count	5
		%	4
	Overall	Count	12
		%	3
None	Urban	Count	156
		%	63
	Rural	Count	84
		%	60
	Overall	Count	240
		%	62
Total	Urban	Count	251
	Rural	Count	144
	Overall	Count	395

Qus.28(a) . Have you terminated a telephone connection that you had in the last 6 month?

	Type		BSNL
Yes	Urban	Count	47
		%	19
	Rural	Count	12
		%	9
	Overall	Count	59
		%	15
No	Urban	Count	201
		%	81
	Rural	Count	127
		%	91
	Overall	Count	328
		%	85
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

**28(b) Have you terminated a telephone connection that you had in the last 6 month ?
If Yes, Please name your service provider?**

	Type		BSNL
BSNL	Urban	Count	47
		%	100
	Rural	Count	12
		%	100
	Overall	Count	59
		%	100
Total	Urban	Count	47
		%	100
	Rural	Count	12
		%	100
	Overall	Count	59
		%	100

29. How many days were taken for termination of your telephone connection?

	Type		BSNL
1 day	Urban	Count	2
		%	4
	Rural	Count	0
		%	0
	Overall	Count	2
		%	3
2-3 days	Urban	Count	33
		%	69
	Rural	Count	10
		%	83
	Overall	Count	43
		%	72
4 - 7 days	Urban	Count	9
		%	19
	Rural	Count	1
		%	8
	Overall	Count	10
		%	17
more than 7 days	Urban	Count	4
		%	8
	Rural	Count	1
		%	8
	Overall	Count	5
		%	8
Total	Urban	Count	48
		%	100
	Rural	Count	12
		%	100
	Overall	Count	60
		%	100

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?

	Type		BSNL
Yes	Urban	Count	15
		%	6
	Rural	Count	9
		%	7
	Overall	Count	24
		%	6
No	Urban	Count	233
		%	94
	Rural	Count	130
		%	94
	Overall	Count	363
		%	94
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?

	Type		BSNL
Yes	Urban	Count	15
		%	6
	Rural	Count	12
		%	9
	Overall	Count	27
		%	7
No	Urban	Count	233
		%	94
	Rural	Count	127
		%	91
	Overall	Count	360
		%	93
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?

	Type		BSNL
Yes	Urban	Count	3
		%	20
	Rural	Count	3
		%	25
	Overall	Count	6
		%	22
No	Urban	Count	12
		%	80
	Rural	Count	9
		%	75
	Overall	Count	21
		%	78
Total	Urban	Count	15
		%	100
	Rural	Count	12
		%	100
	Overall	Count	27
		%	100

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

	Type		BSNL
No change	Urban	Count	1
		%	33
	Rural	Count	1
		%	33
	Overall	Count	2
		%	33
Slight decrease	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Considerable decrease	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Stopped receiving	Urban	Count	2
		%	67
	Rural	Count	2
		%	67
	Overall	Count	4
		%	67
Total	Urban	Count	3
		%	100
	Rural	Count	3
		%	100
	Overall	Count	6
		%	100

(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))

32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

	Type		BSNL
Yes	Urban	Count	1
		%	100
	Rural	Count	0
		%	0
	Overall	Count	1
		%	50
No	Urban	Count	0
		%	0
	Rural	Count	1
		%	100
	Overall	Count	1
		%	50
Total	Urban	Count	1
		%	100
	Rural	Count	1
		%	100
	Overall	Count	2
		%	100

(Ask only if Yes in Q32 (c))

32.(d)) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number , If Yes then ask Please indicate whether –

	Type		BSNL
Yes	Urban	Count	1
		%	100
	Rural	Count	0
		%	0
	Overall	Count	1
		%	100
No	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	1
		%	100
	Rural	Count	0
		%	0
	Overall	Count	1
		%	100

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

	Type		BSNL
Mean Score	Urban	Count	248
		Mean	7.23
	Rural	Count	139
		Mean	7.84
	Overall	Count	387
		Mean	7.45

34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

	Type		BSNL
Yes	Urban	Count	112
		%	45
	Rural	Count	46
		%	33
	Overall	Count	158
		%	41
No	Urban	Count	136
		%	55
	Rural	Count	93
		%	67
	Overall	Count	229
		%	59
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

34(b). How did you come to know about the toll free customer care number?
[MULTIPLE CODE]

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service	Urban	Count	7
		%	6
	Rural	Count	0
		%	0
	Overall	Count	7
		%	4
Display at complaint	Urban	Count	12
		%	11
	Rural	Count	9
		%	20
	Overall	Count	21
		%	13
Telephone bills	Urban	Count	51
		%	45
	Rural	Count	15
		%	33
	Overall	Count	66
		%	42
Others	Urban	Count	55
		%	49
	Rural	Count	22
		%	48
	Overall	Count	77
		%	48
Total	Urban	Count	128
	Rural	Count	47
	Overall	Count	175

35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?

	Type		BSNL
Yes	Urban	Count	44
		%	18
	Rural	Count	20
		%	14
	Overall	Count	64
		%	17
No	Urban	Count	204
		%	82
	Rural	Count	119
		%	86
	Overall	Count	323
		%	84
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?(SINGLE CODE)

	Type		BSNL
Complaint was registered and docket number received	Urban	Count	36
		%	82
	Rural	Count	13
		%	65
	Overall	Count	49
		%	77
Complaint was registered and docket number not received	Urban	Count	5
		%	11
	Rural	Count	6
		%	30
	Overall	Count	11
		%	17
Complaint was registered and docket number provided on request	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Complaint was registered and docket number not provided even on request	Urban	Count	2
		%	5
	Rural	Count	0
		%	0
	Overall	Count	2
		%	3
Refused to register the complaint	Urban	Count	1
		%	2
	Rural	Count	1
		%	5
	Overall	Count	2
		%	3
Total	Urban	Count	44
		%	100
	Rural	Count	20
		%	100
	Overall	Count	64
		%	100

37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		BSNL
Yes	Urban	Count	26
		%	61
	Rural	Count	7
		%	37
	Overall	Count	33
		%	53
No	Urban	Count	17
		%	40
	Rural	Count	12
		%	63
	Overall	Count	29
		%	47
Total	Urban	Count	43
		%	100
	Rural	Count	19
		%	100
	Overall	Count	62
		%	100

38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type		BSNL
Yes	Urban	Count	21
		%	49
	Rural	Count	7
		%	37
	Overall	Count	28
		%	45
No	Urban	Count	22
		%	51
	Rural	Count	12
		%	63
	Overall	Count	34
		%	55
Total	Urban	Count	43
		%	100
	Rural	Count	19
		%	100
	Overall	Count	62
		%	100

39(a). Was your complaint resolved by the complaint centre within three (3) days?

	Type		BSNL
Yes	Urban	Count	28
		%	65
	Rural	Count	12
		%	63
	Overall	Count	40
		%	65
No	Urban	Count	15
		%	35
	Rural	Count	7
		%	37
	Overall	Count	22
		%	36
Total	Urban	Count	43
		%	100
	Rural	Count	19
		%	100
	Overall	Count	62
		%	100

40 . Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four(4) weeks after lodging of the complaint?

	Type		BSNL
Yes	Urban	Count	15
		%	35
	Rural	Count	8
		%	42
	Overall	Count	23
		%	37
No	Urban	Count	19
		%	44
	Rural	Count	10
		%	53
	Overall	Count	29
		%	47
Total	Urban	Count	43
		%	100
	Rural	Count	19
		%	100
	Overall	Count	62
		%	100

41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

	Type		BSNL
Yes	Urban	Count	5
		%	2
	Rural	Count	2
		%	1
	Overall	Count	7
		%	2
No	Urban	Count	243
		%	98
	Rural	Count	137
		%	99
	Overall	Count	380
		%	98
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

Qus.42. How dis you come to know about the contact details of the Appellate Authority?

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Display at complaint	Urban	Count	1
		%	20
	Rural	Count	1
		%	50
	Overall	Count	2
		%	29
Telephone bills	Urban	Count	1
		%	20
	Rural	Count	1
		%	50
	Overall	Count	2
		%	29
Others	Urban	Count	3
		%	60
	Rural	Count	0
		%	0
	Overall	Count	3
		%	43
Total	Urban	Count	5
	Rural	Count	2
	Overall	Count	7

Q43. Have you filed any appeal in last 6 months?

None of the customer filed an appeal, hence this table is not relevant.

Q45. How did you file your appeal to the Appellate Authority??

None of the customer filed an appeal, hence this table is not relevant.

Q46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

None of the customer filed an appeal, hence this table is not relevant.

Q47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

None of the customer filed an appeal, hence this table is not relevant.

(Q48 to Q50 are for Prepaid Customers only)

48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note -BSNL does not provide prepaid wire line service in J&K circle. Hence this table is not relevant.

49. Have you been denied of your request for item-wise usage charge details for your prepaid connection?

Note -BSNL does not provide prepaid wire line service in J&K circle. Hence this table is not relevant.

Q50. What were the reason(s) for denying your request?

Note -BSNL does not provide prepaid wire line service in J&K circle. Hence this table is not relevant.

Q51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"

	Type		BSNL
Yes	Urban	Count	59
		%	24
	Rural	Count	26
		%	19
	Overall	Count	85
		%	22
No	Urban	Count	189
		%	76
	Rural	Count	113
		%	81
	Overall	Count	302
		%	78
Total	Urban	Count	248
		%	100
	Rural	Count	139
		%	100
	Overall	Count	387
		%	100

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

A. Service Provision

(Q 1) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	2	0	1	1	0	1	5
		%	0	1	0	1	0	0	1	0
	Rural	Count	1	3	0	0	1	0	1	6
		%	1	2	0	0	1	0	1	1
	Overall	Count	1	5	0	1	2	0	2	11
		%	0	1	0	0	1	0	1	0
Dissatisfied	Urban	Count	20	20	4	19	8	11	5	87
		%	8	9	2	10	3	5	3	5
	Rural	Count	5	9	6	17	2	5	12	56
		%	4	5	4	9	2	3	6	5
	Overall	Count	25	29	10	36	10	16	17	143
		%	7	7	3	9	3	4	4	5
Satisfied	Urban	Count	245	205	241	171	232	228	135	1457
		%	93	90	98	90	90	95	69	90
	Rural	Count	113	166	134	176	117	138	144	988
		%	95	92	96	91	92	95	75	90
	Overall	Count	358	371	375	347	349	366	279	2445
		%	93	91	97	90	91	95	72	90
Very Satisfied	Urban	Count	0	0	0	0	17	2	54	73
		%	0	0	0	0	7	1	28	5
	Rural	Count	0	2	0	0	7	2	34	45
		%	0	1	0	0	6	1	18	4
	Overall	Count	0	2	0	0	24	4	88	118
		%	0	1	0	0	6	1	23	4
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

(Q 2) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	117	49	176	86	79	108	116	731
		%	44	22	72	45	31	45	60	45
	Rural	Count	54	39	101	107	85	78	93	557
		%	45	22	72	55	67	54	49	51
	Overall	Count	171	88	277	193	164	186	209	1288
		%	45	22	72	50	43	48	54	47
No	Urban	Count	148	178	69	105	179	133	79	891
		%	56	78	28	55	69	55	41	55
	Rural	Count	65	141	39	86	42	67	98	538
		%	55	78	28	45	33	46	51	49
	Overall	Count	213	319	108	191	221	200	177	1429
		%	56	78	28	50	57	52	46	53
	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

(Q 3) How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	1	0	0	0	0	0	1
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	2	0	0	0
	Overall	Count	0	1	0	0	2	0	0	3
		%	0	0	0	0	1	0	0	0
Dissatisfied	Urban	Count	47	115	67	41	84	119	32	505
		%	18	51	27	22	33	49	16	31
	Rural	Count	2	91	38	41	17	47	49	285
		%	2	51	27	21	13	32	26	26
	Overall	Count	49	206	105	82	101	166	81	790
		%	13	51	27	21	26	43	21	29
Satisfied	Urban	Count	218	111	178	150	155	122	145	1079
		%	82	49	73	79	60	51	74	67
	Rural	Count	117	89	102	152	100	98	139	797
		%	98	49	73	79	79	68	73	73
	Overall	Count	335	200	280	302	255	220	284	1876
		%	87	49	73	79	66	57	74	69
Very Satisfied	Urban	Count	0	0	0	0	19	0	18	37
		%	0	0	0	0	7	0	9	2
	Rural	Count	0	0	0	0	8	0	3	11
		%	0	0	0	0	6	0	2	1
	Overall	Count	0	0	0	0	27	0	21	48
		%	0	0	0	0	7	0	5	2
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

Q 4a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	0	0	0	0	0	0	1
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	2	1	0	0	3
		%	0	0	0	1	1	0	0	0
	Overall	Count	1	0	0	2	1	0	0	4
		%	0	0	0	1	0	0	0	0
Dissatisfied	Urban	Count	38	17	19	18	24	10	20	146
		%	15	14	10	14	11	4	14	12
	Rural	Count	14	32	6	25	4	0	23	104
		%	14	20	5	13	4	0	15	11
	Overall	Count	52	49	25	43	28	10	43	250
		%	15	17	8	13	9	3	14	11
Satisfied	Urban	Count	213	102	167	114	178	215	100	1089
		%	85	86	90	86	84	96	69	86
	Rural	Count	86	132	121	161	97	130	115	842
		%	86	81	95	85	91	100	75	87
	Overall	Count	299	234	288	275	275	345	215	1931
		%	85	83	92	86	86	97	72	86
Very Satisfied	Urban	Count	0	0	0	0	10	0	26	36
		%	0	0	0	0	5	0	18	3
	Rural	Count	0	0	0	1	5	0	16	22
		%	0	0	0	1	5	0	10	2
	Overall	Count	0	0	0	1	15	0	42	58
		%	0	0	0	0	5	0	14	3
Total	Urban	Count	252	119	186	132	212	225	146	1272
		%	100	100	100	100	100	100	100	100
	Rural	Count	100	164	127	189	107	130	154	971
		%	100	100	100	100	100	100	100	100
	Overall	Count	352	283	313	321	319	355	300	2243
		%	100	100	100	100	100	100	100	100

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

Sub Parameters	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Charges not as per tariff plan subscribed	Urban	Count	4	17	1	15	6	5	0	48
		%	10	100	5	83	25	50	0	33
	Rural	Count	0	30	1	22	3	0	0	56
		%	0	94	17	82	60	0	0	52
	Overall	Count	4	47	2	37	9	5	0	104
%		8	96	8	82	31	50	0	41	
Tariff plan changed without information	Urban	Count	11	0	1	1	0	2	7	22
		%	28	0	5	6	0	20	35	15
	Rural	Count	6	1	0	0	0	0	5	12
		%	43	3	0	0	0	0	22	11
	Overall	Count	17	1	1	1	0	2	12	34
%		32	2	4	2	0	20	28	13	
Charged for value added services not requested	Urban	Count	7	0	2	4	1	2	15	31
		%	18	0	11	22	4	20	75	21
	Rural	Count	7	0	1	10	0	0	9	27
		%	50	0	17	37	0	0	39	25
	Overall	Count	14	0	3	14	1	2	24	58
%		26	0	12	31	3	20	56	23	
Charged for call/services not made	Urban	Count	5	0	14	7	6	1	0	33
		%	13	0	74	39	25	10	0	22
	Rural	Count	0	0	0	14	0	0	1	15
		%	0	0	0	52	0	0	4	14
	Overall	Count	5	0	14	21	6	1	1	48
%		9	0	56	47	21	10	2	19	
Others	Urban	Count	19	0	1	0	12	0	4	36
		%	49	0	5	0	50	0	20	25
	Rural	Count	6	1	4	0	2	0	10	23
		%	43	3	67	0	40	0	44	22
	Overall	Count	25	1	5	0	14	0	14	59
%		47	2	20	0	48	0	33	23	
Total	Urban	Count	39	17	19	18	24	10	20	147
	Rural	Count	14	32	6	27	5		23	107
	Overall	Count	53	49	25	45	29	10	43	254

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	27	11	18	17	16	13	25	127
		%	11	9	10	13	8	6	17	10
	Rural	Count	15	11	15	34	4	3	28	110
		%	15	7	12	18	4	2	18	11
	Overall	Count	42	22	33	51	20	16	53	237
		%	12	8	11	16	6	5	18	11
No	Urban	Count	225	108	168	115	196	212	121	1145
		%	89	91	90	87	93	94	83	90
	Rural	Count	85	153	112	155	103	127	126	861
		%	85	93	88	82	96	98	82	89
	Overall	Count	310	261	280	270	299	339	247	2006
		%	88	92	90	84	94	96	82	89
Total	Urban	Count	252	119	186	132	212	225	146	1272
		%	100	100	100	100	100	100	100	100
	Rural	Count	100	164	127	189	107	130	154	971
		%	100	100	100	100	100	100	100	100
	Overall	Count	352	283	313	321	319	355	300	2243
		%	100	100	100	100	100	100	100	100

Q 5b ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	0	0	0	0	0	0	1
		%	4	0	0	0	0	0	0	1
	Rural	Count	0	0	0	1	0	0	1	2
		%	0	0	0	3	0	0	4	2
	Overall	Count	1	0	0	1	0	0	1	3
		%	2	0	0	2	0	0	2	1
Dissatisfied	Urban	Count	17	11	10	7	6	4	16	71
		%	63	100	56	41	38	31	64	56
	Rural	Count	8	7	4	16	1	0	12	48
		%	53	64	27	47	25	0	43	44
	Overall	Count	25	18	14	23	7	4	28	119
		%	60	82	42	45	35	25	53	50
Satisfied	Urban	Count	9	0	8	10	9	9	6	51
		%	33	0	44	59	56	69	24	40
	Rural	Count	7	4	11	17	3	3	14	59
		%	47	36	73	50	75	100	50	54
	Overall	Count	16	4	19	27	12	12	20	110
		%	38	18	58	53	60	75	38	46
Very Satisfied	Urban	Count	0	0	0	0	1	0	3	4
		%	0	0	0	0	6	0	12	3
	Rural	Count	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	4	1
	Overall	Count	0	0	0	0	1	0	4	5
		%	0	0	0	0	5	0	8	2
Total	Urban	Count	27	11	18	17	16	13	25	127
		%	100	100	100	100	100	100	100	100
	Rural	Count	15	11	15	34	4	3	28	110
		%	100	100	100	100	100	100	100	100
	Overall	Count	42	22	33	51	20	16	53	237
		%	100	100	100	100	100	100	100	100

Q5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	4	0	0	0	0	0	0	4
		%	2	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	4	0	0	0	0	0	0	4
		%	1	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	6	0	7	8	3	0	1	25
		%	2	0	4	6	1	0	1	2
	Rural	Count	1	2	3	15	3	0	8	32
		%	1	1	2	8	3	0	5	3
	Overall	Count	7	2	10	23	6	0	9	57
		%	2	1	3	7	2	0	3	3
Satisfied	Urban	Count	242	119	179	124	194	225	103	1186
		%	96	100	96	94	92	100	71	93
	Rural	Count	99	161	124	174	99	130	121	908
		%	99	98	98	92	93	100	79	94
	Overall	Count	341	280	303	298	293	355	224	2094
		%	97	99	97	93	92	100	75	93
Very Satisfied	Urban	Count	0	0	0	0	15	0	42	57
		%	0	0	0	0	7	0	29	5
	Rural	Count	0	1	0	0	5	0	25	31
		%	0	1	0	0	5	0	16	3
	Overall	Count	0	1	0	0	20	0	67	88
		%	0	0	0	0	6	0	22	4
Total	Urban	Count	252	119	186	132	212	225	146	1272
		%	100	100	100	100	100	100	100	100
	Rural	Count	100	164	127	189	107	130	154	971
		%	100	100	100	100	100	100	100	100
	Overall	Count	352	283	313	321	319	355	300	2243
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Lack of complete information about the offer	Urban	Count	3	0	0	1	0	0	0	4
		%	30	0	0	13	0	0	0	14
	Rural	Count	0	0	0	0	2	0	1	3
		%	0	0	0	0	67	0	13	9
	Overall	Count	3	0	0	1	2	0	1	7
		%	27	0	0	4	33	0	11	12
Charges/Services not as per the offer	Urban	Count	0	0	0	1	2	0	0	3
		%	0	0	0	13	67	0	0	10
	Rural	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	33	0	13	6
	Overall	Count	0	0	0	1	3	0	1	5
		%	0	0	0	4	50	0	11	8
Delay in activation of recharge	Urban	Count	4	0	0	0	0	0	0	4
		%	40	0	0	0	0	0	0	14
	Rural	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	3
	Overall	Count	4	1	0	0	0	0	0	5
		%	36	50	0	0	0	0	0	8
Non availability of all denomination recharge coupons	Urban	Count	3	0	6	6	1	0	0	16
		%	30	0	86	75	33	0	0	55
	Rural	Count	0	1	3	14	1	0	5	24
		%	0	50	100	93	33	0	63	75
	Overall	Count	3	1	9	20	2	0	5	40
		%	27	50	90	87	33	0	56	66
Others	Urban	Count	0	0	1	0	0	0	1	2
		%	0	0	14	0	0	0	100	7
	Rural	Count	1	0	0	1	0	0	1	3
		%	100	0	0	7	0	0	13	9
	Overall	Count	1	0	1	1	0	0	2	5
		%	9	0	10	4	0	0	22	8
Total	Urban	Count	10	7	8	3	1	0	0	29
		%	35	24	28	10	3	0	0	100
	Rural	Count	1	3	15	3	8	0	2	32
		%	3	9	47	9	25	0	6	100
	Overall	Count	11	2	10	23	6	0	9	61
		%	18	3	16	38	10	0	15	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	224	93	100	118	198	203	124	1060
		%	89	78	54	89	93	90	85	83
	Rural	Count	81	141	97	175	104	117	133	848
		%	81	86	76	93	97	90	86	87
	Overall	Count	305	234	197	293	302	320	257	1908
		%	87	83	63	91	95	90	86	85
No	Urban	Count	28	26	86	14	14	22	22	212
		%	11	22	46	11	7	10	15	17
	Rural	Count	19	23	30	14	3	13	21	123
		%	19	14	24	7	3	10	14	13
	Overall	Count	47	49	116	28	17	35	43	335
		%	13	17	37	9	5	10	14	15
Total	Urban	Count	252	119	186	132	212	225	146	1272
		%	100	100	100	100	100	100	100	100
	Rural	Count	100	164	127	189	107	130	154	971
		%	100	100	100	100	100	100	100	100
	Overall	Count	352	283	313	321	319	355	300	2243
		%	100	100	100	100	100	100	100	100

.Q6 How satisfied are you with the time taken to deliver your bills?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	5	0	21	6	0	2	34
		%	0	5	0	36	13	0	4	10
	Rural	Count	1	0	0	1	6	0	3	11
		%	5	0	0	25	30	0	8	9
	Overall	Count	1	5	0	22	12	0	5	45
		%	3	4	0	35	18	0	6	10
Dissatisfied	Urban	Count	2	39	5	6	6	0	7	65
		%	15	36	9	10	13	0	14	19
	Rural	Count	0	8	3	0	2	1	4	18
		%	0	50	23	0	10	7	11	15
	Overall	Count	2	47	8	6	8	1	11	83
		%	6	38	11	10	12	3	13	18
Satisfied	Urban	Count	11	64	54	32	33	16	39	249
		%	85	59	92	54	72	100	80	71
	Rural	Count	18	8	10	3	12	14	30	95
		%	95	50	77	75	60	93	81	77
	Overall	Count	29	72	64	35	45	30	69	344
		%	91	58	89	56	68	97	80	73
Very Satisfied	Urban	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	2	0	2	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	2	0	1	0
Total	Urban	Count	13	108	59	59	46	16	49	350
		%	100	100	100	100	100	100	100	100
	Rural	Count	19	16	13	4	20	15	37	124
		%	100	100	100	100	100	100	100	100
	Overall	Count	32	124	72	63	66	31	86	474
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	1	0	0	0	1
		%	0	0	0	2	0	0	0	0
	Rural	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	5	0	0	1
	Overall	Count	0	0	0	1	1	0	0	2
		%	0	0	0	2	2	0	0	0
Dissatisfied	Urban	Count	1	17	4	5	4	0	2	33
		%	8	16	7	9	9	0	4	9
	Rural	Count	0	1	2	2	0	0	1	6
		%	0	6	15	50	0	0	3	5
	Overall	Count	1	18	6	7	4	0	3	39
		%	3	15	8	11	6	0	4	8
Satisfied	Urban	Count	12	91	55	53	37	15	42	305
		%	92	84	93	90	80	94	86	87
	Rural	Count	19	15	11	2	17	15	35	114
		%	100	94	85	50	85	100	95	92
	Overall	Count	31	106	66	55	54	30	77	419
		%	97	86	92	87	82	97	90	88
Very Satisfied	Urban	Count	0	0	0	0	5	1	5	11
		%	0	0	0	0	11	6	10	3
	Rural	Count	0	0	0	0	2	0	1	3
		%	0	0	0	0	10	0	3	2
	Overall	Count	0	0	0	0	7	1	6	14
		%	0	0	0	0	11	3	7	3
Total	Urban	Count	13	108	59	59	46	16	49	350
		%	100	100	100	100	100	100	100	100
	Rural	Count	19	16	13	4	20	15	37	124
		%	100	100	100	100	100	100	100	100
	Overall	Count	32	124	72	63	66	31	86	474
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Difficult to read the bill	Urban	Count	0	1	0	0	1	0	0	2
		%	0	6	0	0	25	0	0	6
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	1	0	0	2
		%	0	6	0	0	20	0	0	5
Calculations not clear	Urban	Count	0	6	0	0	0	0	0	6
		%	0	35	0	0	0	0	0	18
	Rural	Count	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	100	14
	Overall	Count	0	6	0	0	0	0	1	7
		%	0	33	0	0	0	0	33	17
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	0	0	1	2	0	0	1	4
		%	0	0	25	33	0	0	50	12
	Rural	Count	0	0	0	1	1	0	1	3
		%	0	0	0	50	100	0	100	43
	Overall	Count	0	0	1	3	1	0	2	7
		%	0	0	17	38	20	0	67	17
Others	Urban	Count	1	10	3	4	3	0	1	22
		%	100	59	75	67	75	0	50	65
	Rural	Count	0	1	2	1	0	0	0	4
		%	0	100	100	50	0	0	0	57
	Overall	Count	1	11	5	5	3	0	1	26
		%	100	61	83	63	60	0	33	63
Total	Urban	Count	1	17	4	6	4	0	2	34
	Rural	Count	0	1	2	2	1	0	1	7
	Overall	Count	1	18	6	8	5	0	3	41

Q8(a). How satisfied are you with the accuracy & completeness of the bills?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	1	0	1	0	0	0	3
		%	8	1	0	2	0	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	1	1	0	1	0	0	0	3
		%	3	1	0	2	0	0	0	1
Dissatisfied	Urban	Count	0	20	4	10	6	0	4	44
		%	0	19	7	17	13	0	8	13
	Rural	Count	0	1	0	2	0	0	3	6
		%	0	6	0	50	0	0	8	5
	Overall	Count	0	21	4	12	6	0	7	50
		%	0	17	6	19	9	0	8	11
Satisfied	Urban	Count	12	87	55	48	38	15	38	293
		%	92	81	93	81	83	94	78	84
	Rural	Count	19	15	13	2	18	15	33	115
		%	100	94	100	50	90	100	89	93
	Overall	Count	31	102	68	50	56	30	71	408
		%	97	82	94	79	85	97	83	86
Very Satisfied	Urban	Count	0	0	0	0	2	1	7	10
		%	0	0	0	0	4	6	14	3
	Rural	Count	0	0	0	0	2	0	1	3
		%	0	0	0	0	10	0	3	2
	Overall	Count	0	0	0	0	4	1	8	13
		%	0	0	0	0	6	3	9	3
Total	Urban	Count	13	108	59	59	46	16	49	350
		%	100	100	100	100	100	100	100	100
	Rural	Count	19	16	13	4	20	15	37	124
		%	100	100	100	100	100	100	100	100
	Overall	Count	32	124	72	63	66	31	86	474
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall	
Charges not as per tariff plan subscribed r	Urban	Count	0	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	0	25	2
	Rural	Count	0	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	0	33	17
	Overall	Count	0	0	0	0	0	0	0	2	2
%		0	0	0	0	0	0	0	29	4	
Tariff Plan changed without information	Urban	Count	1	1	1	1	0	0	1	5	
		%	100	5	25	9	0	0	25	11	
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	1	1	1	1	0	0	1	5	
%		100	5	25	8	0	0	14	9		
Charged for value added services not subscribed	Urban	Count	0	0	0	1	0	0	0	1	
		%	0	0	0	9	0	0	0	2	
	Rural	Count	0	0	0	1	0	0	0	1	
		%	0	0	0	50	0	0	0	17	
	Overall	Count	0	0	0	2	0	0	0	2	
%		0	0	0	15	0	0	0	4		
Charged for calls/services not made/used	Urban	Count	0	8	2	6	4	0	1	21	
		%	0	38	50	55	67	0	25	45	
	Rural	Count	0	0	0	2	0	0	0	2	
		%	0	0	0	100	0	0	0	33	
	Overall	Count	0	8	2	8	4	0	1	23	
%		0	36	50	62	67	0	14	43		
Calculations are not clear	Urban	Count	0	3	0	0	0	0	1	4	
		%	0	14	0	0	0	0	25	9	
	Rural	Count	0	0	0	0	0	0	1	1	
		%	0	0	0	0	0	0	33	17	
	Overall	Count	0	3	0	0	0	0	2	5	
%		0	14	0	0	0	0	29	9		
Total	Urban	Count	1	21	4	11	6	0	4	47	
	Rural	Count	0	1	0	2	0	0	3	6	
	Overall	Count	1	22	4	13	6	0	7	53	

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	1	7	9	18	7	0	8	50
		%	8	7	15	31	15	0	16	14
	Rural	Count	1	0	0	1	3	0	10	15
		%	5	0	0	25	15	0	27	12
	Overall	Count	2	7	9	19	10	0	18	65
		%	6	6	13	30	15	0	21	14
No	Urban	Count	12	101	50	41	39	16	41	300
		%	92	94	85	70	85	100	84	86
	Rural	Count	18	16	13	3	17	15	27	109
		%	95	100	100	75	85	100	73	88
	Overall	Count	30	117	63	44	56	31	68	409
		%	94	94	88	70	85	100	79	86
Total	Urban	Count	13	108	59	59	46	16	49	350
		%	100	100	100	100	100	100	100	100
	Rural	Count	19	16	13	4	20	15	37	124
		%	100	100	100	100	100	100	100	100
	Overall	Count	32	124	72	63	66	31	86	474
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	5	2	0	0	7
		%	0	0	0	28	29	0	0	14
	Rural	Count	0	0	0	0	2	0	1	3
		%	0	0	0	0	67	0	10	20
	Overall	Count	0	0	0	5	4	0	1	10
		%	0	0	0	26	40	0	6	15
Dissatisfied	Urban	Count	1	5	7	9	1	0	6	29
		%	100	71	78	50	14	0	75	58
	Rural	Count	0	0	0	1	0	0	7	8
		%	0	0	0	100	0	0	70	53
	Overall	Count	1	5	7	10	1	0	13	37
		%	50	71	78	53	10	0	72	57
Satisfied	Urban	Count	0	2	2	4	3	0	2	13
		%	0	29	22	22	43	0	25	26
	Rural	Count	1	0	0	0	1	0	1	3
		%	100	0	0	0	33	0	10	20
	Overall	Count	1	2	2	4	4	0	3	16
		%	50	29	22	21	40	0	17	25
Very Satisfied	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	14	0	0	2
	Rural	Count	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	10	7
	Overall	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	10	0	6	3
Total	Urban	Count	1	7	9	18	7	0	8	50
		%	100	100	100	100	100	0	100	100
	Rural	Count	1	0	0	1	3	0	10	15
		%	100	0	0	100	100	0	100	100
	Overall	Count	2	7	9	19	10	0	18	65
		%	100	100	100	100	100	0	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	137	59	72	69	91	57	93	578
		%	52	26	29	36	35	24	48	36
	Rural	Count	71	44	39	63	33	44	119	413
		%	60	24	28	33	26	30	62	38
	Overall	Count	208	103	111	132	124	101	212	991
		%	54	25	29	34	32	26	55	37
No	Urban	Count	128	168	173	122	167	184	102	1044
		%	48	74	71	64	65	76	52	64
	Rural	Count	48	136	101	130	94	101	72	682
		%	40	76	72	67	74	70	38	62
	Overall	Count	176	304	274	252	261	285	174	1726
		%	46	75	71	66	68	74	45	64
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

Q11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	2	5	0	4	3	0	0	14
		%	2	9	0	6	3	0	0	2
	Rural	Count	7	5	0	4	1	0	9	26
		%	10	11	0	6	3	0	8	6
	Overall	Count	9	10	0	8	4	0	9	40
		%	4	10	0	6	3	0	4	4
Dissatisfied	Urban	Count	29	10	10	24	18	8	16	115
		%	21	17	14	35	20	14	17	20
	Rural	Count	9	8	3	13	2	2	19	56
		%	13	18	8	21	6	5	16	14
	Overall	Count	38	18	13	37	20	10	35	171
		%	18	18	12	28	16	10	17	17
Satisfied	Urban	Count	106	44	62	41	68	49	75	445
		%	77	75	86	59	75	86	81	77
	Rural	Count	55	31	36	46	29	42	91	330
		%	78	71	92	73	88	96	77	80
	Overall	Count	161	75	98	87	97	91	166	775
		%	77	73	88	66	78	90	78	78
Very Satisfied	Urban	Count	0	0	0	0	2	0	2	4
		%	0	0	0	0	2	0	2	1
	Rural	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	3	0	0	0
	Overall	Count	0	0	0	0	3	0	2	5
		%	0	0	0	0	2	0	1	1
Total	Urban	Count	137	59	72	69	91	57	93	578
		%	100	100	100	100	100	100	100	100
	Rural	Count	71	44	39	63	33	44	119	413
		%	100	100	100	100	100	100	100	100
	Overall	Count	208	103	111	132	124	101	212	991
		%	100	100	100	100	100	100	100	100

Q12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	4	1	5	2	0	0	13
		%	1	7	1	7	2	0	0	2
	Rural	Count	0	1	0	2	0	0	1	4
		%	0	2	0	3	0	0	1	1
	Overall	Count	1	5	1	7	2	0	1	17
		%	1	5	1	5	2	0	1	2
Dissatisfied	Urban	Count	29	12	8	27	15	7	20	118
		%	21	20	11	39	17	12	22	20
	Rural	Count	10	10	0	16	3	0	15	54
		%	14	23	0	25	9	0	13	13
	Overall	Count	39	22	8	43	18	7	35	172
		%	19	21	7	33	15	7	17	17
Satisfied	Urban	Count	107	43	63	37	72	50	71	443
		%	78	73	88	54	79	88	76	77
	Rural	Count	61	33	39	45	29	43	102	352
		%	86	75	100	71	88	98	86	85
	Overall	Count	168	76	102	82	101	93	173	795
		%	81	74	92	62	82	92	82	80
Very Satisfied	Urban	Count	0	0	0	0	2	0	2	4
		%	0	0	0	0	2	0	2	1
	Rural	Count	0	0	0	0	1	1	1	3
		%	0	0	0	0	3	2	1	1
	Overall	Count	0	0	0	0	3	1	3	7
		%	0	0	0	0	2	1	1	1
Total	Urban	Count	137	59	72	69	91	57	93	578
		%	100	100	100	100	100	100	100	100
	Rural	Count	71	44	39	63	33	44	119	413
		%	100	100	100	100	100	100	100	100
	Overall	Count	208	103	111	132	124	101	212	991
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	2	1	4	2	0	0	10
		%	1	3	1	6	2	0	0	2
	Rural	Count	0	1	0	2	0	0	1	4
		%	0	2	0	3	0	0	1	1
	Overall	Count	1	3	1	6	2	0	1	14
		%	1	3	1	5	2	0	1	1
Dissatisfied	Urban	Count	27	11	7	27	12	8	24	116
		%	20	19	10	39	13	14	26	20
	Rural	Count	12	9	2	16	3	2	23	67
		%	17	21	5	25	9	5	19	16
	Overall	Count	39	20	9	43	15	10	47	183
		%	19	19	8	33	12	10	22	19
Satisfied	Urban	Count	109	46	64	38	75	49	67	448
		%	80	78	89	55	82	86	72	78
	Rural	Count	59	34	37	45	29	42	94	340
		%	83	77	95	71	88	96	79	82
	Overall	Count	168	80	101	83	104	91	161	788
		%	81	78	91	63	84	90	76	80
Very Satisfied	Urban	Count	0	0	0	0	2	0	2	4
		%	0	0	0	0	2	0	2	1
	Rural	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	3	0	1	1
	Overall	Count	0	0	0	0	3	0	3	6
		%	0	0	0	0	2	0	1	1
Total	Urban	Count	137	59	72	69	91	57	93	578
		%	100	100	100	100	100	100	100	100
	Rural	Count	71	44	39	63	33	44	119	413
		%	100	100	100	100	100	100	100	100
	Overall	Count	208	103	111	132	124	101	212	991
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	2	1	2	3	0	0	9
		%	1	3	1	3	3	0	0	2
	Rural	Count	0	0	0	0	2	0	1	3
		%	0	0	0	0	6	0	1	1
	Overall	Count	1	2	1	2	5	0	1	12
		%	1	2	1	2	4	0	1	1
Dissatisfied	Urban	Count	34	24	8	21	12	7	29	135
		%	25	41	11	30	13	12	31	23
	Rural	Count	15	14	1	12	4	2	28	76
		%	21	32	3	19	12	5	24	18
	Overall	Count	49	38	9	33	16	9	57	211
		%	24	37	8	25	13	9	27	21
Satisfied	Urban	Count	102	33	63	46	74	50	62	430
		%	75	56	88	67	81	88	67	74
	Rural	Count	56	30	38	51	26	42	88	331
		%	79	68	97	81	79	96	74	80
	Overall	Count	158	63	101	97	100	92	150	761
		%	76	61	91	74	81	91	71	77
Very Satisfied	Urban	Count	0	0	0	0	2	0	2	4
		%	0	0	0	0	2	0	2	1
	Rural	Count	0	0	0	0	1	0	2	3
		%	0	0	0	0	3	0	2	1
	Overall	Count	0	0	0	0	3	0	4	7
		%	0	0	0	0	2	0	2	1
Total	Urban	Count	137	59	72	69	91	57	93	578
		%	100	100	100	100	100	100	100	100
	Rural	Count	71	44	39	63	33	44	119	413
		%	100	100	100	100	100	100	100	100
	Overall	Count	208	103	111	132	124	101	212	991
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	3	3	1	4	4	0	0	15
		%	2	5	1	6	4	0	0	3
	Rural	Count	1	2	0	0	0	1	3	7
		%	1	5	0	0	0	2	3	2
	Overall	Count	4	5	1	4	4	1	3	22
		%	2	5	1	3	3	1	1	2
Dissatisfied	Urban	Count	32	25	10	25	13	10	30	145
		%	23	42	14	36	14	18	32	25
	Rural	Count	15	13	3	11	6	2	25	75
		%	21	30	8	18	18	5	21	18
	Overall	Count	47	38	13	36	19	12	55	220
		%	23	37	12	27	15	12	26	22
Satisfied	Urban	Count	102	31	61	40	72	47	63	416
		%	75	53	85	58	79	83	68	72
	Rural	Count	55	29	36	52	26	41	90	329
		%	78	66	92	83	79	93	76	80
	Overall	Count	157	60	97	92	98	88	153	745
		%	76	58	87	70	79	87	72	75
Very Satisfied	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	2	0	0	0
	Rural	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	3	0	1	1
	Overall	Count	0	0	0	0	3	0	1	4
		%	0	0	0	0	2	0	1	0
Total	Urban	Count	137	59	72	69	91	57	93	578
		%	100	100	100	100	100	100	100	100
	Rural	Count	71	44	39	63	33	44	119	413
		%	100	100	100	100	100	100	100	100
	Overall	Count	208	103	111	132	124	101	212	991
		%	100	100	100	100	100	100	100	100

16. How satisfied are you with the availability of signal of your service provider in your locality?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	20	8	0	0	28
		%	0	0	0	11	3	0	0	2
	Rural	Count	1	0	0	14	0	0	3	18
		%	1	0	0	7	0	0	2	2
	Overall	Count	1	0	0	34	8	0	3	46
		%	0	0	0	9	2	0	1	2
Dissatisfied	Urban	Count	13	42	22	54	36	22	12	201
		%	5	19	9	28	14	9	6	12
	Rural	Count	12	25	24	57	23	12	37	190
		%	10	14	17	30	18	8	19	17
	Overall	Count	25	67	46	111	59	34	49	391
		%	7	17	12	29	15	9	13	14
Satisfied	Urban	Count	252	184	221	117	199	217	132	1322
		%	95	81	90	61	77	90	68	82
	Rural	Count	106	151	116	121	99	126	132	851
		%	89	84	83	63	78	87	69	78
	Overall	Count	358	335	337	238	298	343	264	2173
		%	93	82	88	62	77	89	68	80
Very Satisfied	Urban	Count	0	1	2	0	15	2	51	71
		%	0	0	1	0	6	1	26	4
	Rural	Count	0	4	0	1	5	7	19	36
		%	0	2	0	1	4	5	10	3
	Overall	Count	0	5	2	1	20	9	70	107
		%	0	1	1	0	5	2	18	4
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	8	2	0	0	10
		%	0	0	0	4	1	0	0	1
	Rural	Count	0	0	0	3	1	0	1	5
		%	0	0	0	2	1	0	1	1
	Overall	Count	0	0	0	11	3	0	1	15
		%	0	0	0	3	1	0	0	1
Dissatisfied	Urban	Count	11	39	11	42	33	5	6	147
		%	4	17	5	22	13	2	3	9
	Rural	Count	11	24	12	54	17	8	36	162
		%	9	13	9	28	13	6	19	15
	Overall	Count	22	63	23	96	50	13	42	309
		%	6	16	6	25	13	3	11	11
Satisfied	Urban	Count	254	185	232	141	202	233	139	1386
		%	96	82	95	74	78	97	71	86
	Rural	Count	106	154	128	135	103	132	133	891
		%	89	86	91	70	81	91	70	81
	Overall	Count	360	339	360	276	305	365	272	2277
		%	94	83	94	72	79	95	71	84
Very Satisfied	Urban	Count	0	3	2	0	21	3	50	79
		%	0	1	1	0	8	1	26	5
	Rural	Count	2	2	0	1	6	5	21	37
		%	2	1	0	1	5	3	11	3
	Overall	Count	2	5	2	1	27	8	71	116
		%	1	1	1	0	7	2	18	4
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Frequently	Urban	Count	3	1	0	10	1	1	3	19
		%	1	0	0	5	0	0	2	1
	Rural	Count	2	1	0	4	1	0	1	9
		%	2	1	0	2	1	0	1	1
	Overall	Count	5	2	0	14	2	1	4	28
%		1	1	0	4	1	0	1	1	
Frequently	Urban	Count	6	28	27	11	19	7	7	105
		%	2	13	11	6	7	3	4	7
	Rural	Count	4	21	26	28	7	10	22	118
		%	3	12	19	15	6	7	12	11
	Overall	Count	10	49	53	39	26	17	29	223
%		3	12	14	10	7	4	8	8	
Occasionally	Urban	Count	42	66	34	52	121	48	74	437
		%	16	30	14	27	47	20	39	27
	Rural	Count	33	89	10	36	41	22	68	299
		%	28	50	7	19	33	15	36	28
	Overall	Count	75	155	44	88	162	70	142	736
%		20	39	11	23	43	18	38	27	
Never	Urban	Count	210	128	184	118	116	184	106	1046
		%	81	57	75	62	45	77	56	65
	Rural	Count	80	67	104	125	75	113	98	662
		%	67	38	74	65	61	78	52	61
	Overall	Count	290	195	288	243	191	297	204	1708
%		76	49	75	63	50	77	54	63	
Total	Urban	Count	261	223	245	191	257	240	190	1607
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	178	140	193	124	145	189	1088
		%	100	100	100	100	100	100	100	100

	Overall	Count	380	401	385	384	381	385	379	2695
		%	100	100	100	100	100	100	100	100

19. How satisfied are you with the voice quality?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	2	0	8	2	0	0	12
		%	0	1	0	4	1	0	0	1
	Rural	Count	0	1	0	5	1	0	2	9
		%	0	1	0	3	1	0	1	1
	Overall	Count	0	3	0	13	3	0	2	21
		%	0	1	0	3	1	0	1	1
Dissatisfied	Urban	Count	12	37	22	58	29	30	10	198
		%	5	17	9	30	11	13	6	13
	Rural	Count	11	32	21	61	17	9	39	190
		%	9	18	15	32	14	6	21	17
	Overall	Count	23	69	43	119	46	39	49	388
		%	6	17	11	31	12	10	13	15
Satisfied	Urban	Count	229	182	221	125	204	208	120	1289
		%	95	82	90	65	80	87	66	82
	Rural	Count	104	145	119	126	101	132	128	855
		%	89	81	85	65	80	91	67	78
	Overall	Count	333	327	340	251	305	340	248	2144
		%	93	82	88	65	80	89	67	81
Very Satisfied	Urban	Count	0	1	2	0	20	0	51	74
		%	0	1	1	0	8	0	28	5
	Rural	Count	2	1	0	1	7	4	21	36
		%	2	1	0	1	6	3	11	3
	Overall	Count	2	2	2	1	27	4	72	110
		%	1	1	1	0	7	1	19	4
Total	Urban	Count	241	222	245	191	255	238	181	1573
		%	100	100	100	100	100	100	100	100
	Rural	Count	117	179	140	193	126	145	190	1090
		%	100	100	100	100	100	100	100	100
	Overall	Count	358	401	385	384	381	383	371	2663
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Frequently	Urban	Count	0	1	0	9	2	0	2	14
		%	0	0	0	5	1	0	1	1
	Rural	Count	2	2	1	2	1	1	1	10
		%	2	1	1	1	1	1	1	1
	Overall	Count	2	3	1	11	3	1	3	24
		%	1	1	0	3	1	0	1	1
Frequently	Urban	Count	5	23	10	26	28	7	4	103
		%	2	10	4	14	11	3	2	6
	Rural	Count	3	17	9	42	8	8	14	101
		%	3	10	6	22	6	6	7	9
	Overall	Count	8	40	19	68	36	15	18	204
		%	2	10	5	18	9	4	5	8
Occasionally	Urban	Count	62	100	43	64	158	53	81	561
		%	24	45	18	34	61	22	42	35
	Rural	Count	34	111	32	56	60	36	71	400
		%	29	62	23	29	47	25	37	37
	Overall	Count	96	211	75	120	218	89	152	961
		%	25	53	20	31	57	23	40	36
Never	Urban	Count	193	100	192	92	70	180	105	932
		%	74	45	78	48	27	75	55	58
	Rural	Count	79	48	98	93	58	100	104	580
		%	67	27	70	48	46	69	55	53
	Overall	Count	272	148	290	185	128	280	209	1512
		%	72	37	75	48	33	73	55	56
Total	Urban	Count	260	224	245	191	258	240	192	1610
		%	100	100	100	100	100	100	100	100
	Rural	Count	118	178	140	193	127	145	190	1091
		%	100	100	100	100	100	100	100	100
	Overall	Count	378	402	385	384	385	385	382	2701
		%								

		%	100	100	100	100	100	100	100	100
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Q21. How satisfied are you with the availability of signal in your area?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	2	1	0	5	3	0	0	11
		%	1	0	0	3	1	0	0	1
	Rural	Count	0	1	0	1	0	0	3	5
		%	0	1	0	1	0	0	2	1
	Overall	Count	2	2	0	6	3	0	3	16
		%	1	1	0	2	1	0	1	1
Dissatisfied	Urban	Count	16	50	13	55	62	12	20	228
		%	6	22	5	29	24	5	10	14
	Rural	Count	14	31	15	51	39	11	47	208
		%	12	17	11	26	31	8	25	19
	Overall	Count	30	81	28	106	101	23	67	436
		%	8	20	7	28	26	6	17	16
Satisfied	Urban	Count	247	176	231	131	176	229	125	1315
		%	93	78	94	69	68	95	64	81
	Rural	Count	105	146	125	141	82	134	120	853
		%	88	81	89	73	65	92	63	78
	Overall	Count	352	322	356	272	258	363	245	2168
		%	92	79	93	71	67	94	64	80
Very Satisfied	Urban	Count	0	0	1	0	17	0	50	68
		%	0	0	0	0	7	0	26	4
	Rural	Count	0	2	0	0	6	0	21	29
		%	0	1	0	0	5	0	11	3
	Overall	Count	0	2	1	0	23	0	71	97
		%	0	1	0	0	6	0	18	4
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

Q22 How satisfied are you with the restoration of network (signal) problems?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	3	0	2	6	0	0	12
		%	0	1	0	1	2	0	0	1
	Rural	Count	0	2	0	1	1	0	1	5
		%	0	1	0	1	1	0	1	1
	Overall	Count	1	5	0	3	7	0	1	17
		%	0	1	0	1	2	0	0	1
Dissatisfied	Urban	Count	17	43	14	47	36	19	19	195
		%	6	19	6	25	14	8	10	12
	Rural	Count	14	47	12	47	29	6	52	207
		%	12	26	9	24	23	4	27	19
	Overall	Count	31	90	26	94	65	25	71	402
		%	8	22	7	25	17	7	18	15
Satisfied	Urban	Count	247	180	230	142	199	220	125	1343
		%	93	79	94	74	77	91	64	83
	Rural	Count	102	126	128	145	91	139	119	850
		%	86	70	91	75	72	96	62	78
	Overall	Count	349	306	358	287	290	359	244	2193
		%	91	75	93	75	75	93	63	81
Very Satisfied	Urban	Count	0	1	1	0	17	2	51	72
		%	0	0	0	0	7	1	26	4
	Rural	Count	3	4	0	0	6	0	19	32
		%	3	2	0	0	5	0	10	3
	Overall	Count	3	5	1	0	23	2	70	104
		%	1	1	0	0	6	1	18	4
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	39	22	8	31	57	40	45	242
		%	15	10	3	16	22	17	23	15
	Rural	Count	16	22	6	11	13	10	40	118
		%	13	12	4	6	10	7	21	11
	Overall	Count	55	44	14	42	70	50	85	360
		%	14	11	4	11	18	13	22	13
No	Urban	Count	226	205	237	160	201	201	150	1380
		%	85	90	97	84	78	83	77	85
	Rural	Count	103	158	134	182	114	135	151	977
		%	87	88	96	94	90	93	79	89
	Overall	Count	329	363	371	342	315	336	301	2357
		%	86	89	96	89	82	87	78	87
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	0	0	0	1	0	0	0	1
		%	0	0	0	3	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	1	0	0	0	1
		%	0	0	0	2	0	0	0	0
Dissatisfied	Urban	Count	0	2	0	1	1	3	2	9
		%	0	9	0	3	2	8	4	4
	Rural	Count	2	2	0	0	2	0	5	11
		%	13	9	0	0	15	0	13	9
	Overall	Count	2	4	0	1	3	3	7	20
		%	4	9	0	2	4	6	8	6
Satisfied	Urban	Count	39	20	7	29	53	37	41	226
		%	100	91	88	94	93	93	91	93
	Rural	Count	13	20	6	11	11	10	34	105
		%	81	91	100	100	85	100	85	89
	Overall	Count	52	40	13	40	64	47	75	331
		%	95	91	93	95	91	94	88	92
Very Satisfied	Urban	Count	0	0	1	0	3	0	2	6
		%	0	0	13	0	5	0	4	3
	Rural	Count	1	0	0	0	0	0	1	2
		%	6	0	0	0	0	0	3	2
	Overall	Count	1	0	1	0	3	0	3	8
		%	2	0	7	0	4	0	4	2
Total	Urban	Count	39	22	8	31	57	40	45	242
		%	100	100	100	100	100	100	100	100
	Rural	Count	16	22	6	11	13	10	40	118
		%	100	100	100	100	100	100	100	100
	Overall	Count	55	44	14	42	70	50	85	360
		%	100	100	100	100	100	100	100	100

25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	1	1	0	1	0	0	0	3
		%	3	5	0	3	0	0	0	1
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	1	1	0	1	0	0	0	3
		%	2	2	0	2	0	0	0	1
Dissatisfied	Urban	Count	0	1	0	0	5	1	1	8
		%	0	5	0	0	9	3	2	3
	Rural	Count	3	2	0	0	3	0	6	14
		%	19	9	0	0	23	0	15	12
	Overall	Count	3	3	0	0	8	1	7	22
		%	6	7	0	0	11	2	8	6
Satisfied	Urban	Count	38	20	8	30	48	39	42	225
		%	97	91	100	97	84	98	93	93
	Rural	Count	13	20	6	11	10	10	34	104
		%	81	91	100	100	77	100	85	88
	Overall	Count	51	40	14	41	58	49	76	329
		%	93	91	100	98	83	98	89	91
Very Satisfied	Urban	Count	0	0	0	0	4	0	2	6
		%	0	0	0	0	7	0	4	3
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	4	0	2	6
		%	0	0	0	0	6	0	2	2
Total	Urban	Count	39	22	8	31	57	40	45	242
		%	100	100	100	100	100	100	100	100
	Rural	Count	16	22	6	11	13	10	40	118
		%	100	100	100	100	100	100	100	100
	Overall	Count	55	44	14	42	70	50	85	360
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Not informed of charges	Urban	Count	0	2	0	1	1	0	0	4
		%	0	100	0	100	20	0	0	33
	Rural	Count	2	1	0	0	0	0	0	3
		%	67	50	0	0	0	0	0	21
	Overall	Count	2	3	0	1	1	0	0	7
		%	50	75	0	100	13	0	0	27
Activated without consent	Urban	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	20	0	50	17
	Rural	Count	1	1	0	0	0	0	1	3
		%	33	50	0	0	0	0	17	21
	Overall	Count	1	1	0	0	1	0	2	5
		%	25	25	0	0	13	0	25	19
Not informed about toll free number for unsubscribing	Urban	Count	0	0	0	1	0	0	0	1
		%	0	0	0	100	0	0	0	8
	Rural	Count	0	0	0	0	0	0	2	2
		%	0	0	0	0	0	0	33	14
	Overall	Count	0	0	0	1	0	0	2	3
		%	0	0	0	100	0	0	25	12
Total	Urban	Count	1	2	0	1	5	1	2	12
	Rural	Count	3	2	0	0	3	0	6	14
	Overall	Count	4	4	0	1	8	1	8	26

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	41	15	15	43	15	29	38	196
		%	16	7	6	23	6	12	20	12
	Rural	Count	20	13	9	28	4	13	33	120
		%	17	7	6	15	3	9	17	11
	Overall	Count	61	28	24	71	19	42	71	316
		%	16	7	6	19	5	11	18	12
No	Urban	Count	224	212	230	148	243	212	157	1426
		%	85	93	94	78	94	88	81	88
	Rural	Count	99	167	131	165	123	132	158	975
		%	83	93	94	86	97	91	83	89
	Overall	Count	323	379	361	313	366	344	315	2401
		%	84	93	94	82	95	89	82	88
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	28	8	12	24	7	17	25	121
		%	68	53	80	56	47	59	66	62
	Rural	Count	11	9	8	20	2	10	28	88
		%	55	69	89	71	50	77	85	73
	Overall	Count	39	17	20	44	9	27	53	209
		%	64	61	83	62	47	64	75	66
No	Urban	Count	13	7	3	19	8	12	13	75
		%	32	47	20	44	53	41	34	38
	Rural	Count	9	4	1	8	2	3	5	32
		%	45	31	11	29	50	23	15	27
	Overall	Count	22	11	4	27	10	15	18	107
		%	36	39	17	38	53	36	25	34
Total	Urban	Count	41	15	15	43	15	29	38	196
		%	100	100	100	100	100	100	100	100
	Rural	Count	20	13	9	28	4	13	33	120
		%	100	100	100	100	100	100	100	100
	Overall	Count	61	28	24	71	19	42	71	316
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
None	Urban	Count	9	3	5	16	4	13	3	53
		%	32	33	42	67	57	77	12	43
	Rural	Count	0	9	3	14	2	1	5	34
		%	0	100	38	70	100	10	18	39
	Overall	Count	9	12	8	30	6	14	8	87
		%	23	67	40	68	67	52	15	41
Delay in deactivation resulting in repeat complaints	Urban	Count	8	5	7	3	1	4	8	36
		%	29	56	58	13	14	24	32	30
	Rural	Count	2	0	5	2	0	9	2	20
		%	18	0	63	10	0	90	7	23
	Overall	Count	10	5	12	5	1	13	10	56
		%	26	28	60	11	11	48	19	27
Customer care refused to register the complaint	Urban	Count	14	0	0	2	0	0	13	29
		%	50	0	0	8	0	0	52	24
	Rural	Count	8	0	0	0	0	0	19	27
		%	73	0	0	0	0	0	68	31
	Overall	Count	22	0	0	2	0	0	32	56
		%	56	0	0	5	0	0	60	27
Not aware of whom to contact	Urban	Count	13	1	0	1	0	0	5	20
		%	46	11	0	4	0	0	20	16
	Rural	Count	8	0	0	0	0	0	2	10
		%	73	0	0	0	0	0	7	11
	Overall	Count	21	1	0	1	0	0	7	30
		%	54	6	0	2	0	0	13	14
Others	Urban	Count	0	0	0	3	2	0	2	7
		%	0	0	0	13	29	0	8	6
	Rural	Count	1	0	0	4	0	0	3	8
		%	9	0	0	20	0	0	11	9
	Overall	Count	1	0	0	7	2	0	5	15
		%	3	0	0	16	22	0	9	7
Total	Urban	Count	28	9	12	24	7	17	25	122
		%	23	7	10	20	6	14	21	100
	Rural	Count	11	9	8	20	2	10	28	88
		%	13	10	9	23	2	11	32	100
	Overall	Count	39	18	20	44	9	27	53	210
		%	19	9	10	21	4	13	25	100

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

	Type		% Customers							
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	3	0	0	3	1	0	0	7
		%	11	0	0	13	14	0	0	6
	Rural	Count	1	0	0	2	0	0	1	4
		%	9	0	0	10	0	0	4	5
	Overall	Count	4	0	0	5	1	0	1	11
		%	10	0	0	11	11	0	2	5
Dissatisfied	Urban	Count	16	5	5	14	3	6	20	69
		%	57	63	42	58	43	35	80	57
	Rural	Count	7	7	1	10	2	1	17	45
		%	64	78	13	50	100	10	61	51
	Overall	Count	23	12	6	24	5	7	37	114
		%	59	71	30	55	56	26	70	55
Satisfied	Urban	Count	9	3	7	7	3	11	5	45
		%	32	38	58	29	43	65	20	37
	Rural	Count	3	2	7	8	0	9	10	39
		%	27	22	88	40	0	90	36	44
	Overall	Count	12	5	14	15	3	20	15	84
		%	31	29	70	34	33	74	28	40
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Very Dissatisfied	Urban	Count	2	3	0	4	1	0	1	11
		%	1	1	0	2	0	0	1	1
	Rural	Count	0	0	1	1	1	0	1	4
		%	0	0	1	1	1	0	1	0
	Overall	Count	2	3	1	5	2	0	2	15
		%	1	1	0	1	1	0	1	1
Dissatisfied	Urban	Count	29	41	6	28	22	5	10	141
		%	11	18	2	15	9	2	5	9
	Rural	Count	10	11	10	31	4	1	16	83
		%	8	6	7	16	3	1	8	8
	Overall	Count	39	52	16	59	26	6	26	224
		%	10	13	4	15	7	2	7	8
Satisfied	Urban	Count	233	169	230	142	184	183	143	1284
		%	88	74	94	74	71	76	73	79
	Rural	Count	108	155	119	147	105	54	162	850
		%	91	86	85	76	83	37	85	78
	Overall	Count	341	324	349	289	289	237	305	2134
		%	89	80	91	75	75	61	79	79
Very Satisfied	Urban	Count	1	14	9	17	51	53	41	186
		%	0	6	4	9	20	22	21	12
	Rural	Count	1	14	10	14	17	90	12	158
		%	1	8	7	7	13	62	6	14
	Overall	Count	2	28	19	31	68	143	53	344
		%	1	7	5	8	18	37	14	13
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	Overall
Broadband	Urban	Count	8	16	9	1	11	1	2	48
		%	3	7	4	1	4	0	1	3
	Rural	Count	0	2	3	6	5	0	0	16
		%	0	1	2	3	4	0	0	2
	Overall	Count	8	18	12	7	16	1	2	64
		%	2	4	3	2	4	0	1	2
Wireline	Urban	Count	3	18	1	0	0	1	0	23
		%	1	8	0	0	0	0	0	1
	Rural	Count	2	6	0	0	0	0	1	9
		%	2	3	0	0	0	0	1	1
	Overall	Count	5	24	1	0	0	1	1	32
		%	1	6	0	0	0	0	0	1
Others	Urban	Count	2	3	8	14	5	17	9	58
		%	1	1	3	7	2	7	5	4
	Rural	Count	2	10	14	4	1	30	16	77
		%	2	6	10	2	1	21	8	7
	Overall	Count	4	13	22	18	6	47	25	135
		%	1	3	6	5	2	12	7	5
None	Urban	Count	252	197	227	176	242	222	184	1500
		%	95	87	93	92	94	92	94	93
	Rural	Count	115	163	123	183	122	115	174	995
		%	97	91	88	95	96	79	91	91
	Overall	Count	367	360	350	359	364	337	358	2495
		%	96	89	91	94	95	87	93	92
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	16	14	15	12	16	15	12	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	11	16	13	18	12	13	17	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	14	15	14	14	14	14	14	100

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

		% customers								
		Type	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	16	18	43	46	29	35	27	214
		%	6	8	18	24	11	15	14	13
	Rural	Count	9	19	16	35	14	10	26	129
		%	8	11	11	18	11	7	14	12
	Overall	Count	25	37	59	81	43	45	53	343
		%	7	9	15	21	11	12	14	13
No	Urban	Count	249	209	202	145	229	206	168	1408
		%	94	92	82	76	89	86	86	87
	Rural	Count	110	161	124	158	113	135	165	966
		%	92	89	89	82	89	93	86	88
	Overall	Count	359	370	326	303	342	341	333	2374
		%	94	91	85	79	89	88	86	87
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	3	0	10	16	9	5	9	52
		%	19	0	23	35	31	14	33	24
	Rural	Count	0	4	5	14	2	6	10	41
		%	0	21	31	40	14	60	39	32
	Overall	Count	3	4	15	30	11	11	19	93
		%	12	11	25	37	26	24	36	27
No	Urban	Count	13	18	33	30	20	30	18	162
		%	81	100	77	65	69	86	67	76
	Rural	Count	9	15	11	21	12	4	16	88
		%	100	79	69	60	86	40	62	68
	Overall	Count	22	33	44	51	32	34	34	250
		%	88	89	75	63	74	76	64	73
Total	Urban	Count	16	18	43	46	29	35	27	214
		%	100	100	100	100	100	100	100	100
	Rural	Count	9	19	16	35	14	10	26	129
		%	100	100	100	100	100	100	100	100
	Overall	Count	25	37	59	81	43	45	53	343
		%	100	100	100	100	100	100	100	100

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No change	Urban	Count	1	0	1	0	1	2	0	5
		%	33	0	10	0	11	40	0	10
	Rural	Count	0	0	1	0	0	5	1	7
		%	0	0	20	0	0	83	10	17
	Overall	Count	1	0	2	0	1	7	1	12
%		33	0	13	0	9	64	5	13	
Slight decrease	Urban	Count	0	0	1	1	1	0	3	6
		%	0	0	10	6	11	0	33	12
	Rural	Count	0	1	0	0	0	0	5	6
		%	0	25	0	0	0	0	50	15
	Overall	Count	0	1	1	1	1	0	8	12
%		0	25	7	3	9	0	42	13	
Considerable decrease	Urban	Count	0	0	0	0	1	0	1	2
		%	0	0	0	0	11	0	11	4
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	1	2
%		0	0	0	0	9	0	5	2	
Stopped receiving	Urban	Count	2	0	8	15	6	3	5	39
		%	67	0	80	94	67	60	56	75
	Rural	Count	0	3	4	14	2	1	4	28
		%	0	75	80	100	100	17	40	68
	Overall	Count	2	3	12	29	8	4	9	67
%		67	75	80	97	73	36	47	72	
Total	Urban	Count	3	0	10	16	9	5	9	52
		%	100	0	100	100	100	100	100	100
	Rural	Count	0	4	5	14	2	6	10	41
		%	0	100	100	100	100	100	100	100
	Overall	Count	3	4	15	30	11	11	19	93
%		100	100	100	100	100	100	100	100	

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

	Type		% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	1	0	0	0	1	0	0	2
		%	100	0	0	0	33	0	0	15
	Rural	Count	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	17	8
	Overall	Count	1	0	0	0	1	0	1	3
%		100	0	0	0	33	0	10	12	
No	Urban	Count	0	0	2	1	2	2	4	11
		%	0	0	100	100	67	100	100	85
	Rural	Count	0	1	1	0	0	5	5	12
		%	0	100	100	0	0	100	83	92
	Overall	Count	0	1	3	1	2	7	9	23
%		0	100	100	100	67	100	90	89	
Total	Urban	Count	1	0	2	1	3	2	4	13
		%	100	0	100	100	100	100	100	100
	Rural	Count	0	1	1	0	0	5	6	13
		%	0	100	100	0	0	100	100	100
	Overall	Count	1	1	3	1	3	7	10	26
%		100	100	100	100	100	100	100	100	

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

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	1	--	--	--	--	--	--	1
		%	100	--	--	--	--	--	--	50
	Rural	Count	--	--	--	--	--	--	1	1
		%	--	--	--	--	--	--	100	100
	Overall	Count	1	--	--	--	--	--	0	1
		%	100	--	--	--	--	--	0	33
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
Total	Urban	Count	1	0	0	0	1	0	0	2
		%	50	0	0	0	50	0	0	100
	Rural	Count	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	100	100
	Overall	Count	1	0	0	0	1	0	1	3
		%	33	0	0	0	33	0	33	100

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

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	12	28	48	47	40	36	47	258
		%	5	12	20	25	16	15	24	16
	Rural	Count	3	17	20	31	14	21	17	123
		%	3	9	14	16	11	15	9	11
	Overall	Count	15	45	68	78	54	57	64	381
		%	4	11	18	20	14	15	17	14
No	Urban	Count	253	199	197	144	218	205	148	1364
		%	96	88	80	75	85	85	76	84
	Rural	Count	116	163	120	162	113	124	174	972
		%	98	91	86	84	89	86	91	89
	Overall	Count	369	362	317	306	331	329	322	2336
		%	96	89	82	80	86	85	83	86
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

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

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	1	3	3	1	4	3	15
		%	0	4	6	6	3	11	6	6
	Rural	Count	0	0	0	2	0	3	0	5
		%	0	0	0	7	0	14	0	4
	Overall	Count	0	1	3	5	1	7	3	20
		%	0	2	4	6	2	12	5	5
No	Urban	Count	12	27	45	44	39	32	44	243
		%	100	96	94	94	98	89	94	94
	Rural	Count	3	17	20	29	14	18	17	118
		%	100	100	100	94	100	86	100	96
	Overall	Count	15	44	65	73	53	50	61	361
		%	100	98	96	94	98	88	95	95
Total	Urban	Count	12	28	48	47	40	36	47	258
		%	100	100	100	100	100	100	100	100
	Rural	Count	3	17	20	31	14	21	17	123
		%	100	100	100	100	100	100	100	100
	Overall	Count	15	45	68	78	54	57	64	381
		%	100	100	100	100	100	100	100	100

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

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Within 5 minutes	Urban	Count	0	1	1	1	0	3	2	8
		%	0	100	33	33	0	75	67	53
	Rural	Count	0	0	0	1	0	3	0	4
		%	0	0	0	50	0	100	0	80
	Overall	Count	0	1	1	2	0	6	2	12
		%	0	100	33	40	0	86	67	60
After 5 to 10 minutes	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	100	0	0	7
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	100	0	0	7
After 10 minutes	Urban	Count	0	0	2	1	0	1	1	5
		%	0	0	67	33	0	25	33	33
	Rural	Count	0	0	0	1	0	0	0	1
		%	0	0	0	50	0	0	0	20
	Overall	Count	0	0	2	2	0	1	1	6
		%	0	0	67	40	0	14	33	30
Never	Urban	Count	0	0	0	1	0	0	0	1
		%	0	0	0	33	0	0	0	7
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	1	0	0	0	1
		%	0	0	0	20	0	0	0	5
Total	Urban	Count	0	1	3	3	1	4	3	15
		%	0	100	100	100	100	100	100	100
	Rural	Count	0	0	0	2	0	3	0	5
		%	0	0	0	100	0	100	0	100
	Overall	Count	0	1	3	5	1	7	3	20
		%	0	100	100	100	100	100	100	100

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

	Type		%Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Dissatisfied	Urban	Count	0	1	0	1	0	0	3	5
		%	0	100	0	33	0	0	100	33
	Rural	Count	0	--	--	--	--	--	--	--
		%	0	--	--	--	--	--	--	--
	Overall	Count	0	1	0	1	0	0	3	5
%		0	100	0	20	0	0	100	25	
Satisfied	Urban	Count	0	0	3	2	1	4	0	10
		%	0	0	100	67	100	100	0	67
	Rural	Count	0	1	3	3	1	4	3	15
		%	0	100	100	100	100	100	100	100
	Overall	Count	0	0	3	4	1	7	0	15
%		0	0	100	80	100	100	0	75	
Very satisfied	Urban	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--
%		--	--	--	--	--	--	--	--	
Total	Urban	Count	0	1	3	3	1	4	3	15
		%	0	100	100	100	100	100	100	100
	Rural	Count	0	0	0	2	0	3	0	5
		%	0	0	0	100	0	100	0	100
	Overall	Count	0	1	3	5	1	7	3	20
%		0	100	100	100	100	100	100	100	

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

	Type		Customer Ranking							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Average score	Urban	Count	265	227	245	191	258	241	195	1622
		Mean	7.81	8.01	8.28	7.01	7.94	8.21	7.33	7.84
	Rural	Count	119	180	140	193	127	145	191	1095
		Mean	7.87	8.18	8.09	7.23	7.96	9.02	7.42	7.92
	Overall	Count	384	407	385	384	385	386	386	2717
		Mean	7.83	8.08	8.21	7.12	7.95	8.51	7.37	7.87

Q36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

	Type	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	172	92	31	86	78	85	114	658
		%	65	41	13	45	30	35	59	41
	Rural	Count	91	71	17	75	31	32	118	435
		%	77	39	12	39	24	22	62	40
	Overall	Count	263	163	48	161	109	117	232	1093
		%	69	40	13	42	28	30	60	40
No	Urban	Count	93	135	214	105	180	156	81	964
		%	35	60	87	55	70	65	42	59
	Rural	Count	28	109	123	118	96	113	73	660
		%	24	61	88	61	76	78	38	60
	Overall	Count	121	244	337	223	276	269	154	1624
		%	32	60	88	58	72	70	40	60
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

Q37. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Newspaper	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	1	0	0	1	0	0	2
		%	0	1	0	0	3	0	0	1
	Overall	Count	0	1	0	0	1	0	0	2
		%	0	1	0	0	1	0	0	0
Website of the service provider	Urban	Count	1	2	0	0	1	1	1	6
		%	1	2	0	0	1	1	1	1
	Rural	Count	1	0	0	1	1	0	1	4
		%	1	0	0	1	3	0	1	1
	Overall	Count	2	2	0	1	2	1	2	10
		%	1	1	0	1	2	1	1	1
SMS from service provider	Urban	Count	3	4	0	2	7	4	13	33
		%	2	4	0	2	9	5	11	5
	Rural	Count	2	0	0	1	5	0	12	20
		%	2	0	0	1	16	0	10	5
	Overall	Count	5	4	0	3	12	4	25	53
		%	2	2	0	2	11	3	11	5
Display at complaint centres/ sales outlets	Urban	Count	8	10	11	7	13	18	15	82
		%	5	11	36	8	16	21	13	12
	Rural	Count	0	1	6	8	0	2	9	26
		%	0	1	35	11	0	6	7	6
	Overall	Count	8	11	17	15	13	20	24	108
		%	3	7	35	9	12	17	10	10
Telephone bills	Urban	Count	3	26	5	1	2	0	2	39
		%	2	28	16	1	3	0	2	6
	Rural	Count	0	5	5	1	3	0	2	16
		%	0	7	29	1	10	0	2	4
	Overall	Count	3	31	10	2	5	0	4	55
		%	1	19	21	1	5	0	2	5
Others	Urban	Count	159	51	15	76	57	63	97	518
		%	91	55	48	88	71	73	85	78
	Rural	Count	93	65	6	64	21	30	106	385
		%	97	90	35	85	68	94	88	87
	Overall	Count	252	116	21	140	78	93	203	903
		%	93	70	44	87	70	79	86	82
Total	Urban	Count	174	93	31	86	80	86	114	664

	Rural	Count	96	72	17	75	31	32	121	444
	Overall	Count	270	165	48	161	111	118	235	1108

Q38 Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	24	6	4	27	21	13	11	106
		%	9	3	2	14	8	5	6	7
	Rural	Count	12	8	3	23	5	1	21	73
		%	10	4	2	12	4	1	11	7
	Overall	Count	36	14	7	50	26	14	32	179
		%	9	3	2	13	7	4	8	7
No	Urban	Count	241	221	241	164	237	228	184	1516
		%	91	97	98	86	92	95	94	94
	Rural	Count	107	172	137	170	122	144	170	1022
		%	90	96	98	88	96	99	89	93
	Overall	Count	348	393	378	334	359	372	354	2538
		%	91	97	98	87	93	96	92	93
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Complaint was registered and Docket number received	Urban	Count	5	4	4	15	16	2	5	51
		%	21	67	100	56	76	15	46	48
	Rural	Count	1	1	2	16	3	0	12	35
		%	8	13	67	70	60	0	57	48
	Overall	Count	6	5	6	31	19	2	17	86
		%	17	36	86	62	73	14	53	48
Complaint was registered and Docket number not received	Urban	Count	18	2	0	7	4	8	4	43
		%	75	33	0	26	19	62	36	41
	Rural	Count	8	7	1	2	1	1	8	28
		%	67	88	33	9	20	100	38	38
	Overall	Count	26	9	1	9	5	9	12	71
		%	72	64	14	18	19	64	38	40
Complaint was registered and docket number provided on request	Urban	Count	1	0	0	1	0	0	0	2
		%	4	0	0	4	0	0	0	2
	Rural	Count	1	0	0	2	0	0	0	3
		%	8	0	0	9	0	0	0	4
	Overall	Count	2	0	0	3	0	0	0	5
		%	6	0	0	6	0	0	0	3
Complaint was registered and docket number not provided even on request	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	20	0	0	1
	Overall	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	4	0	0	1
Refused to register the complaint	Urban	Count	0	0	0	4	1	3	2	10
		%	0	0	0	15	5	23	18	9
	Rural	Count	2	0	0	3	0	0	1	6
		%	17	0	0	13	0	0	5	8
	Overall	Count	2	0	0	7	1	3	3	16
		%	6	0	0	14	4	21	9	9
Total	Urban	Count	24	6	4	27	21	13	11	106
	Rural	Count	12	8	3	23	5	1	21	73
	Overall	Count	36	14	7	50	26	14	32	179

40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	10	2	3	12	8	9	5	49
		%	42	33	75	52	40	90	56	51
	Rural	Count	4	5	3	16	2	1	12	43
		%	40	63	100	80	40	100	60	64
	Overall	Count	14	7	6	28	10	10	17	92
%		41	50	86	65	40	91	59	56	
No	Urban	Count	14	4	1	11	12	1	4	47
		%	58	67	25	48	60	10	44	49
	Rural	Count	6	3	0	4	3	0	8	24
		%	60	38	0	20	60	0	40	36
	Overall	Count	20	7	1	15	15	1	12	71
%		59	50	14	35	60	9	41	44	
Total	Urban	Count	24	6	4	23	20	10	9	96
		%	100	100	100	100	100	100	100	100
	Rural	Count	10	8	3	20	5	1	20	67
		%	100	100	100	100	100	100	100	100
	Overall	Count	34	14	7	43	25	11	29	163
%		100	100	100	100	100	100	100	100	

Q41. Did the complaint centre inform you about the action taken on your complaint through

SMS or by other means?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	1	0	3	10	9	9	5	37
		%	4	0	75	44	45	90	56	39
	Rural	Count	0	2	2	14	2	0	11	31
		%	0	25	67	70	40	0	55	46
	Overall	Count	1	2	5	24	11	9	16	68
		%	3	14	71	56	44	82	55	42
No	Urban	Count	23	6	1	13	11	1	4	59
		%	96	100	25	57	55	10	44	62
	Rural	Count	10	6	1	6	3	1	9	36
		%	100	75	33	30	60	100	45	54
	Overall	Count	33	12	2	19	14	2	13	95
		%	97	86	29	44	56	18	45	58
Total	Urban	Count	24	6	4	23	20	10	9	96
		%	100	100	100	100	100	100	100	100
	Rural	Count	10	8	3	20	5	1	20	67
		%	100	100	100	100	100	100	100	100
	Overall	Count	34	14	7	43	25	11	29	163
		%	100	100	100	100	100	100	100	100

Q42. Was your complaint resolved by the complaint centre within three (3) days?

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	5	1	3	15	13	8	4	49
		%	21	17	75	65	65	80	44	51
	Rural	Count	0	3	2	17	3	0	11	36
		%	0	38	67	85	60	0	55	54
	Overall	Count	5	4	5	32	16	8	15	85
		%	15	29	71	74	64	73	52	52
No	Urban	Count	19	5	1	8	7	2	5	47
		%	79	83	25	35	35	20	56	49
	Rural	Count	10	5	1	3	2	1	9	31
		%	100	63	33	15	40	100	45	46
	Overall	Count	29	10	2	11	9	3	14	78
		%	85	71	29	26	36	27	48	48
Total	Urban	Count	24	6	4	23	20	10	9	96
		%	100	100	100	100	100	100	100	100
	Rural	Count	10	8	3	20	5	1	20	67
		%	100	100	100	100	100	100	100	100
	Overall	Count	34	14	7	43	25	11	29	163
		%	100	100	100	100	100	100	100	100

Q43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?

			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	2	0	0	3	2	0	0	7
		%	8	0	0	13	10	0	0	7
	Rural	Count	0	2	0	0	2	0	1	5
		%	0	25	0	0	40	0	5	8
	Overall	Count	2	2	0	3	4	0	1	12
%		6	14	0	7	16	0	3	7	
No	Urban	Count	22	6	4	20	15	10	6	83
		%	92	100	100	87	75	100	67	87
	Rural	Count	10	6	3	20	2	1	13	55
		%	100	75	100	100	40	100	65	82
	Overall	Count	32	12	7	40	17	11	19	138
%		94	86	100	93	68	100	66	85	
Not applicable	Urban	Count	0	0	0	0	3	0	3	6
		%	0	0	0	0	15	0	33	6
	Rural	Count	0	0	0	0	1	0	6	7
		%	0	0	0	0	20	0	30	10
	Overall	Count	0	0	0	0	4	0	9	13
%		0	0	0	0	16	0	31	8	
Total	Urban	Count	24	6	4	23	20	10	9	96
		%	100	100	100	100	100	100	100	100
	Rural	Count	10	8	3	20	5	1	20	67
		%	100	100	100	100	100	100	100	100
	Overall	Count	34	14	7	43	25	11	29	163
%		100	100	100	100	100	100	100	100	

Q44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	6	4	6	6	4	3	29
		%	0	3	2	3	2	2	2	2
	Rural	Count	0	2	2	6	2	1	2	15
		%	0	1	1	3	2	1	1	1
	Overall	Count	0	8	6	12	8	5	5	44
		%	0	2	2	3	2	1	1	2
No	Urban	Count	265	221	241	185	252	237	192	1593
		%	100	97	98	97	98	98	99	98
	Rural	Count	119	178	138	187	125	144	189	1080
		%	100	99	99	97	98	99	99	99
	Overall	Count	384	399	379	372	377	381	381	2673
		%	100	98	98	97	98	99	99	98
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

45. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall	
Newspaper	Urban	Count	0	0	1	0	0	0	0	1	
		%	0	0	25	0	0	0	0	3	
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	1	0	0	0	0	0	1
		%	0	0	17	0	0	0	0	0	2
Website of the service provider	Urban	Count	0	1	1	1	2	0	2	7	
		%	0	17	25	17	33	0	67	24	
	Rural	Count	0	0	0	1	0	0	1	2	
		%	0	0	0	17	0	0	50	13	
	Overall	Count	0	1	1	2	2	0	3	9	
		%	0	13	17	17	25	0	60	21	
SMS from service provider	Urban	Count	0	1	1	0	0	1	3	6	
		%	0	17	25	0	0	25	100	21	
	Rural	Count	0	0	0	2	0	0	2	4	
		%	0	0	0	33	0	0	100	27	
	Overall	Count	0	1	1	2	0	1	5	10	
		%	0	13	17	17	0	20	100	23	
Display at complaint centres/ sales outlets	Urban	Count	0	1	2	0	0	0	0	3	
		%	0	17	50	0	0	0	0	10	
	Rural	Count	0	0	1	0	1	0	0	2	
		%	0	0	50	0	50	0	0	13	
	Overall	Count	0	1	3	0	1	0	0	5	
		%	0	13	50	0	13	0	0	11	
Telephone bills	Urban	Count	0	3	0	5	4	3	0	15	
		%	0	50	0	83	67	75	0	52	
	Rural	Count	0	2	1	3	1	1	0	8	
		%	0	100	50	50	50	100	0	53	
	Overall	Count	0	5	1	8	5	4	0	23	
		%	0	63	17	67	63	80	0	52	
Others	Urban	Count	0	0	0	0	0	0	0	0	
		%	0	0	0	0	0	0	0	0	
	Rural	Count	0	0	0	0	0	0	0	0	
		%	0	0	0	0	0	0	0	0	
	Overall	Count	0	0	0	0	0	0	0	0	
		%	0	0	0	0	0	0	0	0	
Total	Urban	Count	0	6	4	6	6	4	3	29	

		%	0	21	14	21	21	14	10	100
	Rural	Count	0	2	2	6	2	1	2	15
		%	0	13	13	40	13	7	13	100
	Overall	Count	0	8	6	12	8	5	5	44
		%	0	18	14	27	18	11	11	100

Q46 Have you filed any appeal in last 6 months?

			% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	33	0	0	7
	Rural	Count	0	2	0	1	0	1	0	4
		%	0	100	0	17	0	100	0	27
	Overall	Count	0	2	0	1	2	1	0	6
%		0	25	0	8	25	20	0	14	
No	Urban	Count	0	6	4	6	4	4	3	27
		%	0	100	100	100	67	100	100	93
	Rural	Count	0	0	2	5	2	0	2	11
		%	0	0	100	83	100	0	100	73
	Overall	Count	0	6	6	11	6	4	5	38
%		0	75	100	92	75	80	100	86	
Total	Urban	Count	0	6	4	6	6	4	3	29
		%	0	100	100	100	100	100	100	100
	Rural	Count	0	2	2	6	2	1	2	15
		%	0	100	100	100	100	100	100	100
	Overall	Count	0	8	6	12	8	5	5	44
%		0	100	100	100	100	100	100	100	

47. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

			Airtel	BSNL	TTSL	Keilan ce	Idea	Vodafone	Aircel	Overall
E-mail	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Fax	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
Letter (post/ courier)	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
In person (self)	Urban	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	50
	Rural	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	100	0	0	25
	Overall	Count	0	0	0	1	1	0	0	2
		%	0	0	0	100	50	0	0	33
Others	Urban	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	50
	Rural	Count	0	0	0	2	0	1	0	3
		%	0	0	0	100	0	100	0	75
	Overall	Count	0	2	0	0	1	1	0	4
		%	0	100	0	0	50	100	0	67
Total	Urban	Count	0	2	0	0	0	0	0	2
	Rural	Count	0	0	0	2	1	1	0	4
	Overall	Count	0	2	0	1	2	1	0	6

Q48. Did you receive any acknowledgement?

			% Customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	1	1	0	0	0	0	2
		%	0	50	100	0	0	0	0	50
	Overall	Count	0	1	1	0	0	0	0	2
%		0	50	100	0	0	0	0	33	
No	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	100
	Rural	Count	0	1	0	0	0	1	0	2
		%	0	50	0	0	0	100	0	50
	Overall	Count	0	1	0	0	2	1	0	4
%		0	50	0	0	100	100	0	67	
Total	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	100
	Rural	Count	0	2	1	0	0	1	0	4
		%	0	100	100	0	0	100	0	100
	Overall	Count	0	2	1	0	2	1	0	6
%		0	100	100	0	100	100	0	100	

Q49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	50	0	0	50
	Rural	Count	0	1	1	0	0	1	0	3
		%	0	50	100	0	0	100	0	75
	Overall	Count	0	1	1	0	1	1	0	4
		%	0	50	100	0	50	100	0	67
No	Urban	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	50	0	0	50
	Rural	Count	0	1	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	25
	Overall	Count	0	1	0	0	1	0	0	2
		%	0	50	0	0	50	0	0	33
Total	Urban	Count	0	0	0	0	2	0	0	2
		%	0	0	0	0	100	0	0	100
	Rural	Count	0	2	1	0	0	1	0	4
		%	0	100	100	0	0	100	0	100
	Overall	Count	0	2	1	0	2	1	0	6
		%	0	100	100	0	100	100	0	100

(Q50 to Q52 are for prepaid customers only)

Q50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	4	2	13	13	0	25	7	64
		%	2	2	7	10	0	11	5	5
	Rural	Count	6	10	4	17	5	7	8	57
		%	6	6	3	9	5	5	5	6
	Overall	Count	10	12	17	30	5	32	15	121
		%	3	4	5	9	2	9	5	5
No	Urban	Count	248	117	173	119	212	200	139	1208
		%	98	98	93	90	100	89	95	95
	Rural	Count	94	154	123	172	102	123	146	914
		%	94	94	97	91	95	95	95	94
	Overall	Count	342	271	296	291	314	323	285	2122
		%	97	96	95	91	98	91	95	95
Total	Urban	Count	252	119	186	132	212	225	146	1272
		%	100	100	100	100	100	100	100	100
	Rural	Count	100	164	127	189	107	130	154	971
		%	100	100	100	100	100	100	100	100
	Overall	Count	352	283	313	321	319	355	300	2243
		%	100	100	100	100	100	100	100	100

Q51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	0	0	0	2	0	1	0	3
		%	0	0	0	2	0	0	0	0
	Rural	Count	0	1	0	0	1	0	0	2
		%	0	1	0	0	1	0	0	0
	Overall	Count	0	1	0	2	1	1	0	5
		%	0	0	0	1	0	0	0	0
No	Urban	Count	252	119	186	130	212	224	146	1269
		%	100	100	100	99	100	100	100	100
	Rural	Count	100	163	127	189	106	130	154	969
		%	100	99	100	100	99	100	100	100
	Overall	Count	352	282	313	319	318	354	300	2238
		%	100	100	100	99	100	100	100	100
Total	Urban	Count	252	119	186	132	212	225	146	1272
		%	100	100	100	100	100	100	100	100
	Rural	Count	100	164	127	189	107	130	154	971
		%	100	100	100	100	100	100	100	100
	Overall	Count	352	283	313	321	319	355	300	2243
		%	100	100	100	100	100	100	100	100

Q52. What were the reason(s) for denying your request??

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
No reason given	Urban	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	100	0	33
	Rural	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	1	0	1
		%	0	0	0	0	0	100	0	20
Technical problem	Urban	Count	0	0	0	2	0	0	0	2
		%	0	0	0	100	0	0	0	67
	Rural	Count	0	0	0	0	1	0	0	1
		%	0	0	0	0	100	0	0	50
	Overall	Count	0	0	0	2	1	0	0	3
		%	0	0	0	100	100	0	0	60
Others	Urban	Count	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0
	Rural	Count	0	1	0	0	0	0	0	1
		%	0	100	0	0	0	0	0	50
	Overall	Count	0	1	0	0	0	0	0	1
		%	0	100	0	0	0	0	0	20
Total	Urban	Count	0	0	0	2	0	1	0	3
		%	0	0	0	100	0	100	0	100
	Rural	Count	0	1	0	0	1	0	0	2
		%	0	100	0	0	100	0	0	100
	Overall	Count	0	1	0	2	1	1	0	5
		%	0	100	0	100	100	100	0	100

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?”

			% customers							
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	Overall
Yes	Urban	Count	17	26	105	53	90	55	50	396
		%	6	12	43	28	35	23	26	24
	Rural	Count	1	30	46	51	32	50	53	263
		%	1	17	33	26	25	35	28	24
	Overall	Count	18	56	151	104	122	105	103	659
		%	5	14	39	27	32	27	27	24
No	Urban	Count	248	201	140	138	168	186	145	1226
		%	94	89	57	72	65	77	74	76
	Rural	Count	118	150	94	142	95	95	138	832
		%	99	83	67	74	75	66	72	76
	Overall	Count	366	351	234	280	263	281	283	2058
		%	95	86	61	73	68	73	73	76
Total	Urban	Count	265	227	245	191	258	241	195	1622
		%	100	100	100	100	100	100	100	100
	Rural	Count	119	180	140	193	127	145	191	1095
		%	100	100	100	100	100	100	100	100
	Overall	Count	384	407	385	384	385	386	386	2717
		%	100	100	100	100	100	100	100	100

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

	Type		BSNL
More than 7 to 15 days ago	Urban	Count	14
		%	5
	Rural	Count	7
		%	6
	Overall	Count	21
		%	6
More than 15 day to 30 days ago	Urban	Count	43
		%	16
	Rural	Count	18
		%	15
	Overall	Count	61
		%	16
More than 30 days ago	Urban	Count	209
		%	79
	Rural	Count	93
		%	79
	Overall	Count	302
		%	79
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?

	Type		BSNL
Within 7 working days	Urban	Count	251
		%	94
	Rural	Count	113
		%	96
	Overall	Count	364
		%	95
More than 7 working Days	Urban	Count	15
		%	6
	Rural	Count	5
		%	4
	Overall	Count	20
		%	5
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Within 24 hrs	Urban	Count	17
		%	6
	Rural	Count	8
		%	7
	Overall	Count	25
		%	7
2-3 days	Urban	Count	31
		%	12
	Rural	Count	5
		%	4
	Overall	Count	36
		%	9
4-7 days	Urban	Count	0
		%	0
	Rural	Count	1
		%	1
	Overall	Count	1
		%	0
More than 7 days	Urban	Count	11
		%	4
	Rural	Count	6
		%	5
	Overall	Count	17
		%	4
Not applicable	Urban	Count	207
		%	78
	Rural	Count	98
		%	83
	Overall	Count	305
		%	79
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

Q4. How satisfied are you with the timely delivery of bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	16
		%	6
	Rural	Count	9
		%	8
	Overall	Count	25
		%	7
Dissatisfied	Urban	Count	57
		%	21
	Rural	Count	23
		%	20
	Overall	Count	80
		%	21
Satisfied	Urban	Count	192
		%	72
	Rural	Count	84
		%	71
	Overall	Count	276
		%	72
Very Satisfied	Urban	Count	1
		%	0
	Rural	Count	2
		%	2
	Overall	Count	3
		%	1
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

Q5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	11
		%	5
	Rural	Count	3
		%	3
	Overall	Count	14
		%	4
Satisfied	Urban	Count	230
		%	95
	Rural	Count	107
		%	97
	Overall	Count	337
		%	96
Very Satisfied	Urban	Count	1
		%	0
	Rural	Count	0
		%	0
	Overall	Count	1
		%	0
Total	Urban	Count	242
		%	100
	Rural	Count	110
		%	100
	Overall	Count	352
		%	100

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

	Type		BSNL
Difficult to read the bill	Urban	Count	2
		%	18
	Rural	Count	2
		%	67
	Overall	Count	4
		%	29
Difficult to understand the language	Urban	Count	1
		%	9
	Rural	Count	1
		%	33
	Overall	Count	2
		%	14
Calculation-on not clear	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Item-wise charges not given	Urban	Count	2
		%	18
	Rural	Count	2
		%	67
	Overall	Count	4
		%	29
others	Urban	Count	8
		%	73
	Rural	Count	3
		%	100
	Overall	Count	11
		%	79
Total	Urban	Count	13
		%	118
	Rural	Count	8
		%	267
	Overall	Count	21
		%	150

6(a). How satisfied are you with the accuracy/completeness of the bills?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	2
		%	1
	Rural	Count	1
		%	1
	Overall	Count	3
		%	1
Satisfied	Urban	Count	231
		%	99
	Rural	Count	101
		%	99
	Overall	Count	332
		%	99
Very Satisfied	Urban	Count	1
		%	0
	Rural	Count	0
		%	0
	Overall	Count	1
		%	0
Total	Urban	Count	234
		%	100
	Rural	Count	102
		%	100
	Overall	Count	336
		%	100

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

	Type		BSNL
Charges not as per tariff plan subscribed	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Tariff plan changed without information	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Charged for value added services not requested	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Charged for calls not made	Urban	Count	2
		%	100
	Rural	Count	1
		%	100
	Overall	Count	3
		%	100
others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	2
		%	100
	Rural	Count	1
		%	100
	Overall	Count	3
		%	100

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

	Type		BSNL
Yes	Urban	Count	33
		%	12
	Rural	Count	14
		%	12
	Overall	Count	47
		%	12
No	Urban	Count	233
		%	88
	Rural	Count	104
		%	88
	Overall	Count	337
		%	88
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

Q8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

	Type		BSNL
Very Dissatisfied	Urban	Count	6
		%	18
	Rural	Count	0
		%	0
	Overall	Count	6
		%	13
Dissatisfied	Urban	Count	18
		%	55
	Rural	Count	8
		%	57
	Overall	Count	26
		%	55
Satisfied	Urban	Count	8
		%	24
	Rural	Count	6
		%	43
	Overall	Count	14
		%	30
Very Satisfied	Urban	Count	1
		%	3
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Total	Urban	Count	33
		%	100
	Rural	Count	14
		%	100
	Overall	Count	47
		%	100

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

Not Relevant as BSNL did not report prepaid broadband service

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

Please specify the reason(s) for your dissatisfaction

Not Relevant as BSNL did not report prepaid broadband service

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

Not Relevant as BSNL did not report prepaid broadband service

Q9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

Not Relevant as BSNL did not report prepaid broadband service

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

	Type		BSNL
Yes	Urban	Count	47
		%	18
	Rural	Count	19
		%	16
	Overall	Count	66
		%	17
No	Urban	Count	219
		%	82
	Rural	Count	99
		%	84
	Overall	Count	318
		%	83
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

Q11 How satisfied are you with the ease of access of customer care or helpline?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	1
		%	5
	Overall	Count	4
		%	6
Dissatisfied	Urban	Count	5
		%	11
	Rural	Count	5
		%	26
	Overall	Count	10
		%	15
Satisfied	Urban	Count	33
		%	70
	Rural	Count	12
		%	63
	Overall	Count	45
		%	68
Very Satisfied	Urban	Count	6
		%	13
	Rural	Count	1
		%	5
	Overall	Count	7
		%	11
Total	Urban	Count	47
		%	100
	Rural	Count	19
		%	100
	Overall	Count	66
		%	100

Q11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?

	Type		BSNL
Very Dissatisfied	Urban	Count	2
		%	4
	Rural	Count	1
		%	5
	Overall	Count	3
		%	5
Dissatisfied	Urban	Count	9
		%	19
	Rural	Count	4
		%	21
	Overall	Count	13
		%	20
Satisfied	Urban	Count	29
		%	62
	Rural	Count	12
		%	63
	Overall	Count	41
		%	62
Very Satisfied	Urban	Count	7
		%	15
	Rural	Count	2
		%	11
	Overall	Count	9
		%	14
Total	Urban	Count	47
		%	100
	Rural	Count	19
		%	100
	Overall	Count	66
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	3
		%	16
	Overall	Count	6
		%	9
Dissatisfied	Urban	Count	9
		%	19
	Rural	Count	4
		%	21
	Overall	Count	13
		%	20
Satisfied	Urban	Count	31
		%	66
	Rural	Count	11
		%	58
	Overall	Count	42
		%	64
Very Satisfied	Urban	Count	4
		%	9
	Rural	Count	1
		%	5
	Overall	Count	5
		%	8
Total	Urban	Count	47
		%	100
	Rural	Count	19
		%	100
	Overall	Count	66
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	11
		%	23
	Rural	Count	6
		%	32
	Overall	Count	17
		%	26
Satisfied	Urban	Count	33
		%	70
	Rural	Count	12
		%	63
	Overall	Count	45
		%	68
Very Satisfied	Urban	Count	3
		%	6
	Rural	Count	1
		%	5
	Overall	Count	4
		%	6
Total	Urban	Count	47
		%	100
	Rural	Count	19
		%	100
	Overall	Count	66
		%	100

14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?

	Type		BSNL
Very Dissatisfied	Urban	Count	3
		%	6
	Rural	Count	2
		%	11
	Overall	Count	5
		%	8
Dissatisfied	Urban	Count	9
		%	19
	Rural	Count	7
		%	37
	Overall	Count	16
		%	24
Satisfied	Urban	Count	35
		%	75
	Rural	Count	10
		%	53
	Overall	Count	45
		%	68
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	47
		%	100
	Rural	Count	19
		%	100
	Overall	Count	66
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	7
		%	3
	Rural	Count	1
		%	1
	Overall	Count	8
		%	2
Dissatisfied	Urban	Count	49
		%	18
	Rural	Count	17
		%	14
	Overall	Count	66
		%	17
Satisfied	Urban	Count	204
		%	77
	Rural	Count	97
		%	82
	Overall	Count	301
		%	78
Very Satisfied	Urban	Count	6
		%	2
	Rural	Count	3
		%	3
	Overall	Count	9
		%	2
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	7
		%	3
	Rural	Count	3
		%	3
	Overall	Count	10
		%	3
Dissatisfied	Urban	Count	32
		%	12
	Rural	Count	13
		%	11
	Overall	Count	45
		%	12
Satisfied	Urban	Count	225
		%	85
	Rural	Count	101
		%	86
	Overall	Count	326
		%	85
Very Satisfied	Urban	Count	2
		%	1
	Rural	Count	1
		%	1
	Overall	Count	3
		%	1
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Very frequently	Urban	Count	9
		%	3
	Rural	Count	2
		%	2
	Overall	Count	11
		%	3
Frequently	Urban	Count	96
		%	36
	Rural	Count	32
		%	27
	Overall	Count	128
		%	33
Occasionally	Urban	Count	0
		%	0
	Rural	Count	2
		%	2
	Overall	Count	2
		%	1
Never	Urban	Count	161
		%	61
	Rural	Count	82
		%	70
	Overall	Count	243
		%	63
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Problem was related to my computer Hardware/software	Urban	Count	18
		%	17
	Rural	Count	0
		%	0
	Overall	Count	18
		%	13
Problem was related to broad band and modem provided by the service operator	Urban	Count	87
		%	83
	Rural	Count	34
		%	100
	Overall	Count	121
		%	87
Total	Urban	Count	105
		%	100
	Rural	Count	34
		%	100
	Overall	Count	139
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	1
		%	1
	Rural	Count	0
		%	0
	Overall	Count	1
		%	1
Dissatisfied	Urban	Count	36
		%	35
	Rural	Count	16
		%	46
	Overall	Count	52
		%	38
Satisfied	Urban	Count	66
		%	64
	Rural	Count	19
		%	54
	Overall	Count	85
		%	62
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	103
		%	100
	Rural	Count	35
		%	100
	Overall	Count	138
		%	100

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

	Type		BSNL
Yes	Urban	Count	52
		%	20
	Rural	Count	33
		%	28
	Overall	Count	85
		%	22
No	Urban	Count	214
		%	81
	Rural	Count	85
		%	72
	Overall	Count	299
		%	78
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

Q20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		BSNL
Very Dissatisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Dissatisfied	Urban	Count	7
		%	14
	Rural	Count	5
		%	15
	Overall	Count	12
		%	14
Satisfied	Urban	Count	45
		%	87
	Rural	Count	28
		%	85
	Overall	Count	73
		%	86
Very Satisfied	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	52
		%	100
	Rural	Count	33
		%	100
	Overall	Count	85
		%	100

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

	Type		BSNL
Not informed of charges	Urban	Count	1
		%	14
	Rural	Count	0
		%	0
	Overall	Count	1
		%	8
Activated without consent	Rural	Count	6
		%	86
	Urban	Count	5
		%	100
	Overall	Count	11
		%	92
Not informed about toll free no. for unsubscribing	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	7
		%	100
	Rural	Count	5
		%	100
	Overall	Count	12
		%	100

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

	Type		BSNL
Yes	Urban	Count	4
		%	2
	Rural	Count	0
		%	0
	Overall	Count	4
		%	1
No	Urban	Count	262
		%	99
	Rural	Count	118
		%	100
	Overall	Count	380
		%	99
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Yes	Urban	Count	3
		%	75
	Rural	Count	0
		%	0
	Overall	Count	3
		%	75
No	Urban	Count	1
		%	25
	Rural	Count	0
		%	0
	Overall	Count	1
		%	25
Total	Urban	Count	4
		%	100
	Rural	Count	0
		%	0

	Overall	Count	4
		%	100

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

	Type		BSNL
None	Urban	Count	2
		%	50
	Rural	Count	0
		%	0
	Overall	Count	2
		%	50
Delay in deactivation	Rural	Count	2
		%	50
	Urban	Count	0
		%	0
	Overall	Count	2
		%	50
Customer care refused to register	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Not aware of whom to be contacted	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	4
		%	100
	Rural	Count	0
		%	0
	Overall	Count	4
		%	100

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

	Type		BSNL
Very Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Satisfied	Urban	Count	4
		%	100
	Rural	Count	--
		%	--
	Overall	Count	4
		%	100
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Total	Urban	Count	4
		%	100
	Rural	Count	0
		%	0
	Overall	Count	4
		%	100

Q 23(a). How satisfied are you with the overall quality of your Broadband service?

	Type		BSNL
Very Dissatisfied	Urban	Count	2
		%	1
	Rural	Count	1
		%	1
	Overall	Count	3
		%	1
Dissatisfied	Urban	Count	20
		%	8
	Rural	Count	2
		%	2
	Overall	Count	22
		%	6
Satisfied	Urban	Count	230
		%	87
	Rural	Count	105
		%	89
	Overall	Count	335
		%	87
Very Satisfied	Urban	Count	14
		%	5
	Rural	Count	10
		%	9
	Overall	Count	24
		%	6
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

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

	Type		BSNL
Average score	Urban	Mean	7.71
		Count	266
	Rural	Mean	7.89
		Count	118
	Overall	Mean	7.76
		Count	384

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

	Type		BSNL
Mobile	Urban	Count	96
		%	36
	Rural	Count	0
		%	0
	Overall	Count	96
		%	25
Wireline	Urban	Count	130
		%	49
	Rural	Count	48
		%	41
	Overall	Count	178
		%	46
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
None	Urban	Count	66
		%	25
	Rural	Count	70
		%	59
	Overall	Count	136
		%	35
Total	Urban	Count	292
		%	110
	Rural	Count	118
		%	100
	Overall	Count	410
		%	

		%	107
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Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

	Type		BSNL
Yes	Urban	Count	70
		%	26
	Rural	Count	35
		%	30
	Overall	Count	105
		%	27
No	Urban	Count	196
		%	74
	Rural	Count	83
		%	70
	Overall	Count	279
		%	73
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?

	Type		BSNL
Average score	Urban	Count	266
		Mean	8
	Rural	Count	118
		Mean	8
	Overall	Count	384
		Mean	8

Q27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?

	Type		BSNL
Yes	Urban	Count	57
		%	21
	Rural	Count	4
		%	3
	Overall	Count	61
		%	16
No	Urban	Count	209
		%	79
	Rural	Count	114
		%	97
	Overall	Count	323
		%	84
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

28. How did you come to know about the toll free customer care number?[**MULTIPLE CODE**]

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service provider	Urban	Count	2
		%	3
	Rural	Count	1
		%	25
	Overall	Count	3
		%	5
SMS from service provider	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Display at complaint centres/ sales outlets	Urban	Count	1
		%	2
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
Telephone bills	Urban	Count	26
		%	45
	Rural	Count	2
		%	50
	Overall	Count	28
		%	45
Others	Urban	Count	29
		%	50
	Rural	Count	1
		%	25
	Overall	Count	30
		%	48
Total	Urban	Count	58
		%	100
	Rural	Count	4
		%	100
	Overall	Count	62
		%	100

Q29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/Helpline telephone number?

	Type		BSNL
Yes	Urban	Count	28
		%	11
	Rural	Count	2
		%	2
	Overall	Count	30
		%	8
No	Urban	Count	238
		%	90
	Rural	Count	116
		%	98
	Overall	Count	354
		%	92
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

30. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? **(Single Code)**

	Type		BSNL
Docket number received for most of the complaints	Urban	Count	23
		%	82
	Rural	Count	2
		%	100
	Overall	Count	25
		%	83
No Docket number received for most of the complaints	Urban	Count	4
		%	14
	Rural	Count	0
		%	0
	Overall	Count	4
		%	13
It was received on request	Urban	Count	1
		%	4
	Rural	Count	0
		%	0
	Overall	Count	1
		%	3
No docket number received even on request	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	28
		%	100
	Rural	Count	2
		%	100
	Overall	Count	30
		%	100

Q31 Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		BSNL
Yes	Urban	Count	13
		%	46
	Rural	Count	1
		%	50
	Overall	Count	14
		%	47
No	Urban	Count	15
		%	54
	Rural	Count	1
		%	50
	Overall	Count	16
		%	53
Total	Urban	Count	28
		%	100
	Rural	Count	2
		%	100
	Overall	Count	30
		%	100

Q32 Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type		BSNL
Yes	Urban	Count	12
		%	43
	Rural	Count	1
		%	50
	Overall	Count	13
		%	43
No	Urban	Count	16
		%	57
	Rural	Count	1
		%	50
	Overall	Count	17
		%	57
Total	Urban	Count	28
		%	100

	Rural	Count	2
		%	100
	Overall	Count	30
		%	100

Q33. Was your complaint resolved by the complain centre within three (3) days?

	Type		BSNL
Yes	Urban	Count	15
		%	54
	Rural	Count	1
		%	50
	Overall	Count	16
		%	53
No	Urban	Count	13
		%	46
	Rural	Count	1
		%	50
	Overall	Count	14
		%	47
Total	Urban	Count	28
		%	100
	Rural	Count	2
		%	100
	Overall	Count	30
		%	100

34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?

	Type		BSNL
Yes	Urban	Count	15
		%	54
	Rural	Count	0

	Overall	%	0
		Count	15
		%	50
No	Urban	Count	13
		%	46
	Rural	Count	2
		%	100
	Overall	Count	15
		%	50
Total	Urban	Count	28
		%	100
	Rural	Count	2
		%	100
	Overall	Count	30
		%	100

Q35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

	Type		BSNL
Yes	Urban	Count	6
		%	2
	Rural	Count	0
		%	0
	Overall	Count	6
		%	2
No	Urban	Count	260
		%	98
	Rural	Count	118
		%	100
	Overall	Count	378
		%	98
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

36. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

	Type		BSNL
Newspaper	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Website of the service provider	Urban	Count	2
		%	33
	Rural	Count	0
		%	0
	Overall	Count	2
		%	33
Display at complaint centres/ sales outlets	Urban	Count	4
		%	67
	Rural	Count	0
		%	0
	Overall	Count	4
		%	67
Telephone bills	Urban	Count	0
		%	0
	Rural	Count	0
		%	0

	Overall	Count	0
		%	0
Others	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
Total	Urban	Count	6
		%	100
	Rural	Count	0
		%	0
	Overall	Count	6
		%	100

37. Have you filed any appeal in last 6 month?

	Type		BSNL
Yes	Urban	Count	0
		%	0
	Rural	Count	0
		%	0
	Overall	Count	0
		%	0
No	Urban	Count	6
		%	100
	Rural	Count	0
		%	0
	Overall	Count	6
		%	100
Total	Urban	Count	6
		%	100
	Rural	Count	0
		%	0
	Overall	Count	6
		%	100

Q38. How did you file your appeal to the Appellate Authority?

Note- None of the customer filed an appeal hence this table is not relevant.

39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

Note- None of the customer filed an appeal hence this table is not relevant.

40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

Note- None of the customer filed an appeal hence this table is not relevant.

(Q41 to Q43 are for prepaid customers only)

Q41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note – not applicable

Q42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Note – not applicable

Q43. What were the reason(s) for denying your request?

Note – not applicable

Q44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new Broadband connection?”

	Type		BSNL
Yes	Urban	Count	44
		%	17
	Rural	Count	32
		%	27
	Overall	Count	76
		%	20
No	Urban	Count	222
		%	84
	Rural	Count	86
		%	73
	Overall	Count	308
		%	80
Total	Urban	Count	266
		%	100
	Rural	Count	118
		%	100
	Overall	Count	384
		%	100

Q4/11/12 SURVEY A: Basic Service (WireLine)

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

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

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

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

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

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

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

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

STD Code	Telephone Number

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

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

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

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

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	<input type="checkbox"/> [1] Yes —————> If yes, ask Q. 1-3 <input type="checkbox"/> [2] No —————> If no, skip to Section B
1(b) How satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> [1] Yes <input type="checkbox"/> [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied

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

4. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	<input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<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] Details like item-wise charges are not provided <input type="checkbox"/> [6] Calculations are not clear <input type="checkbox"/> [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> [1] Yes <input type="checkbox"/> [2] No —————> (If No, go to Q 8)
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. 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 Q 9 only if 1 OR 2 is coded)

<p>(Ask this question only if 1 OR 2 is coded in Q 9(a))</p> <p>9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill</p> <p><input type="checkbox"/> 2 Difficult to understand the language</p> <p><input type="checkbox"/> 3 Calculations not clear</p> <p><input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q10(a))</p> <p>10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 Tariff plan changed without information</p> <p><input type="checkbox"/> 3 Charged for value added services not subscribed</p> <p><input type="checkbox"/> 4 Charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes → (If Yes, go to Q 10(d)) else 10e</p> <p><input type="checkbox"/> 2 No</p>
<p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 10(f) only if 1 OR 2 is coded)</p>
<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied
			<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"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied
			<input type="checkbox"/> 1 Very Dissatisfied
18. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied
			<input type="checkbox"/> 1 Very Dissatisfied

E. MAINTAINABILITY (FAULT REPAIR)

19. How many times has your telephone connection required repair in the last 6 months?	<input type="checkbox"/> 1 Nil [go to q22]	<input type="checkbox"/> 2 One time	<input type="checkbox"/> 3 2-3 times
			<input type="checkbox"/> 4 More than 3 times
20. How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 1 day	<input type="checkbox"/> 2 2-3 days	<input type="checkbox"/> 3 4 - 7 days
			<input type="checkbox"/> 4 more than 7 days
21. How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied	<input type="checkbox"/> 2 Dissatisfied
			<input type="checkbox"/> 1 Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If No, go to Q 25)
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If No, go to Q 26(a))
(Ask only If Yes in Q25) 25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 26(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q25(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?	<input type="checkbox"/> Broadband <input type="checkbox"/> Mobile <input type="checkbox"/> Others <input type="checkbox"/> None
28(a) Have you terminated a telephone connection that you had in the last 6 month?	<input type="checkbox"/> Yes <input type="checkbox"/> No → go to q30
28(b) If Yes, Please name your service provider?	<input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom <input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam/MTS
29. How many days were taken for termination of your telephone connection?	<input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> more than 7 days
30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	<input type="checkbox"/> Yes <input type="checkbox"/> No
31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> Yes <input type="checkbox"/> No Go to q33
32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> Yes → (If Yes, go to Q 32(b)) <input type="checkbox"/> No → (If No, go to Q33)
(Ask only if Yes in Q 32(a)) 32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease <input type="checkbox"/> Slight decrease <input type="checkbox"/> No change (Ask Q 32(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 32 (b)) 32(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	<input type="checkbox"/> Yes → (If Yes, go to Q 32(d)) <input type="checkbox"/> No → (If no, go to Q33)
(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -	<input type="checkbox"/> Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> Service Provider refused to register the complaint <input type="checkbox"/> Difficult to lodge the complaint
33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(b). How did you come to know about the toll free customer care number? [MULTIPLE CODE]	<input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider <input type="checkbox"/> 3 SMS from service provider <input type="checkbox"/> 4 Display at complaint centres/ sales outlets <input type="checkbox"/> 5 Telephone bills <input type="checkbox"/> 6 Other, specify _____
35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <i>[IF NO, GO TO Q 41]</i>
36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (SINGLE CODE)	<input type="checkbox"/> 1 Complaint was registered and docket number received <input type="checkbox"/> 2 Complaint was registered and docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36] 37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
39(a). Was your complaint resolved by the complaint centre within three (3) days?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four(4) weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not Applicable

<p>41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No [IF NO, GO TO Q47]</p>
<p>42. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]</p>	<p><input type="checkbox"/> Newspaper <input type="checkbox"/> Website of the service provider <input type="checkbox"/> Display at complaint centres/ sales outlets <input type="checkbox"/> Telephone bills <input type="checkbox"/> Other, specify _____</p>
<p>43. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 47)</p>
<p>45. How did you file your appeal to the Appellate Authority??</p>	<p><input type="checkbox"/> E-mail <input type="checkbox"/> Fax <input type="checkbox"/> Letter (post/ courier) <input type="checkbox"/> In person (self) <input type="checkbox"/> Other, specify _____</p>
<p>46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently</p>
<p>(Q48 to Q50 are for Prepaid Customers only) 48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 50)</p>
<p>50. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____</p>
<p>51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

THANKS & PROCEED TO CELLULAR & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____
 Name of the scrutinizer: _____ Date: _____
 Back-check done by: _____ Date of back-check: _____

Q4/11/12 SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

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

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

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

[1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
[5] Reliance Telecom [6] Idea [7] Vodafone [8] Aircel [9] S Tel
[10] MTS [11] Spice Comm [12] MTNL [13] Uninor [14] Cheers [15] Videocon

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

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

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

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

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

S1.6 Please tell us your **Occupation:** Service Business/self employed [3] Farmer
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

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

S1.11. RECORD District _____ Address: _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____	
5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (if no, go to 5c)
	(If Yes go to 5(b))	
5(b).ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
	(Ask Q 5(d) only if 1 OR 2 is coded)	
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____	

5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a))		
7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____	
8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a))		
8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____	
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 16)
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11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by complaint 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"/> 1 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

20. How often do you face signal problems?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
21. How satisfied are you with the availability of signal in your area?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 26)
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify
26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → Go to q 29(a)
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → Go to q 29(a)
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

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

<p>30. What kind of other telecom services are you using?</p>	<p><input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line</p> <p><input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None</p>
<p>31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p>
<p>32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p>
<p>(Ask only if Yes in Q 32)</p> <p>33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change</p> <p>(Ask Q 33(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 33 (a))</p> <p>33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p>
<p>(Ask only if Yes in Q33 (b))</p> <p>33.(c) If Yes, please indicate the following -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No →(If No, go to Q35)</p>
<p>34(b). Have you utilized SMS based mechanism for getting unique porting code?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If No, go to Q 35)</p>

34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 minutes <input type="checkbox"/> 2 After 5 to 10 minutes <input type="checkbox"/> 3 After 10 minutes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2012

36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. How did you come to know about the toll free customer care number? [MULTIPLE CODE]	<input type="checkbox"/> [1] Newspaper <input type="checkbox"/> [2] Website of the service provider <input type="checkbox"/> [3] SMS from service provider <input type="checkbox"/> [4] Display at complaint centres/ sales outlets <input type="checkbox"/> [5] Telephone bills <input type="checkbox"/> [6] Other, specify
38. Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 44)
39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (SINGLE CODE)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39] 40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

42. Was your complaint resolved by the complaint centre within three (3) days?	<input type="checkbox"/> Yes <input type="checkbox"/> No
43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken , you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 50)
45. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____
46. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 50)
47. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter(post/ courier) [4] In person(self) [5] Other specify
48. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently
(Q50 to Q52 are for prepaid customers only)	
50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 53)
52. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

THANKS & PROCEED TO BASIC WIRELINE & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by: _____ Date of back-check: _____

Q4/11/12 SURVEY C: BROADBAND SERVICE

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

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

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

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL [11] Tikona

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

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

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

S1.4 Tel: _____

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

STD Code	Telephone Number

S1.5a. RECORD Usage Type: Residential Commercial

S1.6 Please tell us your Occupation: Service Business/self employed [3] Farmer
 Student Housewife Retired

S1.7. RECORD Area: Rural Urban

S1.8. User Type: Postpaid Prepaid

S1.9 E-mail

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

S1.11. RECORD District _____

S1.12. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.13 RECORD Name of POP: _____

S1.14 RECORD Mode of interview: Telephonic In-person E-mail Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used

	<input type="checkbox"/> 5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 4 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify?	<input type="checkbox"/> 1 Problem was related to my computer hardware/software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 21(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
21(b). ASK IF YES IN Q26. Have you complained to your	<input type="checkbox"/> 1 Yes	

service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 2 No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to be contacted <input type="checkbox"/> 5 Others please specify _____
22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(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)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> 1 Mobile <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28. How did you come to know about the toll free customer care number? [MULTIPLE CODE]	<input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider <input type="checkbox"/> 3 SMS from service provider <input type="checkbox"/> 4 Display at complaint centres/ sales outlets <input type="checkbox"/> 5 Telephone bills <input type="checkbox"/> 6 Other, specify _____
29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35)
30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
31. ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30 Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Did the complaint centre inform you about the action Taken on your complaint through SMS or by other means?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
33. Was your complaint resolved by the complaint centre within three (3) days?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not Applicable
35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 41)
36. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	<input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider

	<p>[3] Display at complaint centres/ sales outlets</p> <p>[4] Telephone bills</p> <p>[5] Other, specify_____</p>
37. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → (if no go to Q 41)</p>
38. How did you file your appeal to the Appellate Authority?	<p>[1] E-mail</p> <p>[2] Fax</p> <p>[3] Letter (post/ courier) [4] In person (self)</p> <p>[5] Other, specify_____</p>
39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Appeal filed only recently</p>
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → (if no go to Q 44)</p>
43. What were the reason(s) for denying your request?	<p><input type="checkbox"/> No reason given</p> <p><input type="checkbox"/> technical problem</p> <p><input type="checkbox"/> Others (please specify)</p>
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

THANKS & PROCEED TO CELLULAR & WIRELINE QUESTIONNAIRE

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