**Kolkata Survey Report (Quarter 2) on**

*Assessment of*

*(i)    Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007  and*

*(ii)   Customer Perception of Service through Survey*

*Submitted to*:



**TELECOM REGULATORY AUTHORITY OF INDIA**
**New Delhi**

*Submitted on*:
*31ˢᵗ January 2012*

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**Preface**

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

For this survey, the circles in East zone like, Kolkata, West Bengal (Including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which includes Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura were to be covered. These circles have to be surveyed twice in a year.

During the survey subscribers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban areas only. For each service a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/ email survey.

This report presents the findings of the survey conducted in Kolkata Telecom Circle from 1st October, 2011 to 31st December, 2011.

## 1.    Executive summary

In the Third quarter (1st October to 31st December) of 2011, the customer satisfaction survey in Kolkata circle was carried out.

In case of basic wire-line, three service providers were covered in this circle. Survey was conducted across 10 areas of Kolkata circle, covering 2868 basic wire-line customers. All these customers were postpaid customers.

A total of ten cellular mobile service providers were covered in this circle. Across the 10 areas of Kolkata circle, 10737 cellular mobile customers were interviewed, out of which 10288 were prepaid customers and 449 were post paid customers.

During the survey, five Broadband service providers were covered, which were present in the Kolkata circle. Across the 10 areas of Kolkata circle, 4933 broadband customers were covered, out of which 4448 were postpaid customers and 485 were prepaid customers.

The following feedback was obtained from the sample of customers:

1.  Satisfaction on the Quality of Service parameters as lay 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

2.  Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI.

## 1.1    Key Findings of the Survey

Performance of the service providers on QoS parameters is outlined below.

## 1.1A    Basic Telephone (Wire-line) Service:

### 1.1A.1 Satisfaction with Overall Service Quality

- Airtel and Rel Com were able to meet the benchmark laid down by TRAI.

### 1.1A.2 Satisfaction with Provision of Service

- All the service providers met the benchmark set for this parameter.

### 1.1A.3 Satisfaction with Billing Performance - Postpaid

- Only Airtel was able to meet the benchmark laid down by TRAI.
- Basic wire-line customers of all the service providers were less satisfied with the process of resolution of the billing complaints.

### 1.1A.4 Satisfaction with Help Services including Customer Grievance Redressal

- None of the service providers were able to meet the benchmark.

### 1.1A.5 Satisfaction with Network Performance, Reliability & Availability

- None of the service providers met the benchmark set for network performance, reliability and availability.

### 1.1A.6 Satisfaction with Maintainability

- None of the service providers were able to meet the benchmark set for this parameter.

### 1.1A.7 Satisfaction with Supplementary and Value Added Services

- Only Rel Com was able to meet the benchmark set for this parameter.

**Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers:**

### 1.1A.8  Awareness and Experience of Call Centre

- On an overall basis, 89.4% of the basic wire-line customers were aware of the call centre number of their service provider for making complaints/query.

- On an overall basis, 13.5% of the basic wire-line customers said that they made complaints to the toll free number of call centre in the last 6 months.

- On an overall basis, 44.3% of the basic wire-line customers, who had complained, said that they had received a docket number for their complaints.

- On an overall basis, 44.3% of the basic wire-line customers, who had complained, said that they did not receive docket number for their complaints.

- On an overall basis, 4.7% of the basic wire-line customers, who had complained, said that they received the docket number for their complaints on request.

- On an overall basis, 4.4% of the basic wire-line customers, who had complained, said that they did not receive the docket number for their complaints even on request.

- On an overall basis, 30.6% of the basic wire-line customers, who had complained, said that call centre did inform them about the action taken on their complaints.

- On an overall basis, 32.1% of the basic wire-line customers, who had complained, said that their complaint was satisfactorily solved by the call centre within 4 weeks after lodging the complaints.

### 1.1A.9 Awareness and Experience of Nodal Officer:

- On an overall basis, only 4.8% of the basic wire-line customers were aware of the contact details of the nodal officer.

- Out of 137 basic wire-line customers, who were aware of the contact details of the nodal officer, only 6 made complaints to the nodal officer.

### 1.1A.10 Awareness and Experience of Appellate Authority

- On an overall basis, only 1.7% of the basic wire-line customers were aware about the contact details of the appellate authority.

- Only 2 basic wire-line customers filed an appeal with the appellate authority in the last 6 months.

**1.1A.11 Other Service Benchmark**

- On an overall basis, only 26.6% of the basic wire-line customers said that they got the manual of practice containing the terms and conditions of service, toll free number of call centre and contact detail of nodal officer & appellate authority for complaint redressal.

**1.1B    Cellular Mobile Telephone Service:**

**1.1B.1 Satisfaction with Overall Service Quality**

- Only Airtel met the benchmark laid down by TRAI.

**1.1B.2 Satisfaction with Provision of Service**

- All service providers met the benchmark laid down by TRAI.

**1.1B.3 Satisfaction with Billing Performance - Postpaid**

- Airtel, MTS and Vodafone met the benchmark laid down by TRAI.
- Most of the cellular mobile customers of all the service providers were not satisfied with the processing of resolution of billing complaints.

**1.1B.4 Satisfaction with Billing Performance - Prepaid**

- MTS, Rel Com, TTSL and Uninor met the benchmark laid down by TRAI.
- Process of resolution of billing complaints was major reason for dissatisfaction among the cellular mobile customers of all the cellular mobile service providers.

**1.1B.5 Satisfaction with Help Service including Customer Grievance Redressal**

- None of the service providers met the benchmark laid down by TRAI.

**1.1B.6 Satisfaction with Network Performance, Reliability & Availability**

- Only Vodafone was able to meet the benchmark laid down by TRAI.

### 1.1B.7 Satisfaction with Maintainability

- None of the service providers met the benchmark laid down by TRAI.

### 1.1B.8 Satisfaction with Supplementary and Value Added Services

- None of the service providers met the benchmark laid down by TRAI.

- On an overall basis, only 55% of the cellular mobile customers were satisfied with the supplementary and value added services.

**Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers:**

### 1.1B.9 Awareness and Experience of Call Centre

- On an overall basis, 81.5% of all cellular mobile customers were aware about the call centre number of their service provider to make complaint/ query.
- On an overall basis, 27.2% of all cellular mobile customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- On an overall basis, 51.4% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- On an overall basis, 33.8% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- On an overall basis, 7.9% of the cellular mobile customers, who had complained, said that they received docket numbers for their complaints on request.
- On an overall basis, 3.0% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- On an overall basis, 3.9% of the cellular mobile customers, who had complained, said that their complaints were refused to be registered.
- On an overall basis, 59% all the cellular mobile customers, who had complained said that they were informed about the action taken on their complaint by the call centre.
- On an overall basis, 49.8% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

## 1.1B.10 Awareness and Experience of Nodal Officer

- On an overall basis, only 3.2% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Only 26 customers made complaints to the nodal officer.
- Out of 26 customers, only 13 of them were intimated by the nodal officer about the decision taken on their complaints.
- Only 10 customers were satisfied with the redressal of complaints by Nodal Officer.

## 1.1B.11 Awareness and Experience of Appellate Authority

- On an overall basis, only 0.1% of the cellular mobile customers were aware about the contact details of the appellate authority.
- All those who were aware of the contact details of Appellate Authority, filed an appeal to the Appellate Authority.
- Only 4 cellular mobile customers, who filed an appeal, received the acknowledgement.
- Only in 5 cases, the appellate authority took decision on the appeal within 3 months.

## 1.1B.12 Other Service Benchmark

- On an overall basis, only 48% of the customers claimed to have got the manual of practice containing the terms and conditions of service, toll free number of call centre and contact detail of nodal officer & appellate authority for complaint redressal.

## 1.1C Broadband Service:

## 1.1C.1 Satisfaction with Overall Service Quality

- Airtel, Alliance and Rel Com were able to meet the benchmark laid down by TRAI.

## 1.1C.2 Satisfaction with Provision of Service

- Only BSNL was able to meet the benchmark laid down by TRAI.

## 1.1C.3 Satisfaction with Billing Performance – Postpaid

- All the service providers were able to meet the benchmark laid down by TRAI.

## 1.1C.4 Satisfaction with Billing Performance – Prepaid

- Alliance failed to meet the benchmark laid down by TRAI.
- Broadband customers of Alliance were less satisfied with the processing of resolution of billing complaints.

## 1.1C.5 Satisfaction with Help Services

- None of the service providers was able to meet the benchmark laid down by TRAI.

## 1.1C.6 Satisfaction with Network Performance, Reliability & Availability

- Airtel, Alliance and Rel Com met the benchmark laid down by TRAI for network performance, reliability and availability.

## 1.1C.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark laid down by TRAI.

## 1.1C.8 Satisfaction with Supplementary and Value Added Services

- None of the service providers was able to meet the benchmark laid down by TRAI.

## Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Broadband Service Customers

### 1.1C.9  Awareness and Experience of Call Centre

- On an overall basis, 91.9% of broadband customers said that they were aware about the call centre number of their service provider to make complaint/ query.
- On an overall basis, 6.1% of all broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- On an overall basis, 41.7% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- On an overall basis, 33% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.
- On an overall basis, 4.3% of the broadband customers, who had complained, said that they received docket numbers on request.
- On an overall basis, 14.7% of the broadband customers, who had complained said that they did not receive docket numbers even on request.
- On an overall basis, 6.3% of the broadband customers, who had complained, said that their complaint was refused to be registered.
- On an overall basis, 21.7% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

- On an overall basis, 43% of the broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- On an overall basis, only 43.7% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaints.

## 1.1C.10 Experience with Nodal Officer

- On an overall basis, only 4.7% of the broadband customers said that they were aware of the contact details of the Nodal Officer.
- On an overall basis, 11.7% of those customers, who were aware of the nodal officer, had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- On an overall basis, 51.9% of the customers, who complained to nodal officer, were intimated by the Nodal Officer about the decision taken on their complaints.
- On an overall basis, 44.4% of the broadband customers, who complained to the nodal officer, were satisfied with the redressal of the complaint by the Nodal Officer.
- Difficulty in connecting to nodal officer for complaints was the main reason for the dissatisfaction of among broadband customers.

## 1.1C.11 Experience with Appellate Authority

- On an overall basis, only 0.8% of the broadband customers said that they were aware of the contact details of the appellate authority.
- Only 4 broadband customers filed an appeal to the appellate authority.
- Out of 4 broadband customers, only 1 customer said that appellate authority took a decision on his appeal within 3 months.

## 1.1C.12 Other Service Benchmarks

- On an overall basis, only 41.6% of the customers claimed to have got the manual of practice containing the terms and conditions of service, toll free number of call centre and contact detail of nodal officer & appellate authority for complaint redressal.

## 2. Introduction

### 2.1 Background:

The Telecom Regulatory Authority of India (TRAI) was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunications services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society.

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20$^{th}$ March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their subscribers

The salient features of these regulations are listed below:

I.   Each Telecom Operators would be required:
   1. To set up 24x7 Toll Free Call Centre
   2. To appoint one or more Nodal Officer in each licensed service area
   3. To appoint one or more Appellate Authority in each licensed service area.

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

III. Each operator will be required to publish abridged version of "Manual of Practices" for their subscribers and also make available the same on their web-sites.

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

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

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

(ii)    Customer Perception of Service through Survey

For this survey, subscribers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed. For each service a structured questionnaire was used to record the feedback of the subscribers.  The feedback of the subscribers was captured through face-to-face and telephonic/ email survey.

The survey was divided into four 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 telephone service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

**South Zone:** Chennai, Andhra Pradesh, Karnataka, Tamil Nadu (excluding Chennai) and Kerala.

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

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

With regard to the aforementioned survey, Marketing and Development Research Associates has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct survey in the East zone.

### 3.    Objectives and Survey Methodology:

### 3.1    Survey Objectives

- This survey has the following objectives:

### (1)    Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007

- TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. Call Centre, Nodal Officer and Appellate Authority. The regulation also insists for publications of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey among consumer of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess Implementation and Effectiveness of the regulations.

### (2)    Customer Perception of Service

- The Regulations on standards of quality of service of basic telephone service (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated the 20th March 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th Oct. 2006 provide for benchmarks for the parameters on customer perception of service to be achieved by service providers. Through this survey TRAI wants to know the customer's perception on the various quality of service parameters laid down by them.

The parameters and benchmarks relating to customer perception of service for basic telephone (wire-line), cellular mobile telephone and broadband service are given below:

### (a)    Basic Telephone (wire-line) Service and Cellular Mobile Telephone Service:

| S. No. | Name of Parameter | Benchmark |
|--------|-------------------|-----------|
| (a) | Customers satisfied with the provision of service | $\geq$ 90 % |
| (b) | Customers satisfied with the billing performance | $\geq$ 95 % |
| (c) | Customers satisfied with network performance, reliability and availability | $\geq$ 95 % |
| (d) | Customers satisfied with maintainability | $\geq$ 95 % |
| (e) | Customers satisfied with supplementary and value added services | $\geq$ 90 % |
| (f) | Customers satisfied with help services including customer grievance redressal | $\geq$ 90 % |
| (g) | Customers satisfied with overall service quality | $\geq$ 90 % |

**(b)**     **Broadband Services:**

| S. No. | Customer perception of service | Benchmark |
|--------|--------------------------------|-----------|
| (i) | % satisfied with the provision of service | $\geq$ 90 % |
| (ii) | % satisfied with the billing performance | $\geq$ 90 % |
| (iii) | % satisfied with help services | $\geq$ 90 % |
| (iv) | % satisfied with network performance, reliability and availability | $\geq$ 85 % |
| (v) | % satisfied with maintainability | $\geq$ 85 % |
| (vi) | % satisfied Overall customer satisfaction | $\geq$ 85 % |
| (vii) | % satisfied with Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc. | $\geq$ 85 % |

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

**1.     Basic Telephone Service**

**Provision of Service**

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

**Billing performance (Postpaid)**

- Timely delivery of bills
- Accuracy and completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

**Billing Performance (Prepaid)**

- Charges deducted for every call i.e. amount deducted on every usage
- Resolution of billing complaints
- Ease of recharging process and transparency of recharge offer

**Help Services**

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

**Network Performance, Reliability and Availability**

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

**Maintainability**

- Fault repair service

**Supplementary & Value Added Services**

- Quality of the supplementary services/ value added service provided

**Overall Service Quality**

- Overall service quality of telephone service

2. **Cellular Mobile Service**

**Provision of Service**

- Process and time taken to activate the mobile connection, after you applied and completed all formalities
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

**Billing Performance (Prepaid)**

- Accuracy of charges for the services used such as call, SMS, GPRS etc.
- Resolution of billing complaints
- Ease of recharging process and the transparency of recharge offer

**Billing performance (Postpaid)**

- Timely delivery of bills
- Clarity of the bills in terms of transparency & understandability
- Accuracy and completeness of the bills
- Process of resolution of billing complaints

**Help Services**

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

**Network Performance, Reliability and Availability**

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

**Maintainability**

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

**Supplementary & Value Added Services**

- Quality of the supplementary services / value added service 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**

- Overall quality of your mobile service

3. **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 in terms of transparency & understandability
   - Accuracy and completeness of the bills
   - Process of resolution of billing complaints

**Billing Performance (Prepaid)**

- Accuracy of bills i.e. amount deducted on every usage
- Process of resolution of billing complaints

**Help Services**

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

**Network Performance, Reliability and Availability**

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

**Maintainability**

- Time taken for restoration of broadband connection

**Supplementary & Value Added 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**

- Overall quality of broadband service

### 3.2    Survey Methodology

The survey was carried out among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service.

Following was the survey methodology:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service at least 50% of the sample was covered by face-to-face personal interviews, while up to 50% was covered through e-mail/ telephonic interviews or by developing web based application.

- A set of residential and commercial areas were pre-identified before the start of the survey.

- The respondents were selected randomly for face-to-face personal and telephonic interviews.

- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, genders, religions, areas, users, etc.

- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.

- Structured questionnaires were used to record the feedback of the respondents. These questionnaires were prepared in consultation with TRAI.

- The questionnaires were filled up using blue ballpoint pen only.

- In case of the basic telephone and broadband survey in commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever takes care of basic telephone or broadband service related issues were interviewed. In case of unavailability of such person, the CEO/ MD/ owner of the firm were interviewed.

- Only those respondents, who were of 18 years or above, were interviewed.

- Actual users of basic telephone (wire-line) service or cellular mobile telephone service or broadband service were interviewed.

- During survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and post-paid subscribers.

- Users of both GSM technology as well as CDMA technology were covered in the survey.

- Database of subscribers was obtained from the service providers for telephonic survey.

### 3.3 Target Users/ Segment

Following segments were covered in the survey:

1. Residential users

- Individual Residential Home

- Apartments/ Society


2. Commercial users

- Corporate Clients

- IT/ Software Companies

- Call Centers

- BPO/ KPO

- SME (Small and medium Enterprises)

- Government offices

- Industrial Units

- Healthcare Facility Centers

- Multiplexes/ Malls

- Hotels/ Restaurants

- PCO 's

- Cyber Cafés

- Shopkeepers/ Vendors

- Universities & Schools

- Institutes- Medical Colleges/ Engineering Colleges/ Computer

- NGO's

- Small scale Shop-owners

- Private Practitioners -Doctors/ Architects

- Etc.

### 3.4  Sample Design

### 3.4.1  Basic Telephone (wire-line) Service:

- The sample size was evenly spread over 10 areas of the single SDCA in Kolkata circle. 5% (five per cent) exchanges were selected within the SDCA of Kolkata circle. The selection of exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

### 3.4.2  Cellular Mobile Telephone Service:

- The sample for cellular mobile telephone service subscribers was evenly spread over in 10 areas of the circle of a service area where the services are commissioned. The 10 areas of the circle for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected areas.

### 3.4.3  Broadband Service:

- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POPs) of each service provider in each service area. The selection of BSNL's exchanges and POPs (private operators) were done in consultation with the TRAI officials.

## 3.5    Service Providers Covered

In Kolkata circle, the survey was conducted during the period (1st October to 31st December) of 2011. The following service providers have been covered:

### 3.5.1    Basic Telephone (Wire-line) Service:

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communication (Referred as Rel Com in the report)

**Note:** TTSL was not covered as it did not have retail subscriber base in this circle.

### 3.5.2    Cellular Mobile Telephone Service:

1. Aircel Limited (Referred as Aircel in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Idea Cellular Limited (Referred as Idea in the report)
5. Sistema Shyam TeleServices Limited (Referred as MTS in the report)
6. Reliance Communication (Referred as Rel Com in the report)
7. Reliance Telecom Limited (Referred as Rel Tel in the report)
8. Tata Teleservices Limited (Referred as TTSL in the report)
9. Unitech Wireless (Tamil Nadu) Pvt. Ltd. (Referred as Uninor in the report)
10. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

### 3.5.3    Broadband Service:

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Alliance Broadband Services (Referred as Alliance in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Reliance Communication (Referred as Rel Com in the report)
5. Tata Communications Limited (Referred as Tata Com in the report)

### 3.6    Sample Coverage and Size

In Kolkata circle, 10 areas were covered. The sample size for cellular mobile telephone, basic wire-line and broadband service subscribers was evenly spread across 10 areas, where the services were commissioned.

| Geographical coverage | Areas |
|---|---|
| Kolkata | City |
| | Central |
| | North |
| | South |
| | Alipore |
| | Jadavpore |
| | Bidhannagar |
| | Barrackpore |
| | Howrah |
| | Serampore |

### 3.6.1    Basic Telephone (Wire-line) Service:

During the survey, 3 basic wire-line service providers were covered in the circle.

**BSNL:** In Kolkata circle, there are 519 exchanges and only 1 SDCA. For the survey, 30 exchanges were covered across 10 selected areas.

**Airtel and Rel Com:** Airtel and Rel com were also covered in the same areas as BSNL.

**Note:** TTSL was not covered as it did not have retail subscriber base in this circle.

| Service providers | Sample size (Proposed) |
|---|---|
| Airtel | 1067 |
| BSNL | 1067 |
| Reliance Com | 1067 |
| **Total** | **3201** |

### 3.6.2    Cellular Mobile Telephone Service (including FWP):

During the survey, 10 cellular mobile service providers were covered in the circle.

| Service providers | Sample size (Proposed) |
|---|---|
| Aircel | 1067 |
| Airtel | 1067 |
| BSNL | 1067 |
| Idea | 1067 |
| MTS | 1067 |
| Reliance Communication | 1067 |
| Reliance Telecom | 1067 |
| TTSL | 1067 |
| Uninor | 1067 |
| Vodafone | 1067 |
| **Total** | **10670** |

### 3.6.3  Broadband Service:

During the survey, 5 broadband service providers were covered in the circle.

**BSNL:** In Kolkata circle, there are 519 exchanges and only 1 SDCA. For the survey, 60 exchanges were covered across 10 selected areas. All the exchanges were urban exchanges.

**Airtel, Alliance, Rel Com and Tata Com:** Airtel, Alliance, Rel Com and Tata Com were also covered in the same areas as BSNL.

| Service providers | Sample size (Proposed) |
|---|---|
| Airtel | 1067 |
| Alliance | 1067 |
| BSNL | 1067 |
| Reliance Com | 1067 |
| Tata Com | 1067 |
| **Total** | **5335** |

## 3.7 Mode of Interview & Sample Size Covered

### 3.7.1 Basic Telephone Service (Wire-line):

- For customer satisfaction survey of Basic Telephone Service subscribers, 44% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone.

| Service providers | Face to face | Telephonic | Sample Size Achieved |
|---|---|---|---|
| Airtel | 534 | 533 | 1067 |
| BSNL | 518 | 556 | 1074 |
| Rel Com | 200 | 527 | 727 |
| **Overall** | **1252** | **1616** | **2868** |

**Note:** In spite of best efforts made, the sample size for Rel Com was not fully achieved because the basic wire-line subscriber's base was low.

### 3.7.2 Cellular Mobile Telephone Service:

- For customer satisfaction survey of Cellular Mobile Telephone Service subscribers, 55% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone.

| Service providers | Face to face | Telephonic | Sample Size Achieved |
|---|---|---|---|
| Aircel | 671 | 396 | 1067 |
| Airtel | 724 | 373 | 1097 |
| BSNL | 584 | 484 | 1068 |
| Idea | 422 | 647 | 1069 |
| MTS | 321 | 746 | 1067 |
| Rel Com | 566 | 501 | 1067 |
| Rel Tel | 639 | 430 | 1069 |
| TTSL | 706 | 371 | 1077 |
| Uninor | 576 | 492 | 1068 |
| Vodafone | 716 | 372 | 1088 |
| **Overall** | **5925** | **4812** | **10737** |

### 3.7.3 Broadband Service:

▪ For customer satisfaction survey of Broadband Service providers, 43% of the sample was covered through face-to-face interviews and up to 57% through an email/ telephonic survey. After sending emails, follow up telephone calls were made to drive respondents to the survey.

| Service providers | Face to face | Email/ Telephonic | Sample Size Achieved |
|---|---|---|---|
| Airtel | 560 | 509 | 1069 |
| Alliance | 558 | 512 | 1070 |
| BSNL | 402 | 702 | 1104 |
| Rel Com | 177 | 439 | 616 |
| Tata Com | 423 | 651 | 1074 |
| **Overall** | **2120** | **2813** | **4933** |

**Note:** In spite of best efforts made, the sample size for Rel Com was not fully achieved because the broadband subscriber's base was low.

### 3.8    Customer Profile by Payment Mode Used

### 3.8.1   Basic Telephone (Wire-line) Service:

- Airtel, BSNL and Rel Com were covered in this circle. Across 10 areas of the Kolkata circle, 2868 basic telephone service postpaid subscribers were covered.

| Service providers | Prepaid | Postpaid | Sample Size Achieved |
|---|---|---|---|
| Airtel | 0 | 1067 | 1067 |
| BSNL | 0 | 1074 | 1074 |
| Rel Com | 0 | 727 | 727 |
| **Overall** | **0** | **2868** | **2868** |

### 3.8.2   Cellular Mobile Service:

- A total of 10 cellular mobile telephone service providers present in the circle as of date have been covered. Across 10 areas of the Kolkata circle, 10737 cellular mobile service subscribers were covered. Of this sample, 10288 were prepaid subscribers and 449 were postpaid subscribers.

| Service providers | Prepaid | Postpaid | Sample Size Achieved |
|---|---|---|---|
| Aircel | 1051 | 16 | 1067 |
| Airtel | 1020 | 77 | 1097 |
| BSNL | 1052 | 16 | 1068 |
| Idea | 945 | 124 | 1069 |
| MTS | 1054 | 13 | 1067 |
| Reliance Com | 966 | 101 | 1067 |
| Reliance Tel | 1035 | 34 | 1069 |
| TTSL | 1077 | 0 | 1077 |
| Uninor | 1068 | 0 | 1068 |
| Vodafone | 1020 | 68 | 1088 |
| **Overall** | **10288** | **449** | **10737** |

### 3.8.3 Broadband Service:

- ▪ Total five broadband service providers present in the circle as of date were covered. Across various exchanges /Points of Presence of the Kolkata circle, 4933 broadband service subscribers were covered.

| Service providers | Prepaid | Postpaid | Sample Size Achieved |
|---|---|---|---|
| Airtel | 0 | 1069 | 1069 |
| Alliance | 50 | 1020 | 1070 |
| BSNL | 0 | 1104 | 1104 |
| Rel Com | 182 | 434 | 616 |
| Tata Com | 253 | 821 | 1074 |
| **Overall** | **485** | **4448** | **4933** |

### 3.9 Methodology for Calculating Percentage of Customer Satisfied

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

Consumers satisfied are ascertained using the following formula(s):

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

### 3.10    Questionnaires Development Process

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

The questionnaires developed were for:

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

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

**Broadband Service:** It means data connection

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

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

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

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

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

**Cellular Mobile Telephone Service**: Means

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

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

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

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

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

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

## 4. Demographic Profile

## 4.1 Basic Telephone (Wire-line) Service

## 4.1.1 Gender Profile

Overall

Base=2868



27%

73%

■ Male  ■ Female
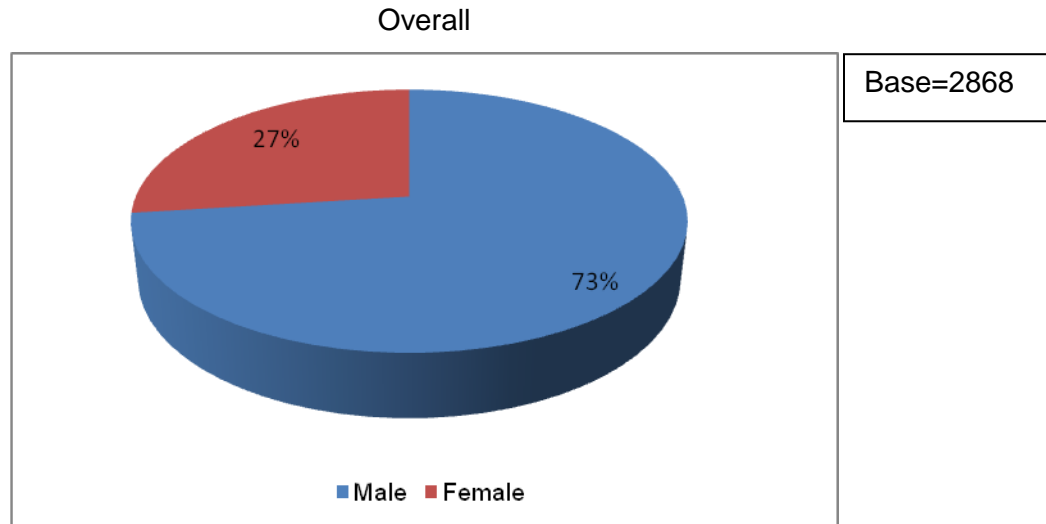
▪ On an overall basis, 73% of the respondents were male.

## 4.1.2 Age Profile

Overall

Base=2868



33%

13%

28%

26%

■ Less than 25 yrs  ■ 25-34 yrs  ■ 35-44 yrs  ■ Above 45 yrs
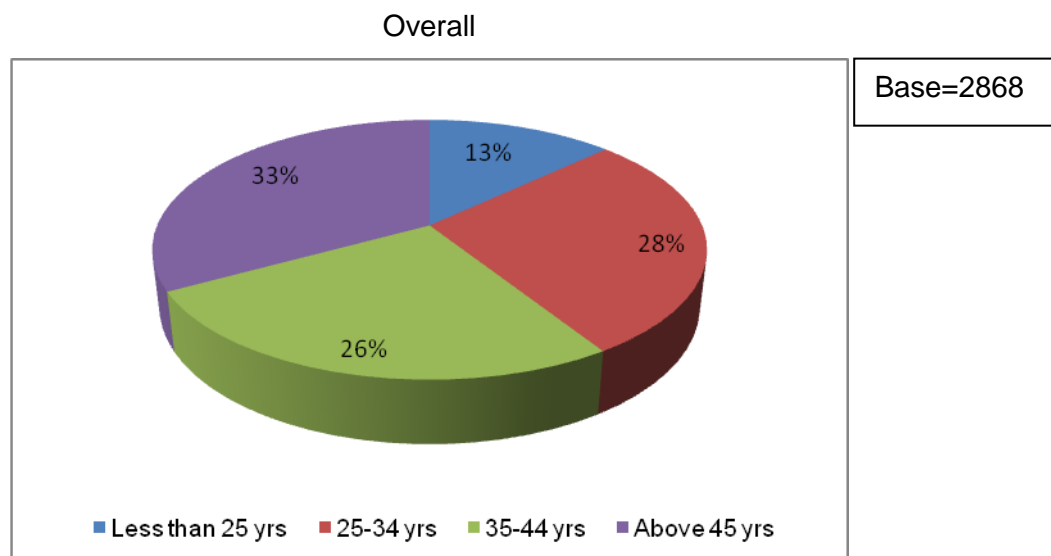
▪ On an overall basis, 54% of the respondents were in the age group 25 to 44 years.

### 4.1.3 Occupation Profile

Overall



Base=2868

■ Service ■ Business/Self-employed ■ Student ■ Housewife ■ Retired
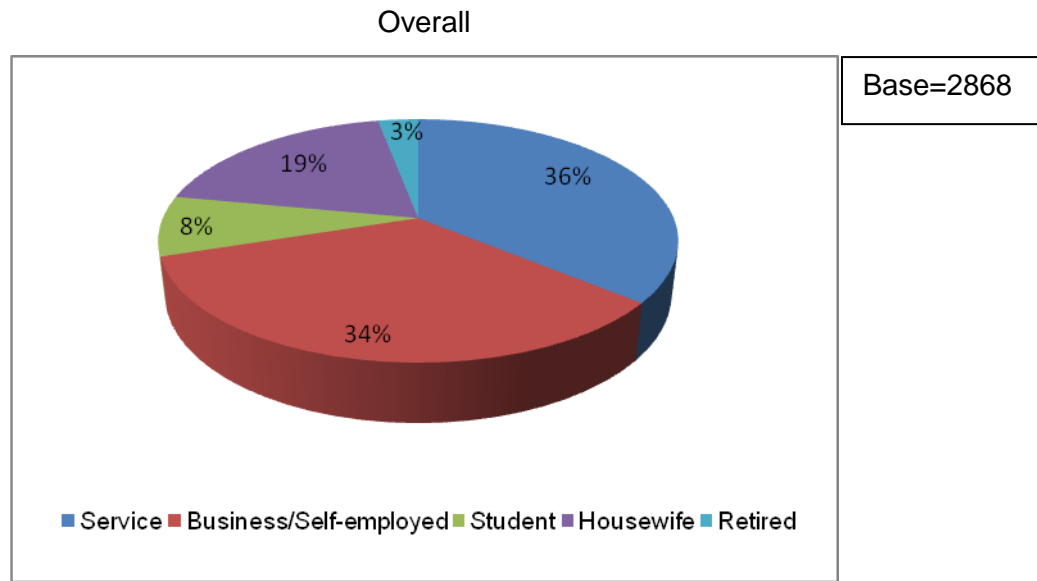
- On an overall basis, 70% of the respondents were either in service or self employed/ businessmen.

## 4.2 Cellular Mobile Telephone Service

### 4.2.1 Gender Profile

Overall



Total=10737
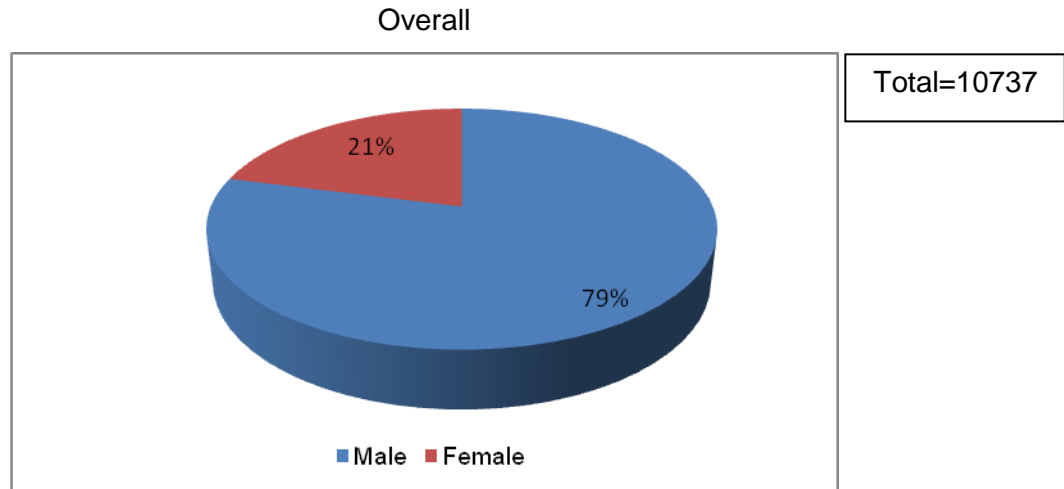
- On an overall basis, 79% of the respondents were male.

### 4.2.2 Age Profile

Overall



Total=10737
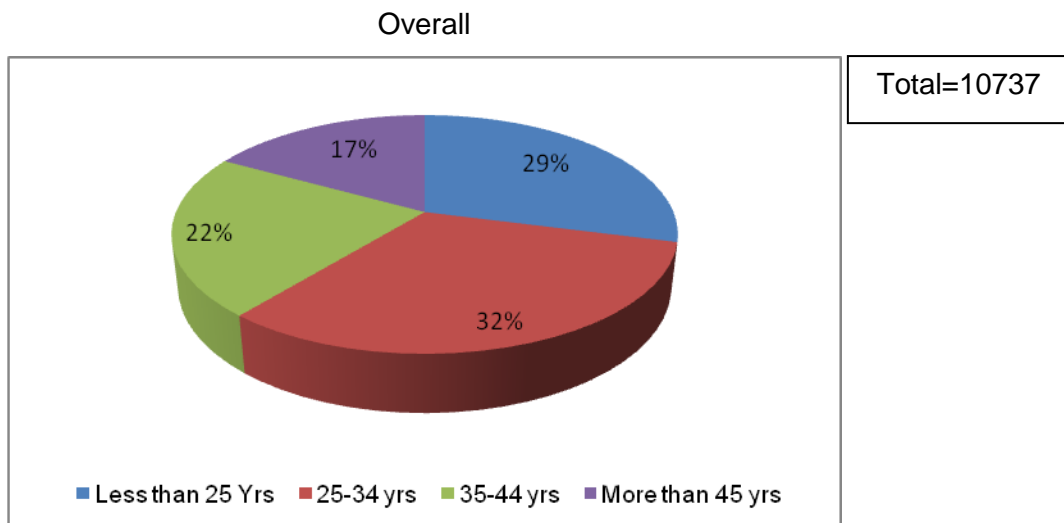
- On an overall basis, 61% of the respondents were below 35 years.

### 4.2.3   Occupation Profile

Overall



Total=10737
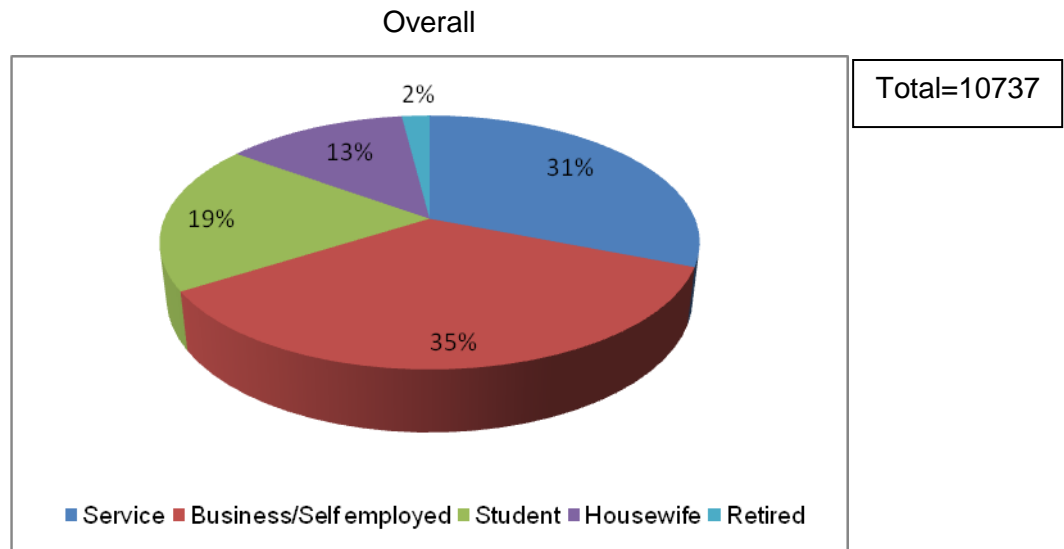
- ▪ On an overall basis, 66% of the respondents were in service or self employed/ businessmen.

## 4.3    Broadband Service

### 4.3.1   Gender Profile

Overall



Total=4933
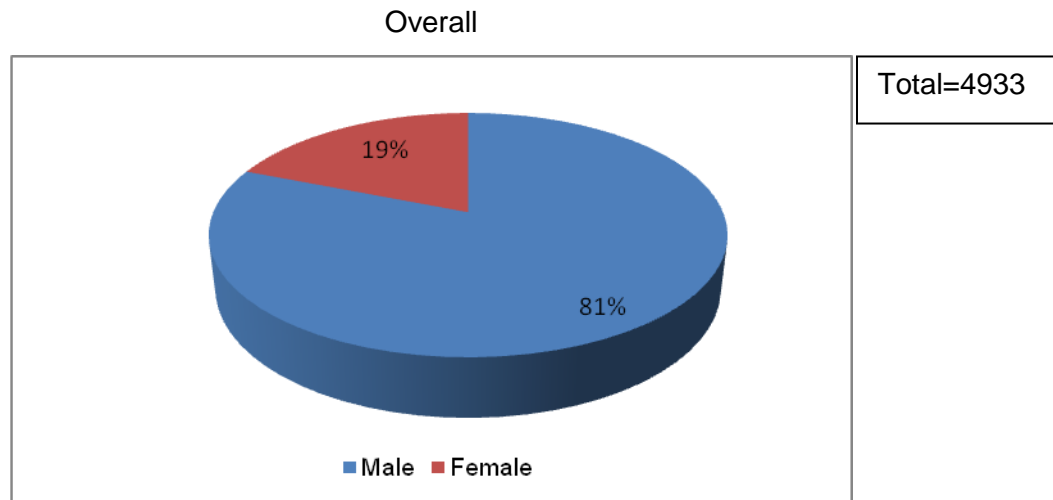
- On an overall basis, 81% of the respondents were male

### 4.3.2   Age Profile

Overall



Total=4933
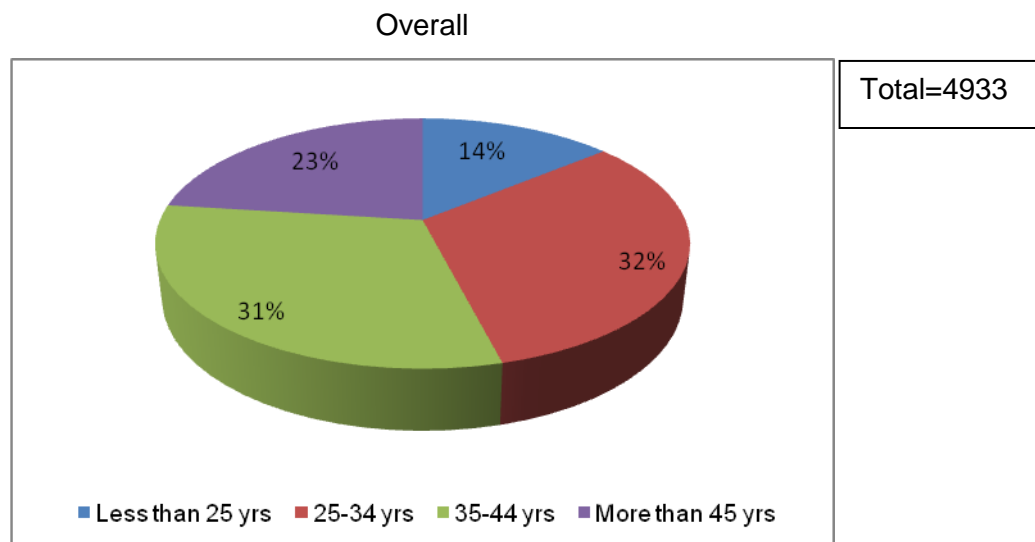
- On an overall basis, 63% of the respondents were in the age group of 25-45 years.

### 4.3.3   Occupation Profile

Overall



Total=4933
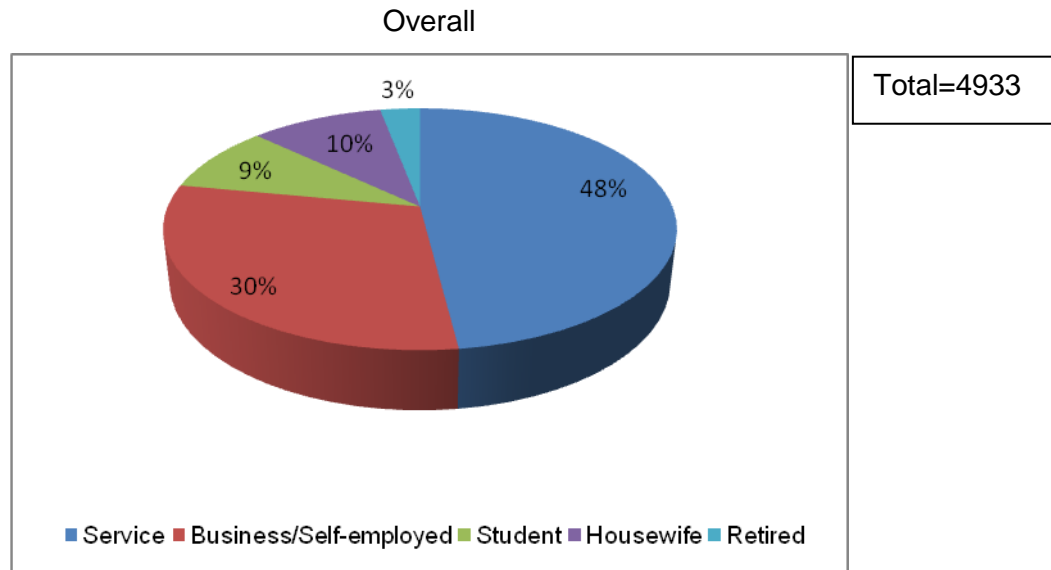
- On an overall basis, 78% of the respondents were in service or self employed/ businessmen.

**5.    Compliance report on the customer perception of service:**

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

- The percentage of customer satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology the total percentage of satisfied customer's 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 customer satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

**5.1    Basic Telephone (Wire-line) Service**

**5.1.1    The following Table shows the percentage of satisfied customers on various service QoS parameters.**

| Service providers | Base | % satisfied with Provision of Service | % satisfied with Billing Performance | | %satisfied with the Help Services including Customer Grievance Redressal | % satisfied with the Network Performance, Reliability & Availability | % satisfied with the Maintainability | % satisfied with the Supplementary & Value Added Services | % satisfied with the Overall Service Quality |
|---|---|---|---|---|---|---|---|---|---|
| | | | Post paid | Prepaid | | | | | |
| **Benchmarks** | | **≥90%** | **≥95%** | **≥95%** | **≥90%** | **≥95%** | **≥95%** | **≥90%** | **≥90%** |
| **Kolkata circle** | | | | | | | | | |
| Airtel | **1067** | 97 | 95 | NA | 83 | 94 | 86 | 86 | 90 |
| BSNL | **1074** | 96 | 93 | NA | 70 | 88 | 78 | 47 | 87 |
| Rel Com | **727** | 98 | 93 | NA | 81 | 94 | 83 | 97 | 92 |
| **Total** | **2868** | 97 | 94 | **NA** | 79 | 92 | 82 | 89 | 90 |

**Note: Figures in green color represent those service providers, who have met the benchmarks.**

- All the service providers met the benchmark related to provision of service.
- Only Airtel was able to meet the benchmark set for billing performance (postpaid).
- Only Rel Com met the benchmark set for supplementary & value added services.
- Airtel and Rel Com met the benchmark set for the overall quality of service.
- None of the service providers met the benchmark for help services, network performance, reliability & availability and maintainability.

**5.1.2 The following table shows the percentage of customers who reported that their telephone fault was repaired within 3 days.**

| Service providers | Base | % customers |
|---|---|---|
|  |  | Benchmark: 3 days |
| Kolkata circle | | |
| Airtel | 396 | 79.0 |
| BSNL | 427 | 60.2 |
| Rel Com | 161 | 65.8 |
| **Total** | **984** | **68.7** |

- On an overall basis, 68.7% of the customers, who experienced fault in their connection, reported that the fault was repaired within 3 days.

**5.1.3 The following table shows the percentage of customers who reported that their telephone service was terminated within 7 days on request.**

| Service providers | Base | % customers |
|---|---|---|
|  |  | Benchmark: 7 days |
| Kolkata circle | | |
| Airtel | 11 | 100.0 |
| BSNL | 1 | 100.0 |
| Rel Com | 0 | 0.0 |
| **Total** | **12** | **100.0** |

- On an overall basis, all the customers, who requested for termination of their telephone service, reported that their telephone connection was terminated within 7 days.

**5.1.4 The following table shows the percentage of customers who reported that their billing complaints were resolved by call centre within four weeks.**

| Service providers | Base | % customers |
|---|---|---|
|  |  | Benchmark: 4 Weeks |
| Kolkata circle | | |
| Airtel | 141 | 35.5 |
| BSNL | 141 | 31.2 |
| Rel Com | 104 | 28.8 |
| **Total** | **386** | **32.1** |

- On an overall basis, only 32.1% of the customers, who made billing complaints, reported that their billing complaint was resolved within 4 weeks

## 5.2    Cellular Mobile Telephone Service

**5.2.1   The following table shows the percentage of satisfied customers with various QoS parameters of customer perception of service.**

| Service providers | Base | % satisfied with Provision of Service | % satisfied with Billing Performance | | including Grievance Services Customer Redressal | % satisfied with the Network Performance, Reliability & Availability | % satisfied with the Maintainability | % satisfied with the Supplementary & Value Added Services | % satisfied with the Overall Service Quality |
|---|---|---|---|---|---|---|---|---|---|
| | | | Post paid | Prepaid | | | | | |
| **Benchmarks** | | ≥90% | ≥95% | ≥95% | ≥90% | ≥95% | ≥95% | ≥90% | ≥90% |
| **Kolkata circle** | | | | | | | | | |
| Aircel | 1067 | **95** | 92 | 94 | 78 | 86 | 84 | 65 | 84 |
| Airtel | 1097 | **96** | **95** | 93 | 77 | 94 | 94 | 55 | **90** |
| BSNL | 1068 | **98** | 84 | 79 | 80 | 81 | 79 | 61 | 89 |
| Idea | 1069 | **98** | 92 | 94 | 74 | 88 | 87 | 48 | 85 |
| MTS | 1067 | **95** | **100** | **96** | 80 | 85 | 83 | 60 | 84 |
| Rel Com | 1067 | **97** | 88 | **95** | 75 | 89 | 88 | 54 | 84 |
| Rel Tel | 1069 | **97** | 94 | 89 | 71 | 87 | 85 | 49 | 76 |
| TTSL | 1077 | **96** | NA | 94 | 81 | 87 | 87 | 59 | 84 |
| Uninor | 1068 | **93** | NA | **95** | 77 | 81 | 80 | 59 | 82 |
| Vodafone | 1088 | **96** | **96** | 93 | 77 | **95** | 94 | 47 | 88 |
| **Overall** | **10737** | **96** | **92** | **92** | **77** | **87** | **86** | **55** | **85** |

**Note: Figures in green color represent those service providers, who have met the benchmarks.**

- On an overall basis, 85% of the cellular mobile telephone service customers were satisfied with the overall quality of their service providers.
- All the service providers met the benchmark set for the provision of service.
- Out of 7 QoS parameters, Airtel and Vodafone were able to meet the benchmarks on the 3 parameters.
- None of the service providers met the benchmarks related to help services including customer grievance redressal, maintainability and supplementary & value added services.

**5.2.2  The following table shows the percentage of customers who reported that their billing complaints were resolved by call centre within four weeks.**

| Service providers | Base | % customer |
|---|---|---|
| | | **Benchmark: four weeks** |
| **Kolkata circle** | | |
| Aircel | 303 | 54.5 |
| Airtel | 304 | 63.8 |
| BSNL | 253 | 54.5 |
| Idea | 234 | 41.9 |
| MTS | 247 | 28.7 |
| Rel Com | 327 | 40.4 |
| Rel Tel | 392 | 46.2 |
| TTSL | 276 | 61.2 |
| Uninor | 303 | 44.2 |
| Vodafone | 283 | 60.8 |
| **Overall** | **2922** | **49.8** |

- On an overall basis, 49.8% of the cellular customers, who made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they lodged their complaints.

- Cellular mobile telephone service customers of MTS were less satisfied with the resolution of complaints within four weeks.

## 5.3    Broadband Service

**5.3.1 The following table shows the percentage of satisfied customers on various service parameters**

| Service Providers | Base | % satisfied with Provision of Service | % satisfied with Billing Performance | | %satisfied with the Help Services including Customer Grievance Redressal | % satisfied with the Network Performance, Reliability & Availability | % satisfied with the Maintainability | % satisfied with the Supplementary & Value Added Services | % satisfied with the Overall Service Quality |
|---|---|---|---|---|---|---|---|---|---|
| | | | Post paid | Prepaid | | | | | |
| **Benchmarks** | | ≥90% | ≥90% | ≥90% | ≥90% | ≥85% | ≥85% | ≥85% | ≥85% |
| **Kolkata circle** | | | | | | | | | |
| Airtel | 1069 | 85 | 98 | NA | 80 | 87 | 50 | 72 | 92 |
| Alliance | 1070 | 81 | 99 | 89 | 81 | 89 | 44 | 72 | 93 |
| BSNL | 1104 | 92 | 96 | NA | 73 | 84 | 68 | 79 | 76 |
| Rel Com | 616 | 84 | 96 | 100 | 82 | 88 | 37 | 76 | 93 |
| Tata Com | 1074 | 80 | 96 | 100 | 81 | 82 | 21 | 77 | 83 |
| **Overall** | **4933** | **85** | **97** | **99** | **80** | **86** | **44** | **74** | **87** |

**Note: Figures in green color represent those service providers, who have met the benchmarks.**

- Only BSNL was able to meet the benchmark set for provision of service.
- All the service providers met the benchmark for billing performance (postpaid); however in case of prepaid; Rel Com and Tata Com met the benchmark.
- None of the service providers met the benchmark for help services, maintainability and supplementary & value added services.
- Airtel, Alliance and Rel Com met the benchmark for overall quality of service.

**5.3.2   The following table shows the percentage of customers who reported that their billing complaints were resolved by call centre within four weeks.**

| Service providers | Base | % customer |
|---|---|---|
| | | **Benchmark: within 4 Weeks** |
| **Kolkata circle** | | |
| Airtel | 53 | 37.7 |
| Alliance | 24 | 54.2 |
| BSNL | 99 | 35.4 |
| Rel Com | 27 | 40.7 |
| Tata Com | 97 | 53.6 |
| **Overall** | **300** | **43.7** |

- On an overall basis, 43.7% of the customers, who made complaints, reported that their complaints were resolved within 4 weeks.

## 6    Detailed Report:

## 6A.1    Basic Telephone Service (Wire-line)

### 6A.1.1 Customer satisfaction with Provision of Service

**6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.**
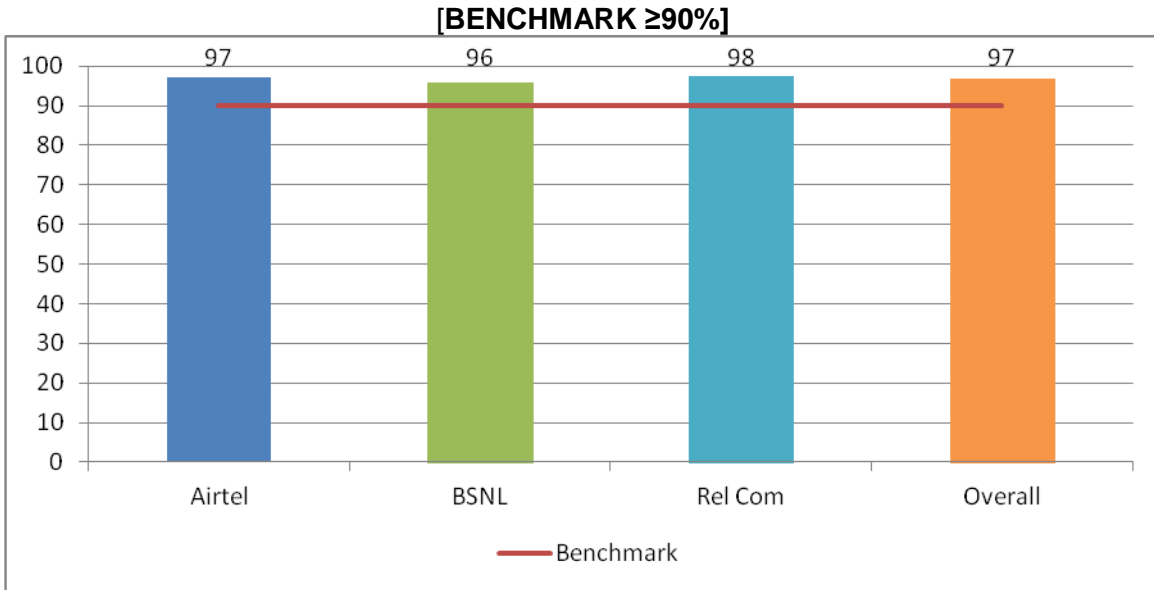
**[BENCHMARK ≥90%]**



- All the service providers met the benchmark laid down by TRAI for provision of service.

### 6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

**6A.1.2.1 The following graph shows the percentage of satisfied customers with respect to billing performance among postpaid customers.**
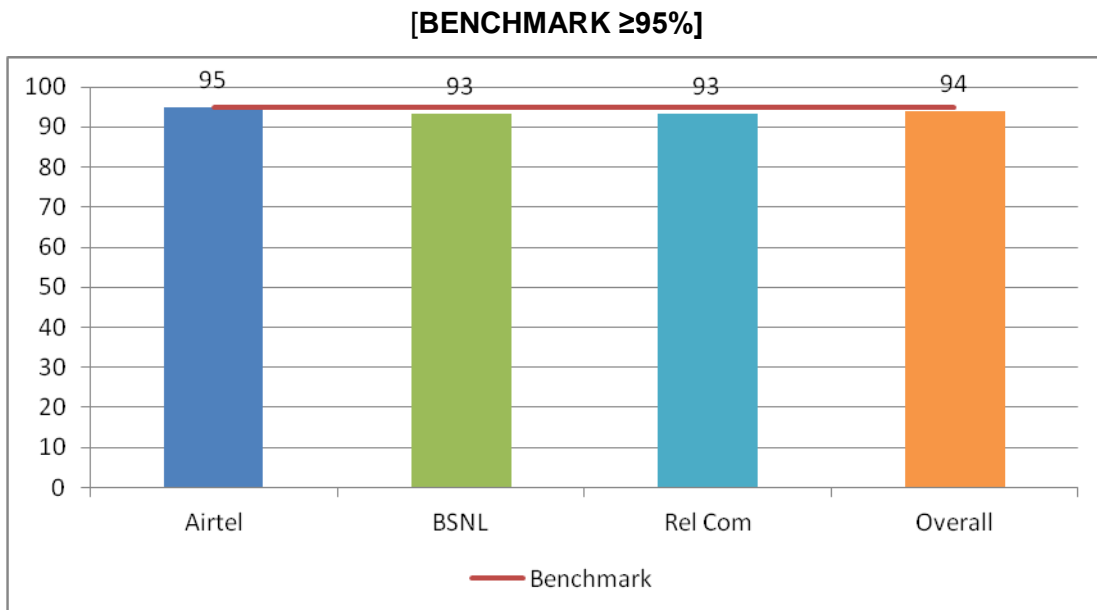
**[BENCHMARK ≥95%]**



- Only Airtel was able to meet the benchmark set for the billing performance; while BSNL and Rel Com failed marginally to meet the benchmark.

**6A.1.2.2 The following table shows the percentage of satisfied customers with the different sub-parameters of the billing performance.**

| Service providers | % postpaid customers | | | | Base |
|---|---|---|---|---|---|
| | Timely delivery of bills | Accuracy of the bills | Processing of resolution of the billing complaints | Clarity of bills in terms of transparency and understandability | |
| Airtel | 92.4 | 98.2 | 59.8 | 97.1 | 1067 |
| BSNL | 90.3 | 95.9 | 55.4 | 97.1 | 1074 |
| Rel Com | 92.6 | 96.9 | 53.2 | 95.0 | 727 |
| **Overall** | **91.7** | **97.0** | **56.3** | **96.6** | **2868** |

- Customers of all the service providers were less satisfied with the process of resolution of the billing complaints.

**6A.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal**

**6A.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.**

**[BENCHMARK ≥90%]**



- On an overall basis, none of the service providers met the benchmark set for the help services including customer grievance redressal.
- BSNL had low proportion of satisfied basic wire-line customers.

**6A.1.3.2 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.**

| Service providers | % customers | | | | | Base |
|---|---|---|---|---|---|---|
| | Ease of access of call centre/customer care or helpline | Ease of getting an option for talking to customer care executive | Response time taken to answer your calls by the customer care executive | Problem solving ability of the customer care executive(s) | Time taken by call centre/customer care or helpline to resolve your complaints | |
| Airtel | 84.4 | 87.8 | 82.8 | 78.4 | 79.1 | 436 |
| BSNL | 68.2 | 66.7 | 63.5 | 71.8 | 78.5 | 255 |
| Rel Com | 84.1 | 83.2 | 85.4 | 78.0 | 75.5 | 232 |
| **Overall** | **79.8** | **80.8** | **78.1** | **76.5** | **78.0** | **923** |

- Basic wire-line customers of all the service providers were less satisfied with all the sub-parameters related to the help services.
- Performance of BSNL was lower as compared to the other service providers on all the sub-parameters of the help services.

**6A.1.4 Customer Satisfaction with Network Performance, Reliability & Availability**

**6A.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.**

**[BENCHMARK ≥95%]**



- None of the service providers met the benchmark laid down by TRAI for network performance, reliability & availability. However, Airtel and Rel Com failed marginally to meet the benchmark.

**6A.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.**

| Service providers | % customers | | | Base |
|---|---|---|---|---|
| | Availability of working telephone (Dial tone) | Ability to make/receive calls easily | Voice quality | |
| Airtel | 94.8 | 92.9 | 93.4 | 1067 |
| BSNL | 90.0 | 86.9 | 86.5 | 1074 |
| Rel Com | 95.4 | 93.6 | 94.0 | 727 |
| **Overall** | **93.1** | **90.8** | **90.9** | **2868** |

- Performance of BSNL was low on all the sub-parameters of network performance, reliability & availability.

**6A.1.5 Customer Satisfaction with Maintainability**

**6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.**
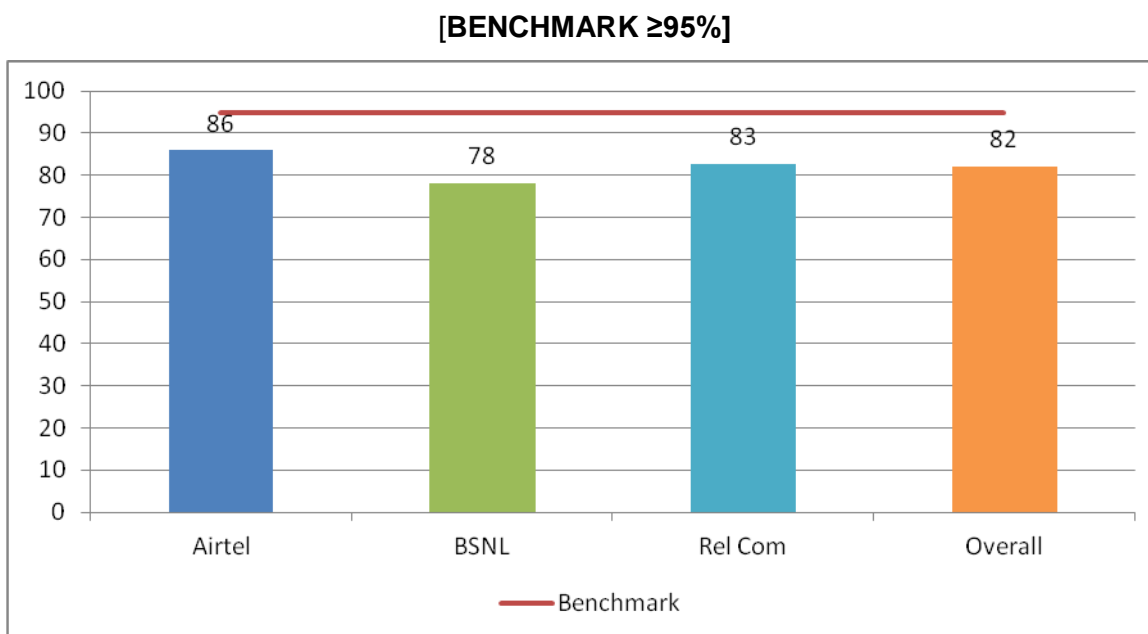
**[BENCHMARK ≥95%]**



- None of the service providers met the benchmark laid down by TRAI for maintainability.
- Performance of BSNL was low in comparison to the other service providers.

**6A.1.6 Customer Satisfaction with Supplementary & Value Added Services**

**6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary & value added services.**

**[BENCHMARK ≥90%]**



- Only Rel Com was able to meet the benchmark laid down by TRAI.
- BSNL had low proportion of satisfied customers with respect to supplementary and value added services.

**6A.1.6.2 The following table shows the percentage of customers satisfied with sub-parameters of supplementary and value added services.**

| Service providers | % customers | | | Base |
|---|---|---|---|---|
| | Quality of supplementary services | Process of activating or unsubscribing | Resolution of complaints for deactivation of VAS | |
| Airtel | 88.9 | 88.9 | 71.4 | 45 |
| BSNL | 50.0 | 50.0 | 42.9 | 6 |
| Rel Com | 100.0 | 100.0 | 37.5 | 78 |
| **Overall** | **93.8** | **93.8** | **58.3** | **129** |

- Customers of all the service providers were less satisfied with the resolution of complaints for deactivation of value added services.
- BSNL customers were less satisfied with all sub-parameters of supplementary & value added services.

**6A.1.7 Customer Satisfaction with Overall Service Quality**

**6A.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.**
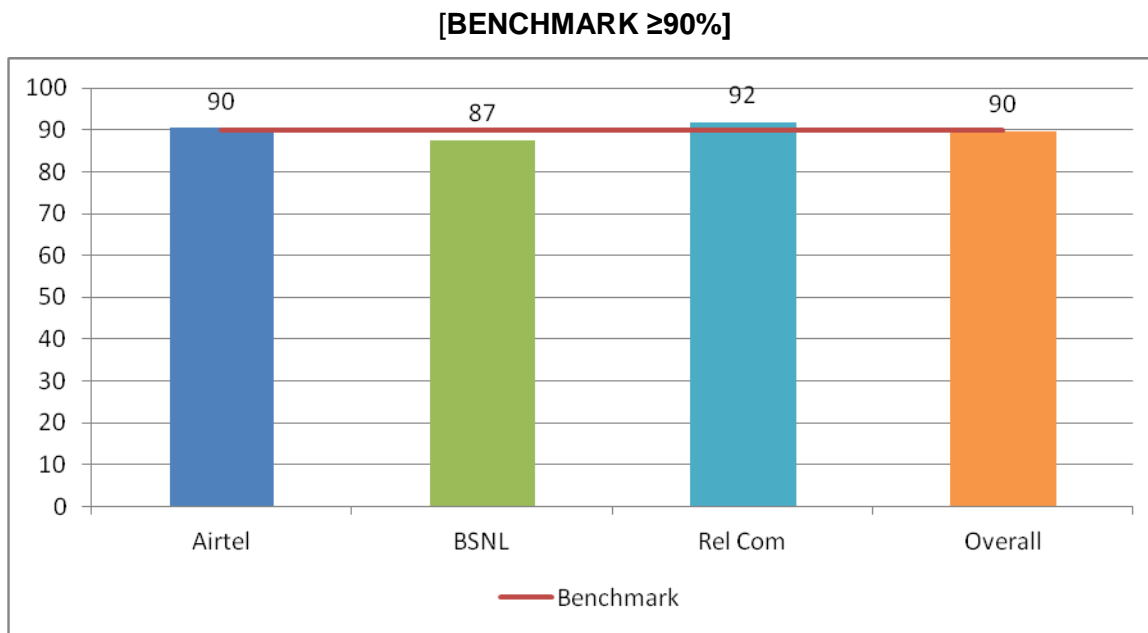
**[BENCHMARK ≥90%]**



- Airtel and Rel Com met the benchmark laid down by TRAI while BSNL failed to meet the benchmark.

**6A.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers**

**6A.2.1 Awareness and Experience with Call Centre**

**Table 6A.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider to make complaint/ query**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 95.0 | 1067 |
| BSNL | 83.8 | 1074 |
| Rel Com | 89.4 | 727 |
| **Overall** | **89.4** | **2868** |

- On an overall basis, 89.4% of the basic wire-line customers were aware about the call centre number of their service provider to make complaint/ query.
- Lower proportions of BSNL customers were aware of the contact details of the call centre.

**Table 6A.2.1.2 The following table shows the percentage of customers who made complaint within 6 months on the call centre number of their service provider**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 13.3 | 1067 |
| BSNL | 13.1 | 1074 |
| Rel Com | 14.3 | 727 |
| **Overall** | **13.5** | **2868** |

- In the last 6 months, only 13.5% of the customers made complaint on the toll free number of customer care of their service provider.

**6A.2.1.3 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints.**

| Service providers | % customers | | | | | Base |
|---|---|---|---|---|---|---|
| | Complaint was registered and docket number Received | Complaint was registered and docket number not Received | Complaint was registered and docket number provided on request | Complaint was registered and docket number not provided even on request | Refused to register the complaint | |
| Airtel | 55.3 | 28.4 | 5.7 | 9.2 | 1.4 | 141 |
| BSNL | 36.9 | 54.6 | 3.5 | 2.1 | 2.8 | 141 |
| Rel Com | 39.4 | 51.9 | 4.8 | 1.0 | 2.9 | 104 |
| **Overall** | **44.3** | **44.3** | **4.7** | **4.4** | **2.3** | **386** |

- On an overall basis, 44.3% of the basic wire-line customers, who had complained, said that they had received a docket number for their complaints.

- On an overall basis, 44.3% of the basic wire-line customers, who had complained, said that they did not receive docket number for their complaints.

- On an overall basis, 4.7% of the basic wire-line customers, who had complained, said that they received the docket number for their complaints on request.

- On an overall basis, 4.4% of the basic wire-line customers, who had complained, said that they did not receive docket number for their complaints even on request.

- On an overall basis, 2.3% of the basic wire-line customers, who had complained, said that their complaints were refused to be registered.

**6A.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 23.4 | 141 |
| BSNL | 31.9 | 141 |
| Rel Com | 38.5 | 104 |
| **Overall** | **30.6** | **386** |

- On an overall basis, only 30.6% customers, who had complained, said that they were informed about the action taken on their complaint by call centre.

**6A.2.1.5 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 35.5 | 141 |
| BSNL | 31.2 | 141 |
| Rel Com | 28.8 | 104 |
| **Overall** | **32.1** | **386** |

- On an overall basis, 32.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaints.

**6A.2.2 Awareness and Experience of Nodal Officer**

**6A.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 3.5 | 1067 |
| BSNL | 6.1 | 1074 |
| Rel Com | 4.8 | 727 |
| **Overall** | **4.8** | **2868** |

- On an overall basis, only 4.8% of the basic wire-line customers were aware about the contact details of the nodal officer.
- Out of 137 basic wire-line customers, who were aware of the contact details of the nodal officer, only 6 made complaints to the nodal officer.
- Only 2 basic wire-line customers, who made complaints to the nodal officer, were satisfied with the redressal of the complaints by the nodal officer.

**6A.2.3 Awareness and Experience of Appellate Authority**

**Table 6.2.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 1.0 | 1067 |
| BSNL | 0.7 | 1074 |
| Rel Com | 4.1 | 727 |
| **Overall** | **1.7** | **2868** |

- On an overall basis, only 1.7% of the customers were aware about the contact details of the appellate authority.
- Higher proportions of the Rel Com customers were aware of the contact details of the appellate authority.
- Only 2 customers filed an appeal with the appellate authority.
- Only 1 customer received acknowledgement.
- In both cases, the decision was not taken on their appeal within 3 months.

### 6A.2.4 General Information

**Table 6A.2.4.1 The following table shows the percentage of the customers who got the "Manual of Practice" containing the terms and conditions of service, toll free number of call centre and contact detail of nodal officer & appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 29.3 | 1067 |
| BSNL | 21.4 | 1074 |
| Rel Com | 30.0 | 727 |
| **Overall** | **26.6** | **2868** |

- On an overall basis, only 26.6% of the basic telephone service customers said that they got the manual of practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal.

- Only 21.4% of the BSNL customers got the manual of practice.

### 6B.1 Cellular Mobile Telephone Service

### 6B.1.1 Customer Satisfaction with Provision of Service

**6B.1.1.1 The following graph shows the percentage of customers satisfied with the provision of service.**
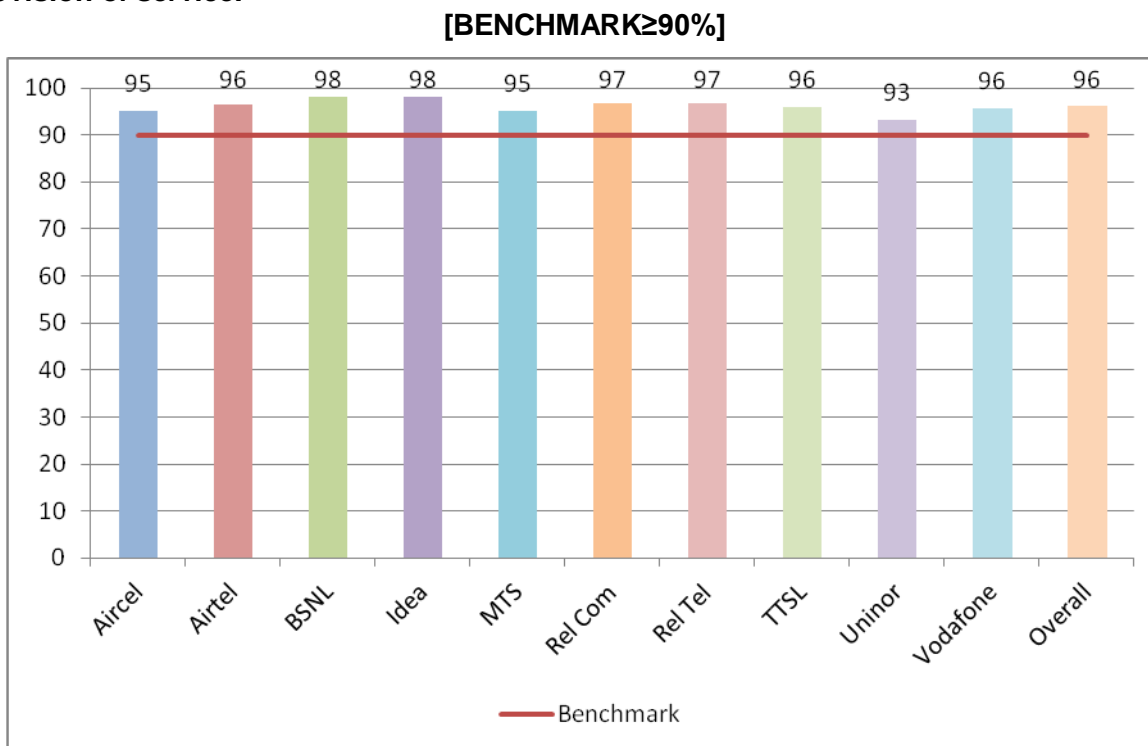
### [BENCHMARK≥90%]



- All service providers met the benchmark laid down by TRAI.

## 6B.1.2a Customer Satisfaction with Billing Performance - Postpaid

**6B.1.2a.1 The following graph shows the percentage of satisfied postpaid customers with billing performance.**
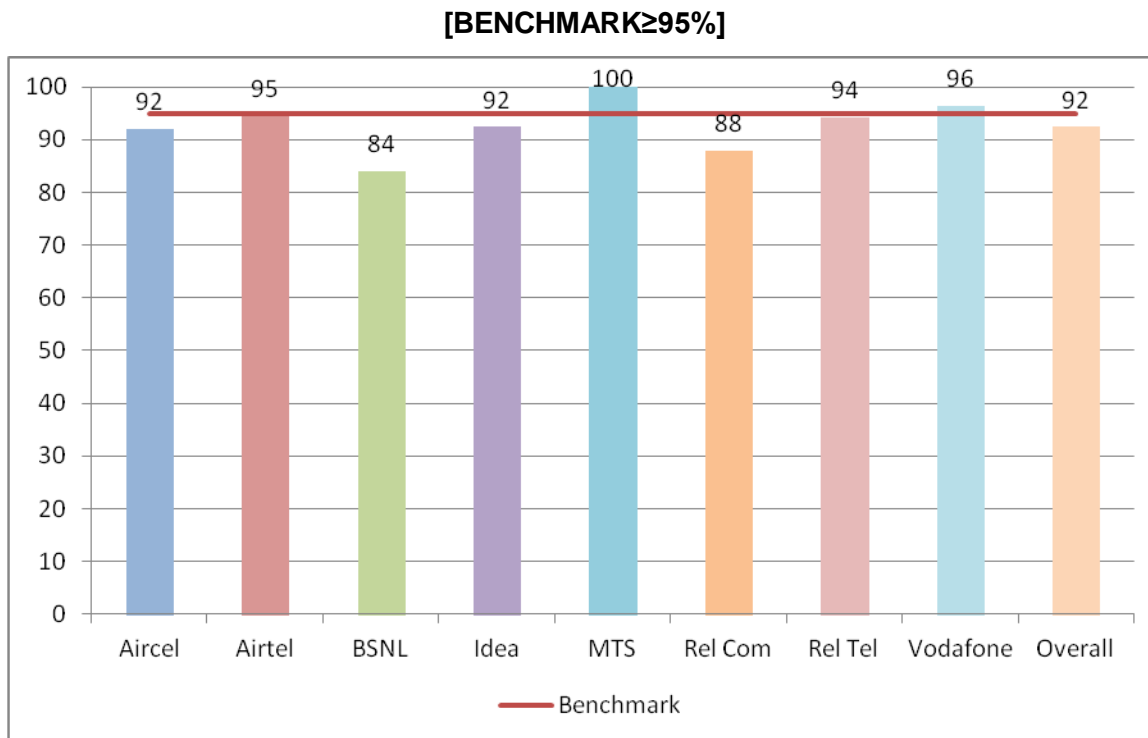
### [BENCHMARK≥95%]



- Airtel, MTS and Vodafone met the benchmark laid down by TRAI.
- BSNL had lower percentage of satisfied cellular mobile customer with respect to the billing performance (postpaid).

**6B.1.2a.2 The following table shows the percentage of postpaid customers satisfied with sub- parameter of billing performance.**

| Service providers | % postpaid customers | | | | Base |
|---|---|---|---|---|---|
| | Timely delivery of bills | Accuracy of the bills | Processing of resolution of the billing complaints | Clarity of bills in terms of transparency and understandability | |
| Aircel | 93.8 | 93.8 | 50.0 | 93.8 | 16 |
| Airtel | 96.1 | 96.1 | 71.4 | 93.5 | 77 |
| BSNL | 87.5 | 87.6 | 0.0 | 87.6 | 16 |
| Idea | 93.5 | 94.3 | 41.7 | 94.3 | 124 |
| MTS | 100.0 | 100.0 | NA | 100.0 | 13 |
| Rel Com | 90.1 | 88.1 | 42.8 | 92.0 | 101 |
| Rel Tel | 97.0 | 94.1 | 33.3 | 97.0 | 34 |
| Vodafone | 97.1 | 95.6 | 86.6 | 98.6 | 68 |
| **Overall** | **94.0** | **93.3** | **56.4** | **94.4** | **449** |

- Cellular mobile customers of all the service providers were less satisfied with the processing of resolution of billing complaints.

**6B.1.2b Customer Satisfaction with Billing Performance - Prepaid**

**6B.1.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.**
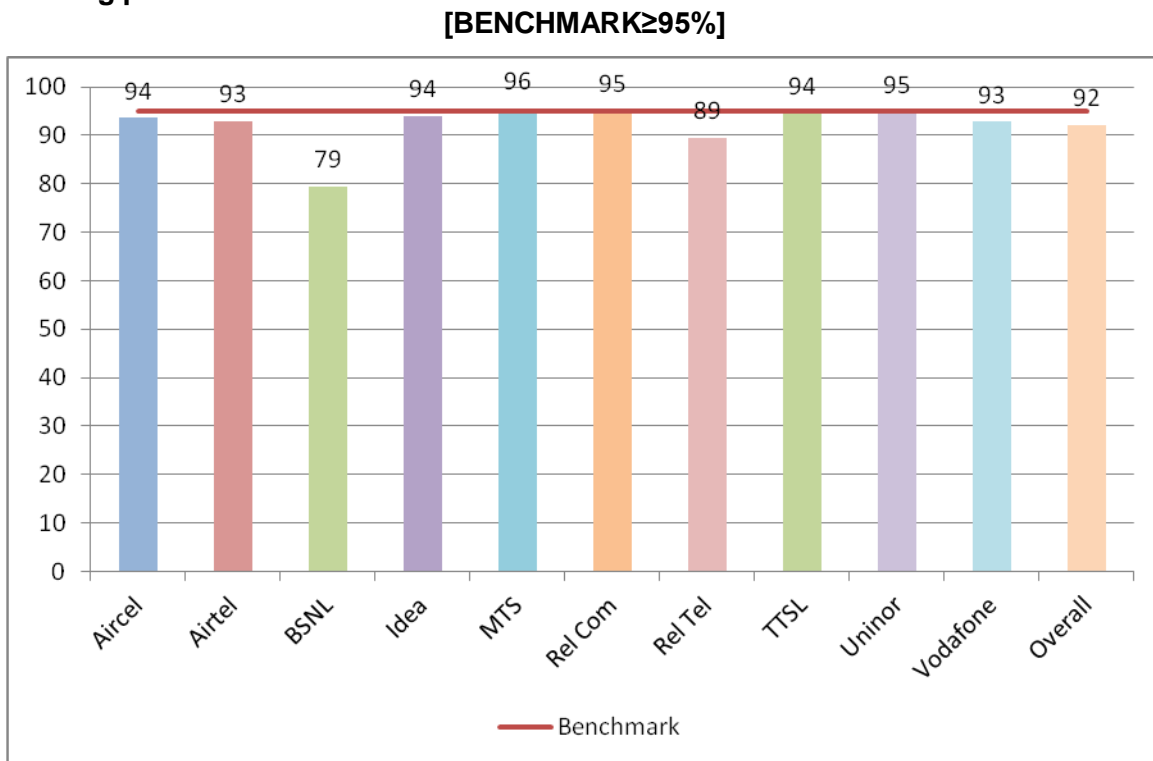
**[BENCHMARK≥95%]**



- MTS, Rel Com and Uninor met the benchmark laid down by TRAI.

- Cellular mobile customers of BSNL were less satisfied with respect to the billing performance (prepaid).

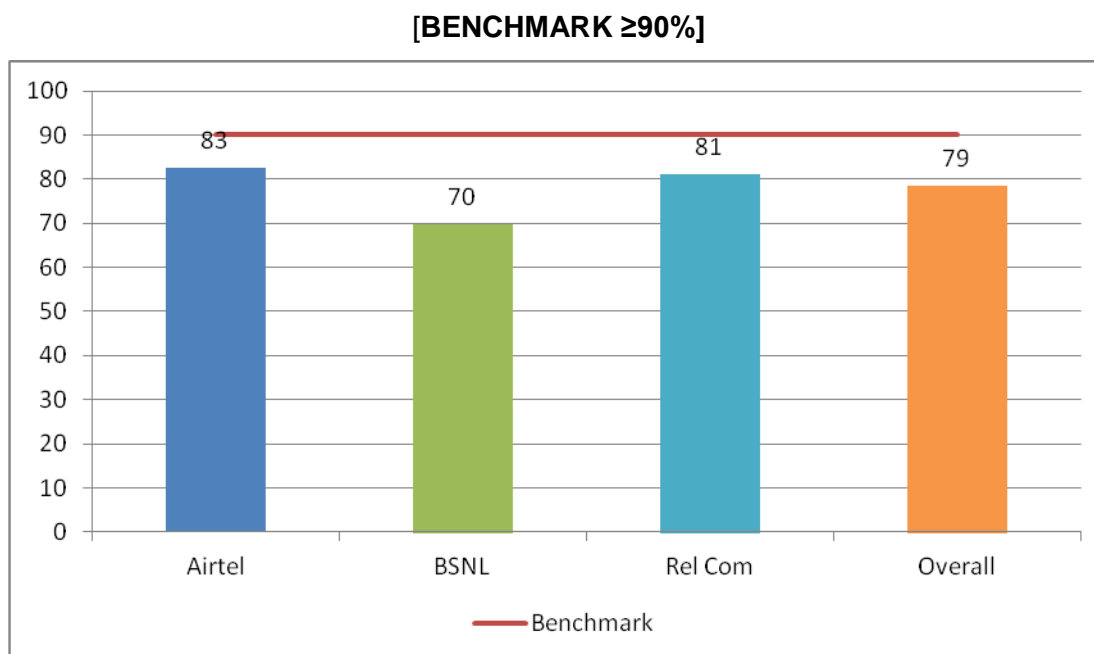**6B.1.2b.2 The following table shows the percentage of prepaid customers satisfied with sub- parameters of billing performance.**

| Service providers | % prepaid customers | | | |
| --- | --- | --- | --- | --- |
| | Accuracy of the charges | Processing of resolution of the billing complaints | Ease of recharging process | Base |
| Aircel | 95.5 | 67.8 | 98.1 | 1051 |
| Airtel | 94.4 | 71.4 | 97.4 | 1020 |
| BSNL | 62.5 | 72.7 | 97.7 | 1052 |
| Idea | 94.7 | 68.9 | 98.2 | 945 |
| MTS | 98.1 | 57.5 | 98.4 | 1054 |
| Rel Com | 97.4 | 70.1 | 99.0 | 966 |
| Rel Tel | 92.0 | 56.6 | 96.3 | 1035 |
| TTSL | 95.7 | 75.2 | 97.7 | 1077 |
| Uninor | 97.3 | 69.8 | 97.9 | 1068 |
| Vodafone | 94.1 | 67.9 | 97.8 | 1020 |
| **Overall** | **92.1** | **67.9** | **97.9** | **10288** |

- Process of resolution of billing complaints was major reason for dissatisfaction among the cellular mobile customers.

- Rel Tel and MTS had a lower percentage of satisfied cellular mobile customers.

**6B.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal**

**6B.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.**

**[BENCHMARK≥90%]**



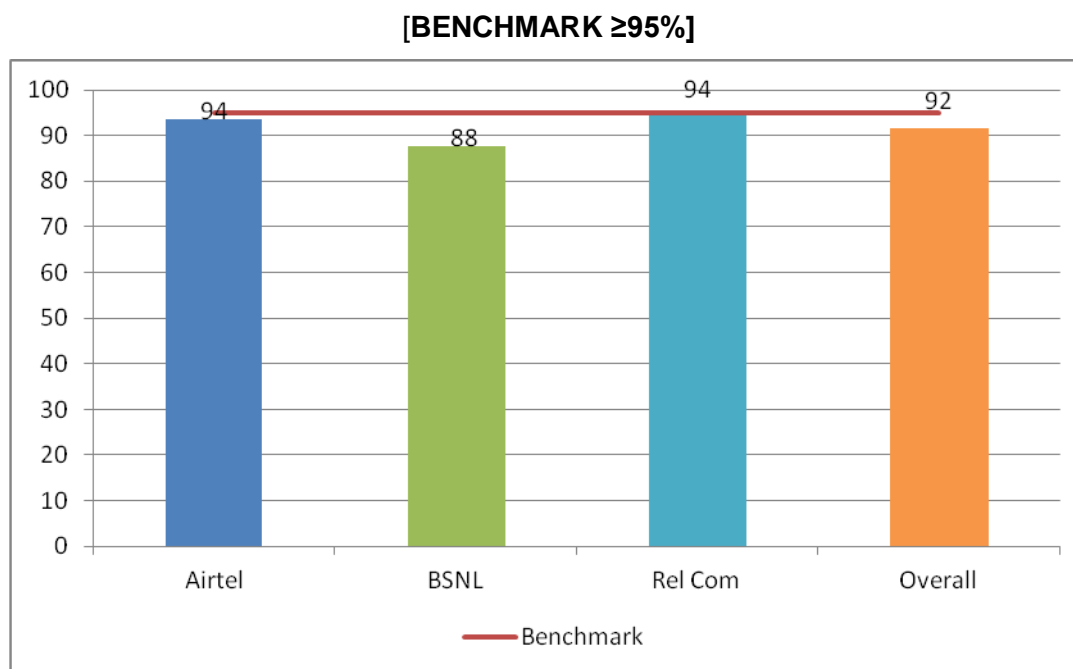- None of the service providers met the benchmark laid down by TRAI.

**6B.1.3.2 The following table shows the percentage of customers satisfied with sub- parameters of Help Services including customer grievance redressal.**

| Service providers | % customers | | | | | Base |
|---|---|---|---|---|---|---|
| | Ease of access of call centre/custo mer care or helpline | Ease of getting an option for talking to customer care executive | Response time taken to answer your calls by the customer care executive | Problem solving ability of the customer care executive(s) | Time taken by call centre/custo mer care or helpline to resolve your complaints | |
| Aircel | 80.4 | 78.1 | 78.1 | 76.0 | 75.7 | 474 |
| Airtel | 79.0 | 77.4 | 76.2 | 78.1 | 76.7 | 429 |
| BSNL | 62.1 | 77.1 | 86.5 | 87.3 | 86.5 | 513 |
| Idea | 77.7 | 75.3 | 71.1 | 70.8 | 72.6 | 332 |
| MTS | 80.9 | 82.1 | 79.8 | 77.2 | 77.8 | 351 |
| Rel Com | 77.1 | 76.6 | 76.3 | 73.9 | 73.0 | 510 |
| Rel Tel | 74.9 | 72.4 | 72.0 | 66.2 | 68.2 | 506 |
| TTSL | 81.5 | 80.8 | 81.0 | 81.5 | 81.5 | 427 |
| Uninor | 80.6 | 79.0 | 76.8 | 75.5 | 75.3 | 437 |
| Vodafone | 80.6 | 78.5 | 76.2 | 76.4 | 75.6 | 454 |
| **Overall** | **77.2** | **77.5** | **77.6** | **76.4** | **76.3** | **4433** |

- On an overall basis, all the service providers' performance was low on all the sub-parameters of the help services.

**6B.1.4 Customer Satisfaction with Network Performance, Reliability & Availability**

**6B.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.**
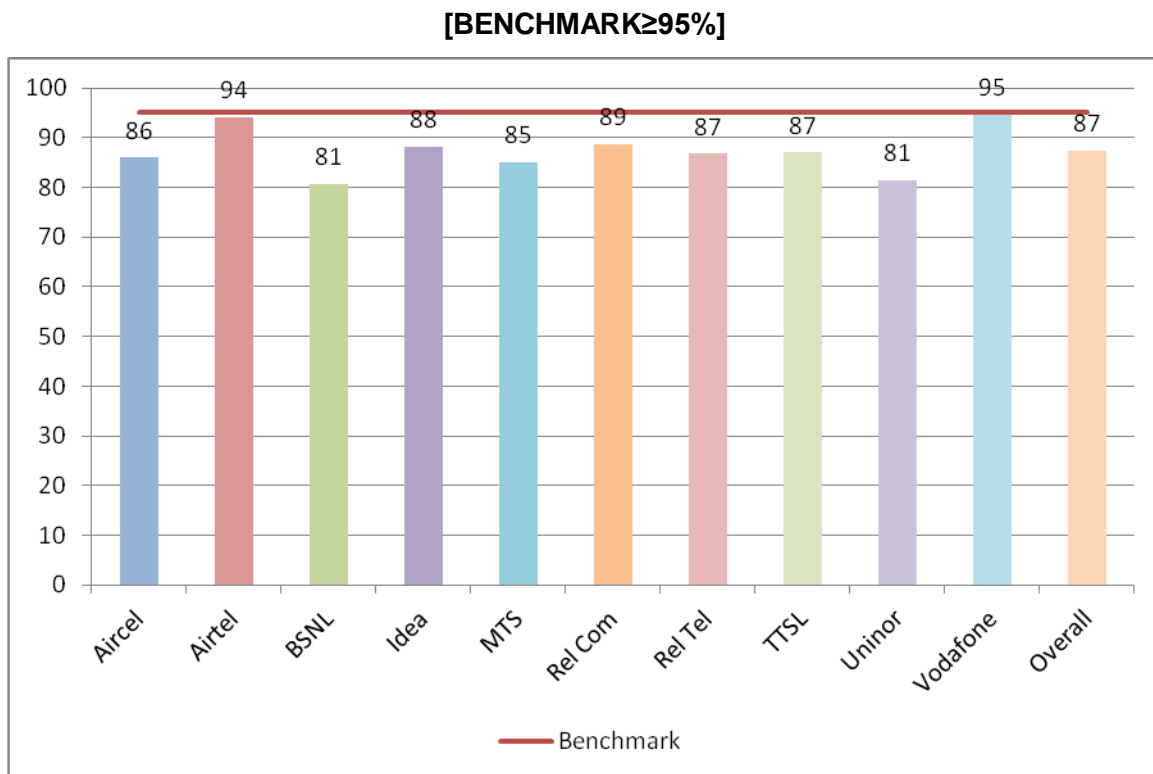
**[BENCHMARK≥95%]**



- Only Vodafone was able to meet the benchmark laid down by TRAI.
- Performance of BSNL and Uninor was low on this parameter.

**6B.1.4.2 The following table shows the percentage of customers satisfied with sub- parameters of network performance, reliability & availability.**

| Service providers | % customers | | | |
|---|---|---|---|---|
| | Availability of signal of your service provider in your locality | Ability to make/receive calls easily | Voice quality | Base |
| Aircel | 84.3 | 85.7 | 88.0 | 1067 |
| Airtel | 93.8 | 94.3 | 94.0 | 1097 |
| BSNL | 79.1 | 80.9 | 82.1 | 1068 |
| Idea | 87.0 | 87.7 | 90.0 | 1069 |
| MTS | 84.6 | 84.7 | 85.7 | 1067 |
| Rel Com | 88.9 | 87.9 | 89.5 | 1067 |
| Rel Tel | 86.2 | 86.5 | 87.6 | 1069 |
| TTSL | 86.5 | 87.1 | 87.5 | 1077 |
| Uninor | 80.3 | 81.1 | 83.0 | 1068 |
| Vodafone | 94.3 | 94.6 | 94.9 | 1088 |
| **Overall** | **86.5** | **87.1** | **88.3** | **10737** |

- Apart from Airtel and Vodafone, the performance of all other service providers was low on all the sub-parameters of the network performance, reliability & availability.

## 6B.1.5 Customer Satisfaction with Maintainability

## 6B.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.

**[BENCHMARK≥95%]**



- None of the service providers met the benchmark laid down by TRAI.
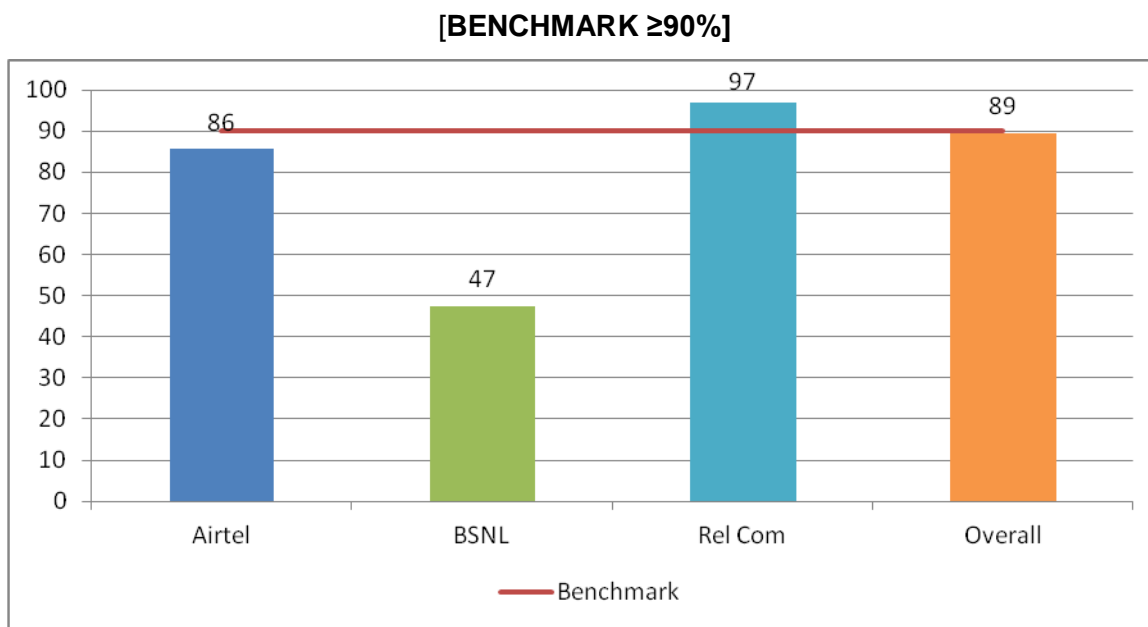- Performance of BSNL and Uninor was low on this parameter.

## 6B.1.5.2 The following table shows the percentage of customers satisfied with sub- parameters of maintainability.

| Service providers | % postpaid customers | | Base |
|---|---|---|---|
| | **Availability of network (signal)** | **Restoration of network (signal) problem** | |
| Aircel | 84.4 | 83.7 | 1067 |
| Airtel | 94.1 | 93.3 | 1097 |
| BSNL | 79.2 | 79.0 | 1068 |
| Idea | 88.3 | 85.9 | 1069 |
| MTS | 82.8 | 82.4 | 1067 |
| Rel Com | 87.7 | 87.8 | 1067 |
| Rel Tel | 85.3 | 84.3 | 1069 |
| TTSL | 87.0 | 86.3 | 1077 |
| Uninor | 80.0 | 79.4 | 1068 |
| Vodafone | 94.4 | 93.6 | 1088 |
| **Overall** | **86.3** | **85.7** | **10737** |

- Performance of Airtel and Vodafone was better than all other service providers on all the sub-parameters of maintainability.

**6B.1.6 Customer Satisfaction with Supplementary & Value Added Services**

**6B.1.6.1 The following graph shows the percentage of customers satisfied with supplementary & value added services.**
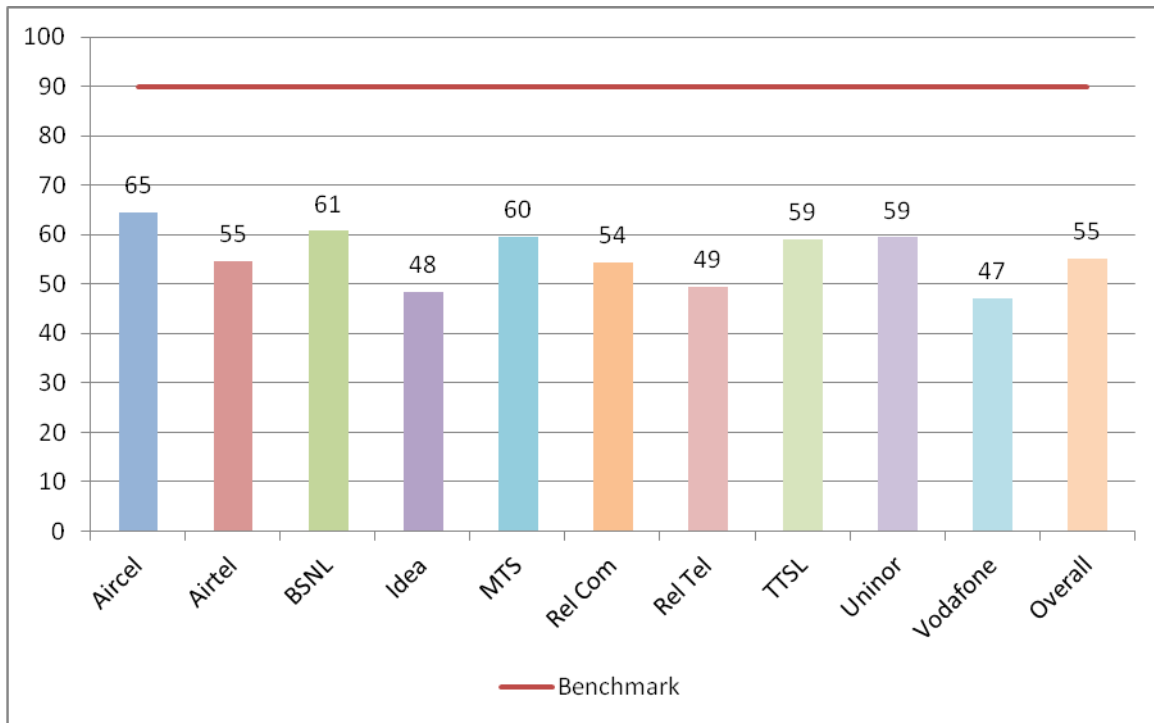
**[BENCHMARK≥90%]**



- None of the service provider was able to meet the benchmark set by TRAI.

**6B.1.6.2 The following table shows the satisfaction level of the customers with the different sub-parameters of the supplementary &value added services.**

| % customers | | | |
|---|---|---|---|
| Service providers | Quality Of Supplementary Services | Process Of Activating VAS Or Unsubscribing | Resolution of complaints | Base |
| Aircel | 72.2 | 70.9 | 43.8 | 165 |
| Airtel | 55.9 | 58.1 | 50.0 | 129 |
| BSNL | 57.4 | 76.0 | 49.4 | 75 |
| Idea | 39.2 | 55.9 | 50.0 | 102 |
| MTS | 62.1 | 68.3 | 48.8 | 79 |
| Rel Com | 51.3 | 70.9 | 42.5 | 117 |
| Rel Tel | 51.6 | 57.6 | 39.9 | 151 |
| TTSL | 58.2 | 62.2 | 55.9 | 127 |
| Uninor | 66.1 | 67.9 | 42.1 | 109 |
| Vodafone | 48.5 | 51.0 | 39.4 | 165 |
| **Overall** | **56.4** | **62.9** | **45.6** | **1219** |

- On an overall basis, cellular mobile customers were less satisfied on account of all the sub-parameters of the supplementary and value added services.
- Resolution of complaints was the main reason for dissatisfaction among the cellular mobile customers.

**6B.1.7 Customer satisfied with Overall Service Quality**

**6B.1.7.1 The following graph shows the percentage of customers satisfied with the overall service quality**
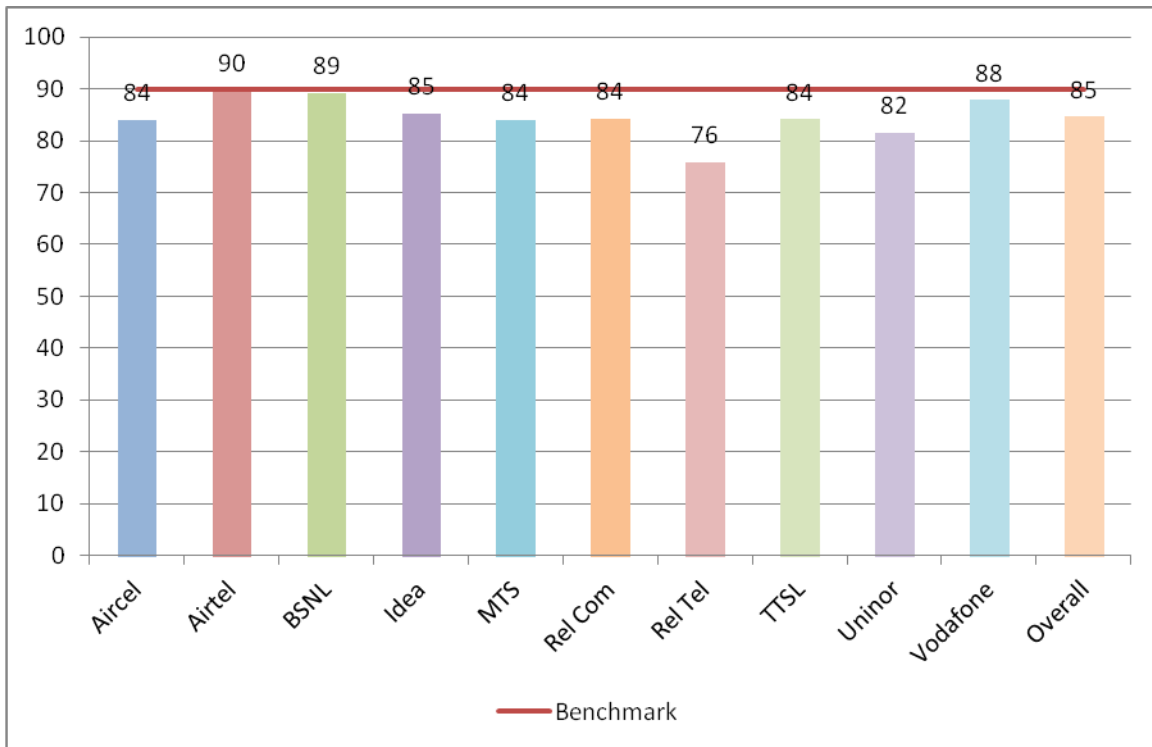
**[BENCHMARK≥90%]**



- Only Airtel was able to meet the benchmark laid down by TRAI.

- Rel Tel had a lower percentage of satisfied cellular mobile customers.

**6B.2   Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Telephone Service customers**

**6B.2.1 Awareness and Experience of Call Centre**

**Table 6B.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider to make complaint/ query.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 87.7 | 1067 |
| Airtel | 78.8 | 1097 |
| BSNL | 87.9 | 1068 |
| Idea | 78.6 | 1069 |
| MTS | 70.9 | 1067 |
| Rel Com | 86.1 | 1067 |
| Rel Tel | 86.2 | 1069 |
| TTSL | 80.8 | 1077 |
| Uninor | 77.2 | 1068 |
| Vodafone | 81.3 | 1088 |
| **Overall** | **81.5** | **10737** |

- On an overall basis, 81.5% of all cellular mobile customers were aware about the call centre number of their service provider to make complaint/ query.

**6B.2.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free call centre/customer care/help-line telephone number.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 28.4 | 1067 |
| Airtel | 27.7 | 1097 |
| BSNL | 23.7 | 1068 |
| Idea | 21.9 | 1069 |
| MTS | 23.1 | 1067 |
| Rel Com | 30.6 | 1067 |
| Rel Tel | 36.7 | 1069 |
| TTSL | 25.6 | 1077 |
| Uninor | 28.4 | 1068 |
| Vodafone | 26.0 | 1088 |
| **Overall** | **27.2** | **10737** |

- On an overall basis, only 27.2% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

**6B.2.1.3 The following table shows the percentage of customer who received or did not receive docket number for their complaints.**

| Service providers | % customers | | | | | Base |
|---|---|---|---|---|---|---|
| | Complaint was registered and docket number received | Complaint was registered and docket number not received | Complaint was registered and docket number provided on request | Complaint was registered and docket number not provided even on request | Refused to register the complaint | |
| Aircel | 56.1 | 25.7 | 10.2 | 3.0 | 5.0 | 303 |
| Airtel | 58.9 | 24.7 | 8.9 | 2.6 | 4.9 | 304 |
| BSNL | 48.6 | 43.1 | 6.7 | 0.4 | 1.2 | 253 |
| Idea | 50.4 | 38.9 | 4.3 | 2.1 | 4.3 | 234 |
| MTS | 47.4 | 39.7 | 8.9 | 0.4 | 3.6 | 247 |
| Rel Com | 38.8 | 47.7 | 8.9 | 1.8 | 2.8 | 327 |
| Rel Tel | 48.2 | 30.6 | 9.2 | 6.9 | 5.1 | 392 |
| TTSL | 63.8 | 24.3 | 6.2 | 2.9 | 2.9 | 276 |
| Uninor | 47.9 | 35.6 | 6.6 | 3.6 | 6.3 | 303 |
| Vodafone | 55.8 | 30.0 | 7.4 | 4.2 | 2.5 | 283 |
| **Overall** | **51.4** | **33.8** | **7.9** | **3.0** | **3.9** | **2922** |

- On an overall basis, 51.4% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.

- On an overall basis, 33.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.

- On an overall basis, 7.9% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.

- On an overall basis, 3.0% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.

- On an overall basis, 3.9% of the cellular mobile telephone service customers, who had complained, said that their complaints were refused to be registered.

**6B.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 61.4 | 303 |
| Airtel | 75.0 | 304 |
| BSNL | 57.3 | 253 |
| Idea | 50.9 | 234 |
| MTS | 38.5 | 247 |
| Rel Com | 51.4 | 327 |
| Rel Tel | 55.6 | 392 |
| TTSL | 74.3 | 276 |
| Uninor | 53.8 | 303 |
| Vodafone | 70.0 | 283 |
| **Overall** | **59.0** | **2922** |

- On an overall basis, 59% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

**6B.2.1.5 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 54.5 | 303 |
| Airtel | 63.8 | 304 |
| BSNL | 54.5 | 253 |
| Idea | 41.9 | 234 |
| MTS | 28.7 | 247 |
| Rel Com | 40.4 | 327 |
| Rel Tel | 46.2 | 392 |
| TTSL | 61.2 | 276 |
| Uninor | 44.2 | 303 |
| Vodafone | 60.8 | 283 |
| **Overall** | **49.8** | **2922** |

- On an overall basis, 49.8% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

**6B.2.2 Awareness and Experience of Nodal Officer**

**6B.2.2.1The following table shows the percentage of customers who were aware about contact details of the nodal officer.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 4.7 | 1067 |
| Airtel | 2.6 | 1097 |
| BSNL | 2.0 | 1068 |
| Idea | 2.5 | 1069 |
| MTS | 1.4 | 1067 |
| Rel Com | 5.0 | 1067 |
| Rel Tel | 5.5 | 1069 |
| TTSL | 3.1 | 1077 |
| Uninor | 3.0 | 1068 |
| Vodafone | 2.1 | 1088 |
| **Overall** | **3.2** | **10737** |

- On an overall basis, only 3.2% of the cellular mobile customers were aware of the contact details of the nodal officer.
- Only 26 customers made complaints to the nodal officer.
- Out of 26 customers, only 13 of them were intimated by the nodal officer about the decision taken on their complaints.
- Only 10 customers were satisfied with the redressal of complaints by nodal officer.

**6B.2.3 Awareness and Experiences with Appellate Authority**

**6B.2.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 0.3 | 1067 |
| Airtel | 0.0 | 1097 |
| BSNL | 0.0 | 1068 |
| Idea | 0.1 | 1069 |
| MTS | 0.2 | 1067 |
| Rel Com | 0.2 | 1067 |
| Rel Tel | 0.0 | 1069 |
| TTSL | 0.1 | 1077 |
| Uninor | 0.0 | 1068 |
| Vodafone | 0.0 | 1088 |
| **Overall** | **0.1** | **10737** |

- On an overall basis, only 0.1% of the cellular mobile customers were aware about the contact details of the appellate authority.
- Only 9 cellular mobile customers filed an appeal with the appellate authority.
- Only 4 cellular mobile customers received the acknowledgement.
- Only in 5 cases, the appellate authority took decision on the appeal within 3 months.

### 6B.2.4 General Information

**6B.2.4.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 12.2 | 1051 |
| Airtel | 7.8 | 1020 |
| BSNL | 3.8 | 1052 |
| Idea | 3.4 | 945 |
| MTS | 3.8 | 1054 |
| Rel Com | 12.9 | 966 |
| Rel Tel | 11.7 | 1035 |
| TTSL | 8.2 | 1077 |
| Uninor | 9.1 | 1068 |
| Vodafone | 10.4 | 1020 |
| **Overall** | **8.3** | **10288** |

- On an overall basis, only 8.3% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

**6B.2.4.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 0.8 | 128 |
| Airtel | 1.3 | 80 |
| BSNL | 2.5 | 40 |
| Idea | 0.0 | 32 |
| MTS | 2.5 | 40 |
| Rel Com | 3.2 | 125 |
| Rel Tel | 2.5 | 121 |
| TTSL | 1.1 | 88 |
| Uninor | 0.0 | 97 |
| Vodafone | 0.0 | 106 |
| **Overall** | **1.4** | **857** |

- On an overall basis, only 1.4% of the prepaid cellular mobile customers, who were aware that a prepaid customer can get item-wise usage charge details, on request, said that they were denied item-wise usage charge details.

**6B.2.4.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.**

| Service providers | % customers | | | Base |
|---|---|---|---|---|
| | **No reason given** | **Technical problem** | **Others** | |
| Aircel | 100.0 | 0.0 | 0.0 | 1 |
| Airtel | 100.0 | 0.0 | 0.0 | 1 |
| BSNL | 100.0 | 0.0 | 0.0 | 1 |
| Idea | 0.0 | 0.0 | 0.0 | 0 |
| MTS | 0.0 | 100.0 | 0.0 | 1 |
| Rel Com | 100.0 | 0.0 | 0.0 | 4 |
| Rel Tel | 66.7 | 33.3 | 0.0 | 3 |
| TTSL | 100.0 | 0.0 | 0.0 | 1 |
| Uninor | 0.0 | 0.0 | 0.0 | 0 |
| Vodafone | 0.0 | 0.0 | 0.0 | 0 |
| **Overall** | **83.3** | **16.7** | **0.0** | **12** |

▪ On an overall basis, 83.3% of the prepaid cellular mobile customers, who requested for item-wise details, said that "no reason" was given for denying their request while 16.7% of the prepaid customers said that "technical reason" was given for denying their request.

**6B.2.4.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the call centre and contact detail of nodal officer & appellate authority for complaint redressal while subscribing the new mobile telephone connection.**

| Service providers | % customers | Base |
|---|---|---|
| Aircel | 44.0 | 1067 |
| Airtel | 48.3 | 1097 |
| BSNL | 66.0 | 1068 |
| Idea | 35.0 | 1069 |
| MTS | 48.8 | 1067 |
| Rel Com | 51.5 | 1067 |
| Rel Tel | 50.9 | 1069 |
| TTSL | 48.4 | 1077 |
| Uninor | 44.2 | 1068 |
| Vodafone | 43.5 | 1088 |
| **Overall** | **48.0** | **10737** |

▪ On an overall basis, only 48% of the cellular mobile customers claimed to have got the manual of practice.

## 6C.1    Broadband Service

### 6C.1.1 Customer Satisfaction with Provision of Service

**6C.1.1.1The following graph shows the percentage of satisfied customers with respect to provision of service.**
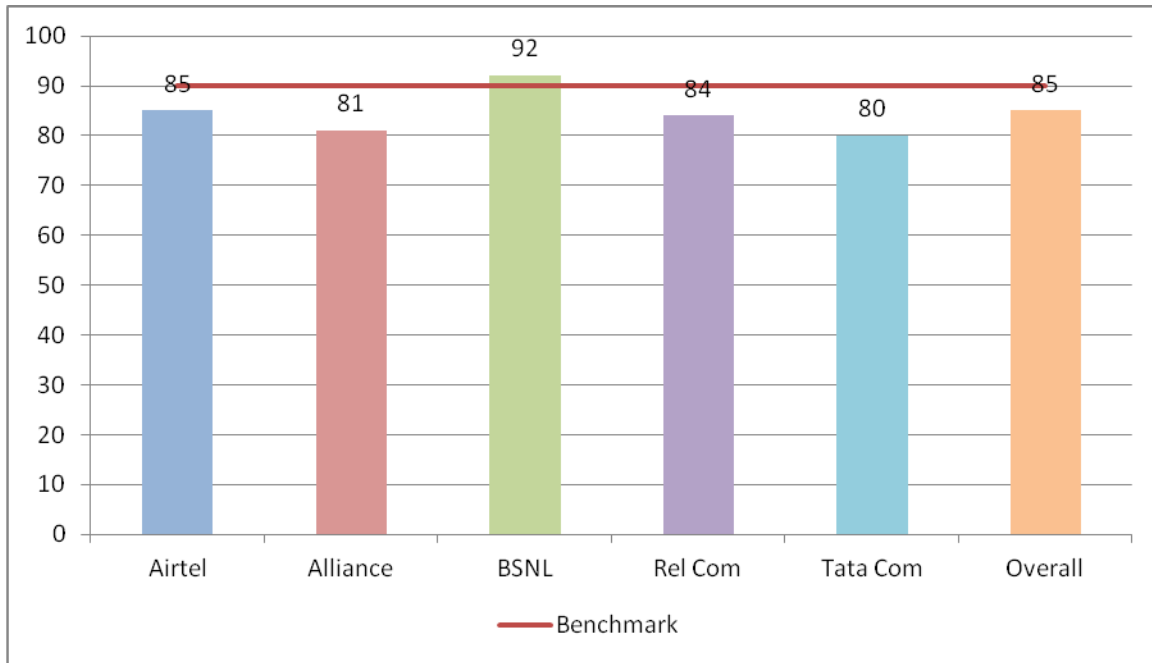
**[BENCHMARK≥90%]**



- Only BSNL met the benchmark for provision of service.


### 6C.1.2A Customer Satisfaction with Billing Performance - Postpaid

**6C.1.2A.1The following graph shows the percentage of postpaid customers satisfied with billing performance.**
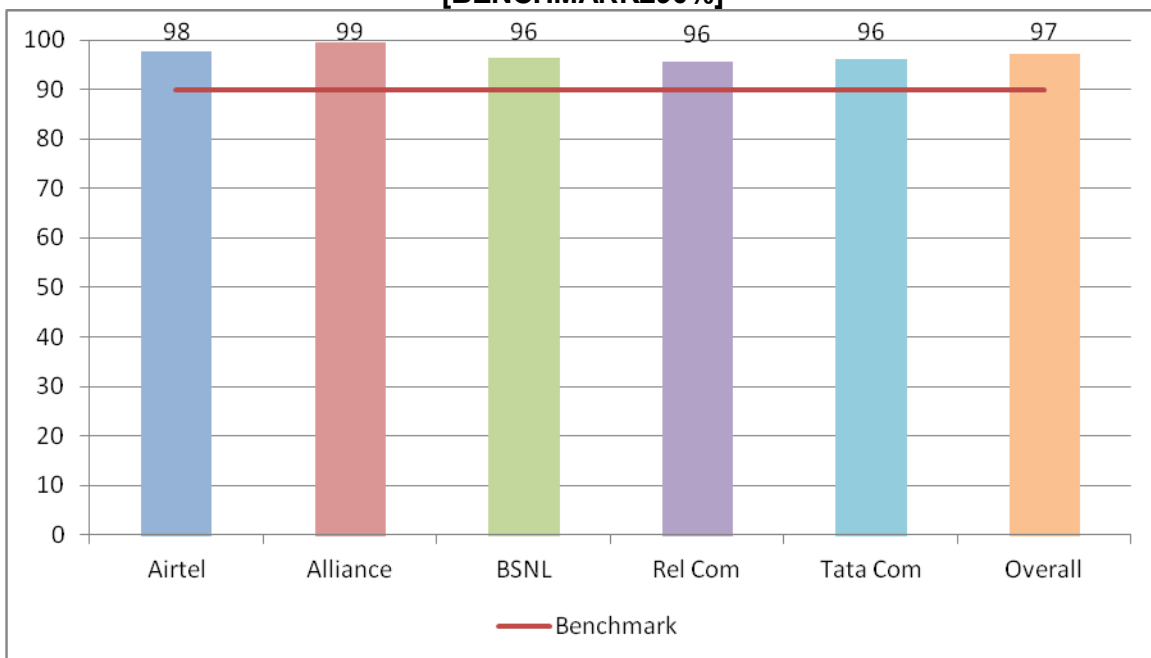
**[BENCHMARK≥90%]**



- All the service providers were able to meet the benchmark laid down by TRAI.
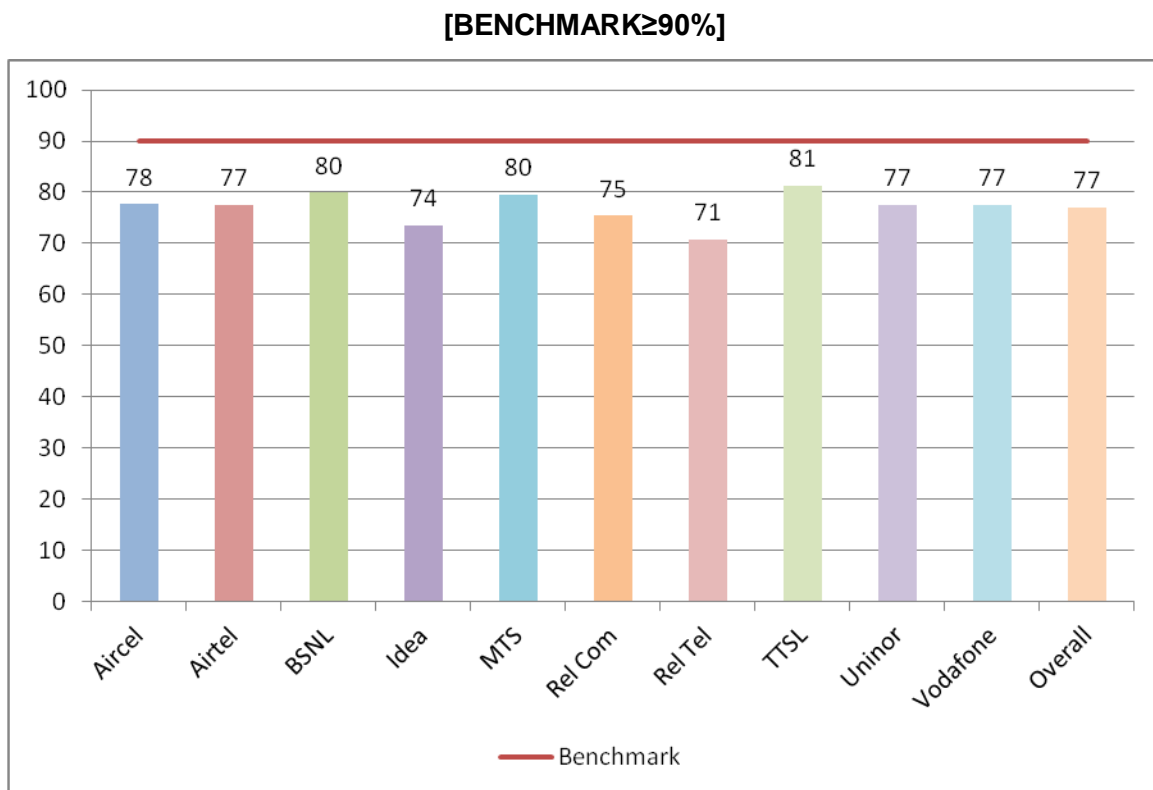
**6C.1.2A.2The following table shows the percentage of postpaid customers satisfied with sub- parameters of billing performance.**

| Service providers | % postpaid customers | | | | Base |
|---|---|---|---|---|---|
| | **Timely delivery of bills** | **Accuracy of the bills** | **Processing of resolution of the billing complaints** | **Clarity of bills in terms of transparency and understandability** | |
| Airtel | 97.1 | 100.0 | 62.2 | 97.1 | 1069 |
| Alliance | 99.4 | 99.9 | 44.4 | 99.6 | 1020 |
| BSNL | 94.2 | 99.5 | 35.4 | 99.2 | 1104 |
| Rel Com | 94.7 | 100.0 | 23.8 | 95.7 | 434 |
| Tata Com | 95.0 | 99.8 | 43.9 | 96.3 | 821 |
| **Overall** | **96.2** | **99.8** | **42.2** | **97.9** | **4448** |

- Broadband customers of all the service providers were less satisfied with the process of resolution of billing complaints.

**6C.1.2B Customer Satisfaction with Billing Performance - Prepaid**

**6C.1.2B.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.**
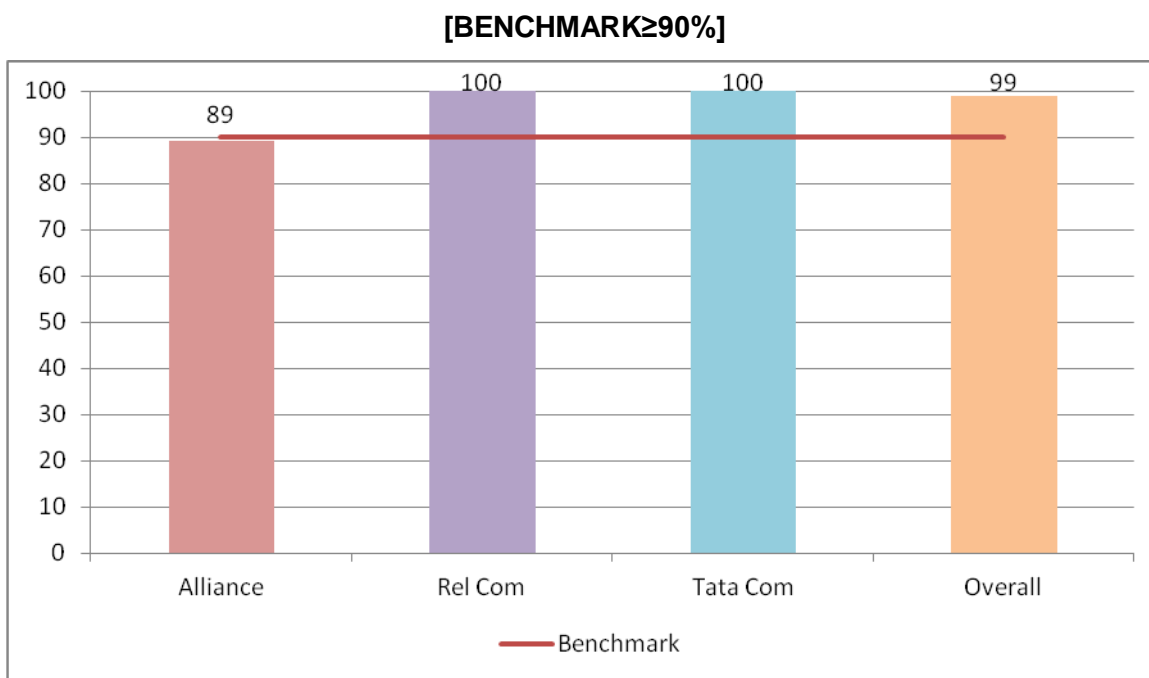
**[BENCHMARK≥90%]**



- Rel Com and Tata Com were able to meet the benchmark for billing performance.
- Alliance failed to meet the benchmark for this parameter.

**6C.1.2B.2 The following table shows the percentage of prepaid customers satisfied with sub- parameters of billing performance.**

| Service providers | % prepaid customers | | Base |
| --- | --- | --- | --- |
| | **Accuracy of charges** | **Process of resolution of billing complaints** | |
| Alliance | 96.0 | 20.0 | 50 |
| Rel Com | 100.0 | NA | 182 |
| Tata Com | 100.0 | 100.0 | 253 |
| **Overall** | **99.6** | **63.7** | **485** |

- Customers of Alliance were less satisfied with the processing of resolution of billing complaints.

**6C.1.3 Customer Satisfaction with Help Services**

**6C.1.3.1The following graph shows the percentage of satisfied customers with help services.**
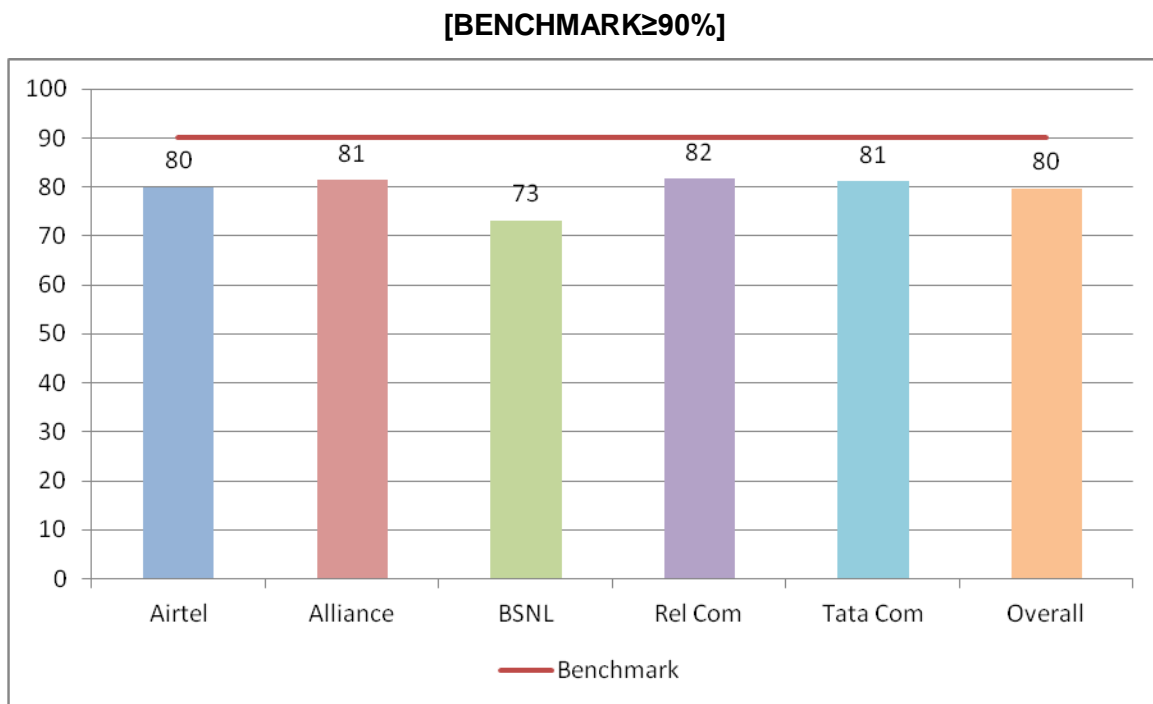
**[BENCHMARK≥90%]**



- All service providers failed to meet the benchmark laid down by TRAI.

**6C.1.3.2The following table shows the percentage of customers satisfied with the sub-parameters of help services.**

| Service providers | % customers | | | | | Base |
|---|---|---|---|---|---|---|
| | Ease of access of call centre/custo mer care or helpline | Ease of getting an option for talking to customer care executive | Response time taken by customer executive to answer customer calls | Problem solving ability of customer executive(s) | Time taken by call centre/custo mer care or helpline to resolve your complaints | |
| Airtel | 81.4 | 81.8 | 79.3 | 77.8 | 79.8 | 626 |
| Alliance | 83.8 | 84.0 | 80.1 | 80.8 | 78.0 | 432 |
| BSNL | 72.1 | 74.8 | 73.9 | 72.6 | 72.6 | 409 |
| Rel Com | 84.6 | 84.2 | 84.2 | 72.5 | 82.6 | 247 |
| Tata Com | 82.2 | 83.4 | 81.4 | 78.7 | 79.8 | 709 |
| **Overall** | **80.8** | **81.7** | **79.6** | **77.2** | **78.6** | **2423** |

- On an overall basis, most of the broadband customers were less satisfied with all the sub-parameters of help services.

- Broadband customers of BSNL were least satisfied with all the sub-parameters of the help services including customer grievance redressal.

**6C.1.4 Customer Satisfaction with Network Performance, Reliability & Availability**

**6C.1.4.1The following graph shows the percentage of customers satisfied with network performance, reliability & availability.**
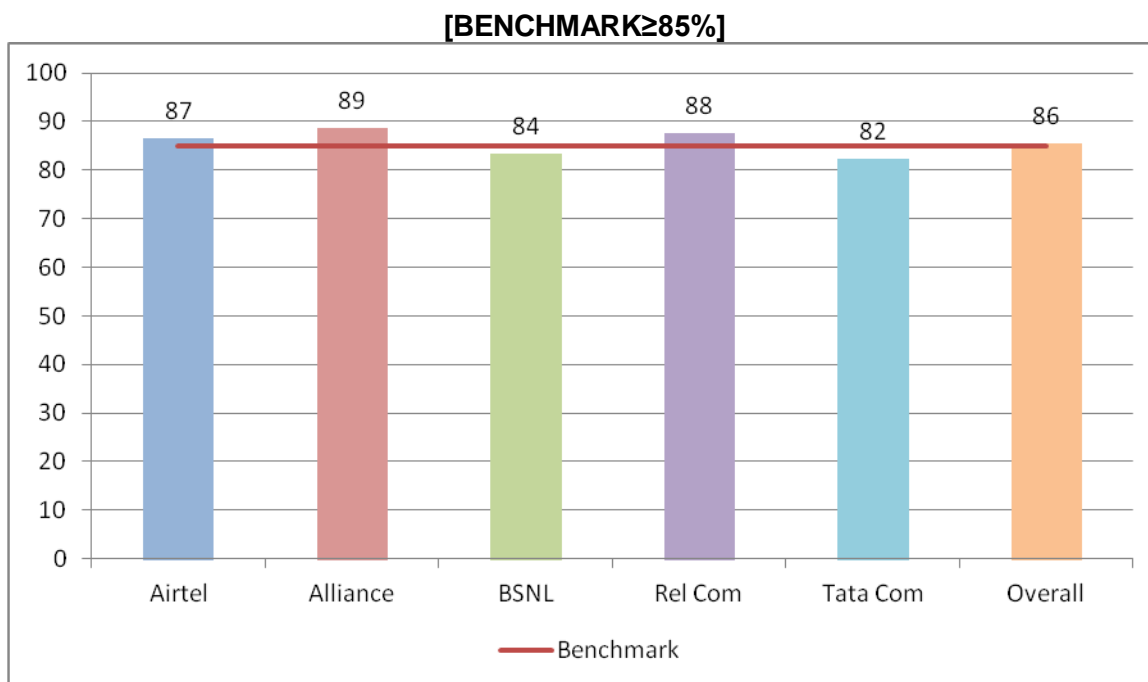
**[BENCHMARK≥85%]**



- Airtel, Alliance and Rel Com met the benchmark laid down by TRAI for network performance, reliability and availability.

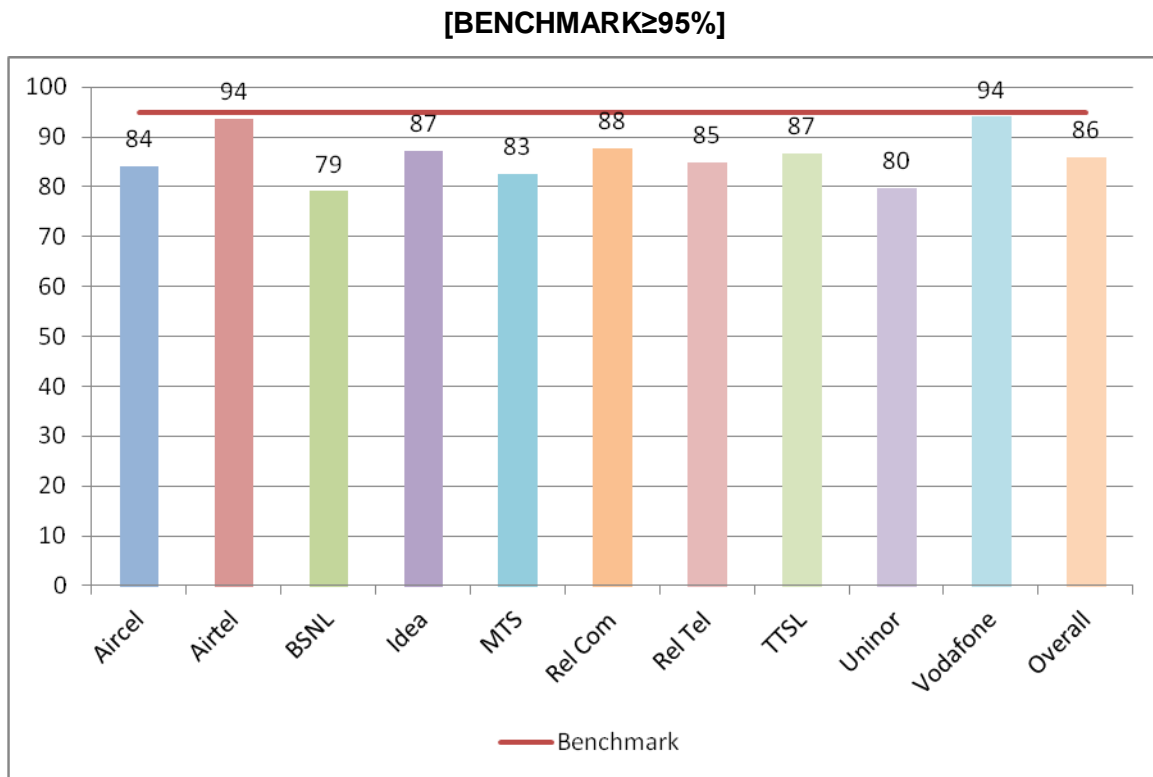- BSNL and Tata Com failed to meet the benchmark for this parameter.

**6C.1.4.2 The following table shows the percentage of customers satisfied with sub- parameters of network performance, reliability & availability.**

| Service providers | % customers | | Base |
|---|---|---|---|
| | Speed of broadband connection | Amount of time for which the service is up and working | |
| Airtel | 82.5 | 90.7 | 1069 |
| Alliance | 84.9 | 92.6 | 1070 |
| BSNL | 73.3 | 93.7 | 1104 |
| Rel Com | 82.9 | 92.3 | 616 |
| Tata Com | 80.4 | 84.2 | 1074 |
| **Overall** | **80.6** | **90.6** | **4933** |

- On an overall basis, broadband customers were less satisfied with speed of the broadband connection.
- Broadband customers of BSNL were least satisfied with the speed of the broadband connection.

**6C.1.5 Customer Satisfaction with Maintainability**

**6C.1.5.1The following graph shows the percentage of customers satisfied with Maintainability.**
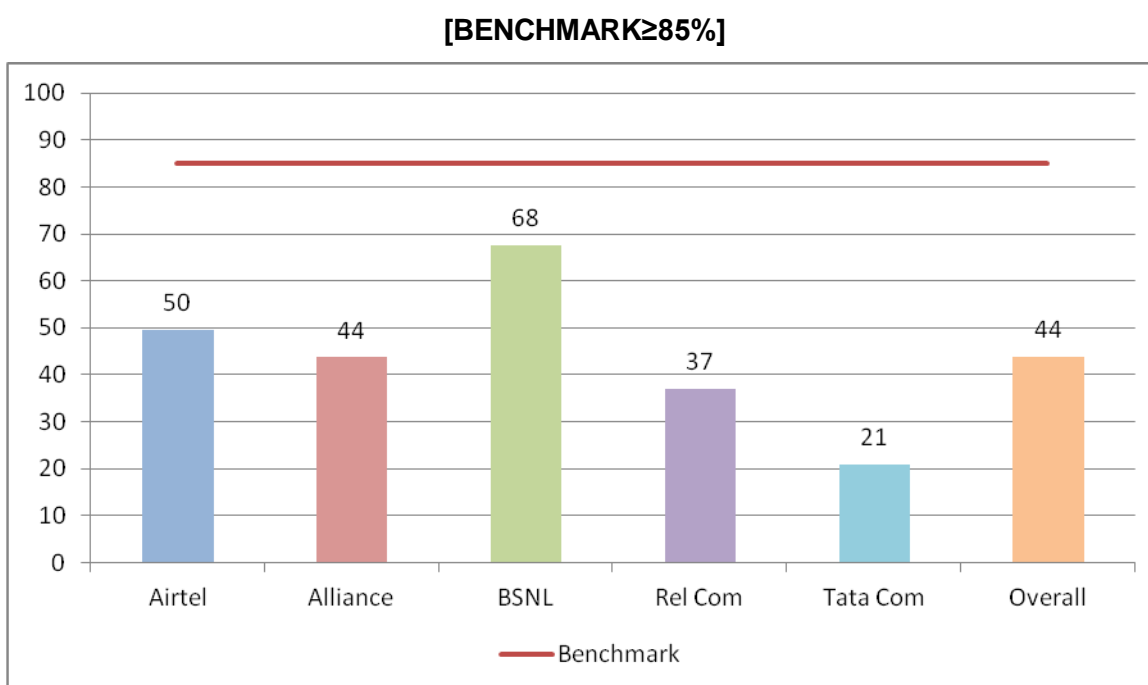
**[BENCHMARK≥85%]**



- None of the service providers met the benchmark laid down by TRAI.
- Performance of Tata Com was lowest on this parameter.

**6C.1.6 Customer Satisfaction with Supplementary Services & Value Added Services**

**6C.1.6.1The following graph shows the percentage of customers satisfied with supplementary services & value added services.**
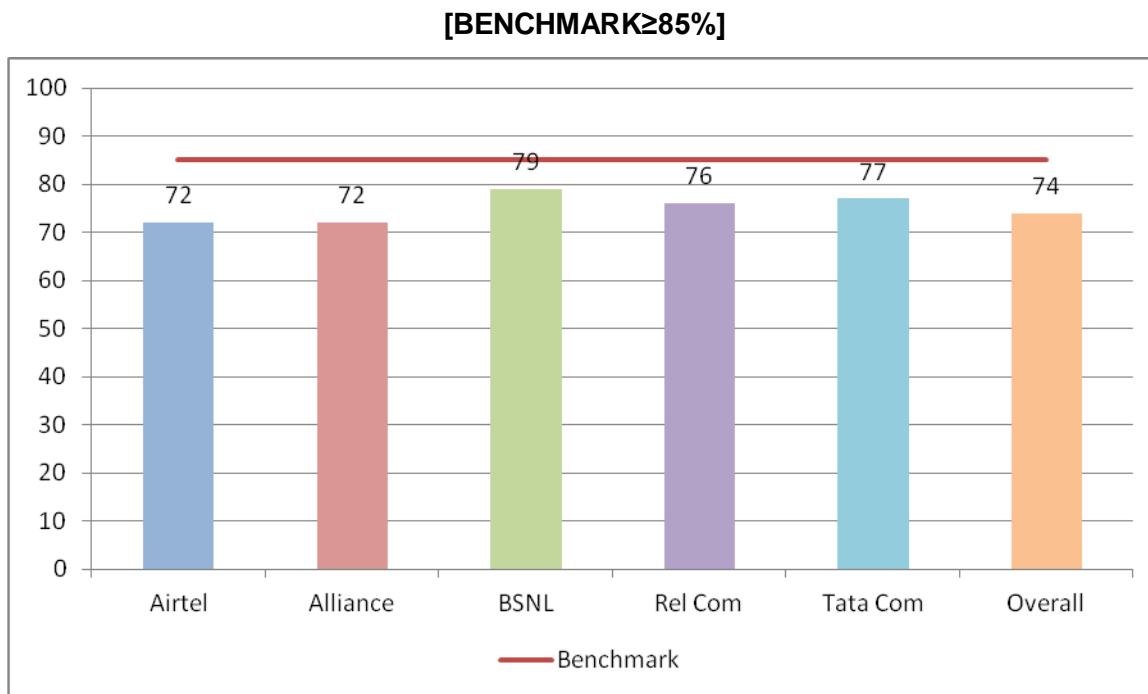
**[BENCHMARK≥85%]**



- None of the service providers were able to meet the benchmark laid down by TRAI.

**6C.1.6.2 The following table shows the percentage of customers satisfied with sub- parameters of supplementary & value added services.**

| Service providers | % customers | | Base |
| --- | --- | --- | --- |
| | Process of activating VAS and process of unsubscribing | Resolution of complaints for deactivation of VAS and refund of charges | |
| Airtel | 72.2 | 0.0 | 104 |
| Alliance | 72.4 | NA | 123 |
| BSNL | 78.7 | 100.0 | 47 |
| Rel Com | 75.4 | 100.0 | 57 |
| Tata Com | 77.8 | 0.0 | 99 |
| **Overall** | **74.7** | **50.0** | **430** |

- Customers of all other service providers were less satisfied with all the sub-parameters of supplementary & value added services.
- Main reasons for dissatisfaction were the activation of the value added services without consent and service providers not informing about the charges for such services.

## 6C.1.7 Customer Satisfaction with Overall Service Quality

**6C.1.7.1The following graph shows the percentage of customers satisfied with overall service quality.**
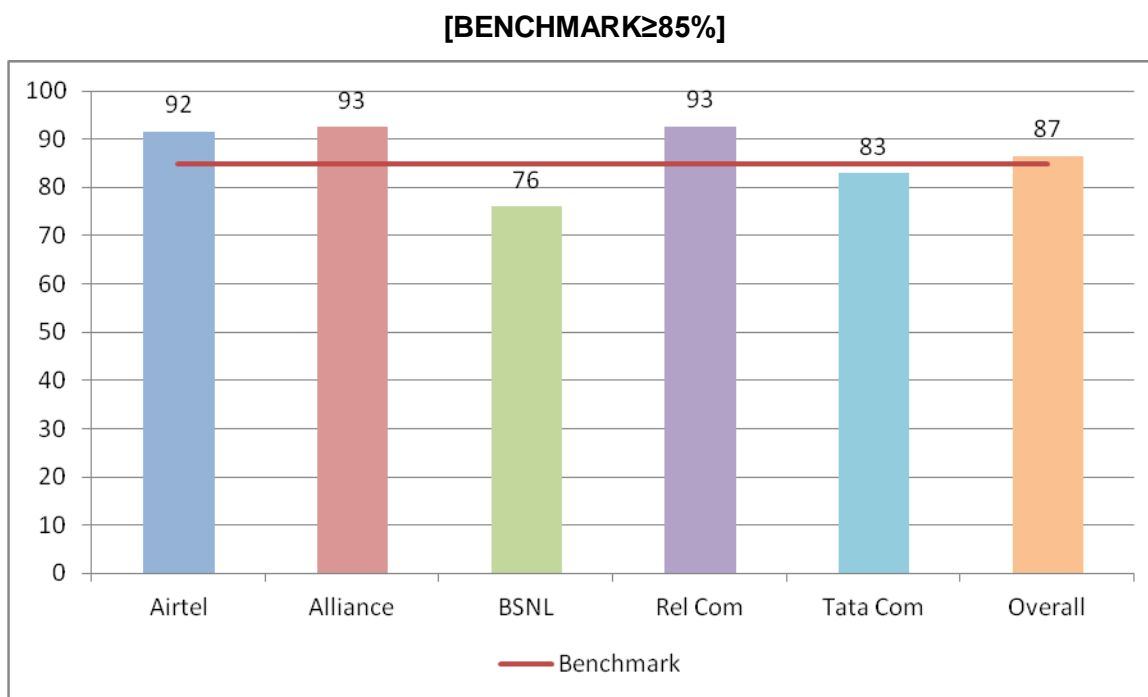
**[BENCHMARK≥85%]**



- Airtel, Alliance and Rel Com were able to meet the benchmark laid down by TRAI while BSNL and Tata Com were not able to meet the benchmark.

## 6C.2 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

### 6C.2.1 Awareness and Experience of Call Centre

**6C.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider to make complaint/ query.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 94.4 | 1069 |
| Alliance | 88.8 | 1070 |
| BSNL | 96.8 | 1104 |
| Rel Com | 83.6 | 616 |
| Tata Com | 92.1 | 1074 |
| **Overall** | **91.9** | **4933** |

- On an overall basis, 91.9% of broadband customers said that they were aware about the call centre number of their service provider to make complaint/ query.

**6C.2.1.2The following table shows the percentage of customers who had complained in last 6 months to the toll free call centre/customer care/help-line telephone number.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 5.0 | 1069 |
| Alliance | 2.2 | 1070 |
| BSNL | 9.0 | 1104 |
| Rel Com | 4.4 | 616 |
| Tata Com | 9.0 | 1074 |
| **Overall** | **6.1** | **4933** |

▪ On an overall basis, only 6.1% of all broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

**6C.2.1.3 The following table shows the percentage of customers who received or did not receive the docket number for their complaints.**

| Service providers | % customers | | | | | Base |
|---|---|---|---|---|---|---|
| | Who received the docket no. for their complaints | Who had not received the docket no. for their complaints | Who had received the docket no. on request | Who had not received the docket no. even on request | Refused to register the complaints | |
| Airtel | 41.5 | 18.9 | 7.5 | 17.0 | 15.1 | 53 |
| Alliance | 66.7 | 4.2 | 0.0 | 12.5 | 16.7 | 24 |
| BSNL | 17.2 | 70.7 | 8.1 | 4.0 | 0.0 | 99 |
| Rel Com | 44.4 | 40.7 | 0.0 | 11.1 | 3.7 | 27 |
| Tata Com | 59.8 | 7.2 | 1.0 | 25.8 | 6.2 | 97 |
| **Overall** | **41.7** | **33.0** | **4.3** | **14.7** | **6.3** | **300** |

▪ On an overall basis, 41.7% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.

▪ On an overall basis, 33% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.

▪ On an overall basis, 4.3% of the broadband customers, who had complained, said that they received docket numbers on request.

▪ On an overall basis, 14.7% of the broadband customers, who had complained said that they did not receive docket numbers even on request.

▪ On an overall basis, 6.3% of the broadband customers, who had complained, said that their complaint was refused to be registered.

**6C.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by the call centre.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 32.1 | 53 |
| Alliance | 16.7 | 24 |
| BSNL | 10.1 | 99 |
| Rel Com | 37.0 | 27 |
| Tata Com | 24.7 | 97 |
| **Overall** | **21.7** | **300** |

- On an overall basis, 21.7% of the broadband customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

- Only 10.1% of the BSNL broadband customers were informed about the action taken by the call centre.

**6C.2.1.5 The following table shows the percentage of customers who cited different reasons for dissatisfaction with the customer care/call centre.**

| Service providers | Reasons for dissatisfaction with customer care | | | | | | Base |
|---|---|---|---|---|---|---|---|
| | Difficult to connect to call centre executive | Customer care executive not polite/courteous | Customer care executive not equipped with adequate information | Time taken by call centre for redressal of complaints is too long | Customer care executive not able to understand the problem | Others | |
| Airtel | 93.8 | 3.1 | 6.3 | 9.4 | 0.0 | 0.0 | 32 |
| Alliance | 50.0 | 0.0 | 16.7 | 33.3 | 0.0 | 0.0 | 6 |
| BSNL | 50.0 | 14.6 | 4.2 | 2.1 | 31.3 | 2.1 | 48 |
| Rel Com | 57.1 | 0.0 | 0.0 | 0.0 | 28.6 | 14.3 | 7 |
| Tata Com | 87.2 | 0.0 | 5.1 | 6.4 | 0.0 | 2.6 | 78 |
| **Overall** | **75.4** | **9.9** | **4.7** | **2.3** | **5.3** | **6.4** | **171** |

- On an overall basis, difficulty in connecting to the call centre was the major reason for dissatisfaction among broadband customers, who made complaints to the call centre.

**6C.2.1.6 The following table shows the percentage of satisfied customers on account of complaint resolution.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 39.6 | 53 |
| Alliance | 75.0 | 24 |
| BSNL | 51.5 | 99 |
| Rel Com | 74.1 | 27 |
| Tata Com | 19.6 | 97 |
| **Overall** | **43.0** | **300** |

- On an overall basis, only 43% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving their complaints by call centre/ customer care/ helpline.

**6C.2.1.7 The following table shows the percentage of customers who got their billing complaint resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 37.7 | 53 |
| Alliance | 54.2 | 24 |
| BSNL | 35.4 | 99 |
| Rel Com | 40.7 | 27 |
| Tata Com | 53.6 | 97 |
| **Overall** | **43.7** | **300** |

- On an overall basis, 43.7% of the broadband customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

**6C.2.2 Awareness and Experience of Nodal Officer**

**6C.2.2.1 The following table shows the percentage of customers who were aware about the contact details of the nodal officer.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 3.4 | 1069 |
| Alliance | 12.4 | 1070 |
| BSNL | 1.9 | 1104 |
| Rel Com | 1.6 | 616 |
| Tata Com | 2.8 | 1074 |
| **Overall** | **4.7** | **4933** |

- On an overall basis, only 4.7% of the broadband customers said that they were aware of the contact details of the nodal officer.

**6C.2.2.2 The following table shows the percentage of customers who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 16.7 | 36 |
| Alliance | 7.5 | 133 |
| BSNL | 14.3 | 21 |
| Rel Com | 20.0 | 10 |
| Tata Com | 20.0 | 30 |
| **Overall** | **11.7** | **230** |

- On an overall basis, only 11.7% of the broadband customers, who were aware of the nodal officer, had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

**6C.2.2.3 The following table shows the percentage of customers who were intimated by the nodal officer about the decision taken on their complaint.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 16.7 | 6 |
| Alliance | 100.0 | 10 |
| BSNL | 33.3 | 3 |
| Rel Com | 50.0 | 2 |
| Tata Com | 16.7 | 6 |
| **Overall** | **51.9** | **27** |

- On an overall basis, 51.9% of the broadband customers, who complained to the nodal officer, were intimated by the nodal officer about the decision taken on their complaints.

**6C.2.2.4 The following table shows the percentage of customers satisfied with the redressal of the complaint by the nodal officer.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 0.0 | 6 |
| Alliance | 100.0 | 10 |
| BSNL | 33.3 | 3 |
| Rel Com | 50.0 | 2 |
| Tata Com | 0.0 | 6 |
| **Overall** | **44.4** | **27** |

- On an overall basis, 44.4% of the broadband customers, who complained to the nodal officer, were satisfied with the redressal of the complaint by the nodal officer.

**6C.2.2.5 The following table shows the percentage of customers who cited different reasons for dissatisfaction with nodal officer.**

| Service providers | Reasons for dissatisfaction with nodal officer | | | | | | Base |
|---|---|---|---|---|---|---|---|
| | Difficult to connect to Nodal officer | Nodal officer not polite/courteous | Nodal officer not equipped with adequate information | Time taken by nodal officer for redressal of complaints is too long | Nodal officer not able to understand the problem | Others | |
| Airtel | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 6 |
| Alliance | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| BSNL | 50.0 | 0.0 | 0.0 | 50.0 | 0.0 | 0.0 | 2 |
| Rel Com | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1 |
| Tata Com | 66.7 | 0.0 | 0.0 | 33.3 | 0.0 | 0.0 | 6 |
| **Overall** | **80.0** | **0.0** | **0.0** | **20.0** | **0.0** | **0.0** | **15** |

- The main reason for dissatisfaction among broadband customers was difficult to connect to nodal officer.

## 6C.2.3 Awareness and Experience of Appellate Authority

**6C.2.3.1The following table shows the percentage of customers who were aware about the contact details of the appellate authority.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 1.1 | 1069 |
| Alliance | 0.5 | 1070 |
| BSNL | 0.5 | 1104 |
| Rel Com | 1.0 | 616 |
| Tata Com | 0.9 | 1074 |
| **Overall** | **0.8** | **4933** |

- On an overall basis, only 0.8% of the broadband customers said that they were aware of the contact details of the Appellate Authority.

## 6C.2.3.2 Incidence of appeal being filed in last 6 months in the prescribed form.

- Only 4 broadband customers filed an appeal with the appellate authority.
- Out of 4 broadband customers, only 1 customer received acknowledgement from the appellate authority.
- Out of 4 broadband customers, only 1 customer said that appellate authority took a decision on his appeal within 3 months.

## 6C.2.4 General Information

**6C.2.4.1The following table shows the percentage of customers who got the "Manual of Practice" containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.**

| Service providers | % customers | Base |
|---|---|---|
| Airtel | 33.7 | 1069 |
| Alliance | 27.5 | 1070 |
| BSNL | 60.7 | 1104 |
| Rel Com | 48.4 | 616 |
| Tata Com | 40.0 | 1074 |
| **Overall** | **41.6** | **4933** |

- On an overall basis, only 41.6% of the broadband customers claimed to have got the manual of practice.

## 7. Critical analysis

### 7.1 Basic Telephone (Wire-line) Service

#### 7.1.1 Overall Service Quality

▪ The satisfaction level was low among basic wire-line customers of BSNL with the overall quality of service.

#### 7.1.2 Provision of Service

▪ Performance of all the service providers was better with respect to provision of service as all of them met the benchmark laid down by TRAI.

#### 7.1.3 Billing Performance - Postpaid

▪ Customers of all the service providers were not satisfied with the process of resolution of the billing complaints.

#### 7.1.4 Help Services including Customer Grievance Redressal

▪ Performance of all the service providers was low on this parameter as all of them did not meet the benchmark laid down by TRAI.

#### 7.1.5 Network Performance, Reliability & Availability

▪ Performance of all the service providers was low on this parameter as all of them did not meet the benchmark laid down by TRAI.
▪ In comparison with other service providers, performance of BSNL was low with respect to network performance, reliability & availability.

#### 7.1.6 Satisfaction with Maintainability

▪ Performance of all the service providers was low on this parameter as all of them did not meet the benchmark laid down by TRAI.
▪ BSNL had a lower proportion of satisfied basic wire-line customers with respect this parameter.

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### 7.1.7 Satisfaction with Supplementary & Value Added Services

- Performance of BSNL and Airtel was low as they did not meet the benchmark set for this parameter.
- Process of resolution of complaints was the main reason for dissatisfaction among the basic wire-line customers of all the service providers.

### 7.1.8 Grievance Redressal Mechanism

- On an overall basis, 89.4% of the basic wire-line customers were aware of the call centre number of their service provider.
- On an overall basis, only 49% of the basic wire-line customers, who had complained, received a docket number for their complaints.
- On an overall basis, only 30.6% of the basic wire-line customers, who had complained, were informed about the action taken on the complaints by the call centre.
- On an overall basis, only 32.1% of the basic wire-line customers, who had made billing complaints, got their billing complaints resolved within four weeks after lodging the complaint to call centre.
- On an overall basis, only 4.8% of the basic wire-line customers were aware of the contact details of the nodal officer.
- On an overall basis, only 1.7% of the basic wire-line customers were aware of the contact details of the appellate authority.

## 7.2 Cellular Mobile Telephone Service

### 7.2.1 Overall Quality of Service

- Apart from Airtel, none of the service providers met the benchmark set for this parameter.

### 7.2.2 Provision of Service

- All service providers were able to meet the benchmark laid down by TRAI.

### 7.2.3 Billing Performance – Postpaid

- Airtel, MTS and Vodafone were able to meet the benchmark set by TRAI; while all other service providers failed to meet the benchmark.
- Postpaid cellular mobile customers of all the service providers were less satisfied with the process of resolution of billing complaints.

### 7.2.4   Billing Performance – Prepaid

- MTS, Rel Com, and Uninor were able to meet the benchmark set by TRAI.
- Prepaid cellular mobile customers of all the service providers were less satisfied with the process of resolution of billing complaints.

### 7.2.5   Help Services including Customer Grievance Redressal

- Performance of all the service providers was low on this parameter as none them meet the benchmark laid down by TRAI.

### 7.2.6   Satisfaction with Network Performance, Reliability & Availability

- Apart from Vodafone, none of the service providers met the benchmark set for this parameter.

### 7.2.7   Maintainability

- Performance of all the service providers was low on this parameter as none of them meet the benchmark laid down by TRAI.

### 7.2.8   Supplementary & Value Added Services

- All the service providers did not meet the benchmark set by TRAI.
- Resolution of complaints was the main reason for dissatisfaction among the cellular mobile customers.

### 7.2.9   Grievance Redressal Mechanism

- On an overall basis, 81.5% of the cellular mobile customers were aware of the call centre number of their service provider.
- On an overall basis, only 59.3% of the cellular mobile customers, who had complained, received a docket number for their complaints.
- On an overall basis, only 59% of the cellular mobile customers, who had complained, were informed about the action taken on the complaints by the call centre.
- On an overall basis, only 49.8% of the cellular mobile customers, who had made billing complaints, got their billing complaints resolved within four weeks after lodging the complaint to call centre.
- On an overall basis, only 3.2% of the cellular mobile customers were aware of the contact details of the Nodal Officer.
- On an overall basis, 0.1% of the cellular mobile customers were aware of the contact details of the Appellate Authority.

## 7.3    Broadband Services

### 7.3.1    Overall Quality of Service

- BSNL and Tata did not meet the benchmark set for overall quality of service.

### 7.3.2    Provision of Service

- Apart from BSNL, none of the service providers met the benchmark laid down by TRAI.

### 7.3.3    Billing performance - Postpaid

- All the service providers met the benchmark laid down by TRAI for billing performance (postpaid).

### 7.3.4    Billing performance - Prepaid

- Alliance did not meet the benchmark set for billing performance (prepaid).

### 7.3.5    Help Services

- Performance of all the service providers was low on this parameter as none them meet the benchmark laid down by TRAI.

### 7.3.6    Network Performance, Reliability & Availability

- BSNL and Tata Com did not meet the benchmark set for this parameter.
- Broadband customers all the service providers were less satisfied with the speed of the broadband connection.

### 7.3.7    Maintainability

- None of the service providers were able to meet the benchmark set for maintainability.

### 7.3.8   Supplementary & Value Added Services

▪ None of the service providers meet the benchmark set for supplementary and value added services.

### 7.3.9   Grievance Redressal Mechanism

▪ On an overall basis, 91.9% of the broadband customers were aware of the call centre number of their service provider.

▪ On an overall basis, only 46% of the broadband customers, who had complained, received a docket number for their complaints.

▪ On an overall basis, only 21.7% of the broadband customers, who had complained, were informed about the action taken on the complaints by the call centre.

▪ On an overall basis, only 43.7% of the broadband customers, who had made billing complaints, got their billing complaints resolved within four weeks after lodging the complaint to call centre.

▪ On an overall basis, only 4.7% of the broadband customers were aware of the contact details of the nodal officer.

▪ On an overall basis, 0.8% of the broadband customers were aware of the contact details of the appellate authority.

## 8.    Recommendations: (Quality of Service)

### 8.1    Basic Telephone (Wire-line) Service

#### 8.1.1    Provision of Service

- All the service providers need to maintain their performance on this parameter.

#### 8.1.2    Billing performance

- BSNL and Rel Com need to improve the billing performance while Airtel needs to maintain it.
- All the service providers need to improve upon the process of resolution of billing complaints.

#### 8.1.3    Help Services including Customer Grievance Redressal

- All the service providers need improve their performance on this parameter.

#### 8.1.4    Network Performance, Reliability & Availability

- All the service providers need improve their performance with respect to this parameter.
- BSNL needs to improve on this parameter more than the other service providers.

#### 8.1.5    Maintainability

- All the service providers need to improve upon this parameter.

#### 8.1.6    Supplementary & Value Added Services

- Airtel and BSNL need to improve on this parameter while Rel Com needs to maintain its performance.
- Process of resolution of complaints needs improvement as a large proportion of basic wire-line customers of all the service providers were not satisfied with it.

### 8.1.7 Overall Service Quality

- BSNL needs to improve on this parameter while Airtel and Rel Com need to maintain its performance

### 8.1.8 Grievance Redressal Mechanism

- Awareness about the nodal officer and appellate authority was very low. Awareness among the basic wire-line customers can be increased through various means of communications such print or electronic media.

## 8.2 Cellular Mobile

### 8.2.1 Provision of Service

- All the service providers need to maintain their performance with respect to the provision of service.

### 8.2.2 Billing Performance – Postpaid

- Aircel, BSNL, Idea, Rel Com, and Rel Tel need to improve upon their performance while Airtel, MTS and Vodafone need to maintain their performance on this parameter.
- All the service providers need to improve the process of billing complaints resolution.

### 8.2.2 Billing Performance – Postpaid

- Aircel, Airtel, BSNL, Idea, Rel Tel, TTSL and Vodafone need to improve upon their performance while MTS, Rel Com and Unninor need to maintain their performance on this parameter.
- All the service providers need to improve the process of billing complaints resolution.

### 8.2.3 Help Services including Customer Grievance Redressal

- All the service providers need to improve their performance related to help services.

### 8.2.4 Network Performance, Reliability and Availability

- Apart from Vodafone, all other service providers need to improve their performance on this parameter.

### 8.2.5 Maintainability

- All the service providers need to improve their performance with respect to maintainability.

### 8.2.6 Supplementary & Value Added Services

- All other service providers need to improve their performance on this parameter.

### 8.2.7 Overall Service Quality

- Apart from Airtel, all other service providers need to improve their performance related to overall service quality.

### 8.2.8 Grievance Redressal Mechanism

- Awareness about the nodal officer and appellate authority is very low. Awareness among the cellular mobile customers can be increased through various means of communications such print or electronic media.

### 8.3 Broadband Services

### 8.3.1 Provision of Service

- Apart from BSNL, all other service providers need to improve their performance related to provision of service.

### 8.3.2 Billing Performance – Postpaid

- All the service providers need to maintain their performance on this parameter.
- All the service providers need to improve the process of billing complaints resolution.

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### 8.3.3   Billing Performance – Prepaid

- Alliance needs to improve upon their performance while Rel Com and Tata Com need to maintain their performance on billing performance.
- All the service providers need to improve the process of billing complaints resolution.

### 8.3.4   Help Services

- All the service providers need to improve their performance related to help services.

### 8.3.5   Network Performance, Reliability & Availability

- Airtel, Alliance and Rel Com need to maintain their performance while BSNL and Tata Com need to improve upon this parameter.
- All the service providers need to improve the speed of the broadband connection.

### 8.3.6   Maintainability

- All the service providers need to improve on the maintainability as very low proportion of customers of all the service providers were satisfied with respect to maintainability.

### 8.3.7   Supplementary & Value Added Services

- All service providers need to improve on supplementary & value added services.

### 8.3.8   Overall Service Quality

- Airtel, Alliance and Rel Com need to maintain their performance while BSNL and Tata Com need to improve on the overall service quality.

### 8.3.9   Grievance Redressal Mechanism

- Awareness about the nodal officer and appellate authority is very low. Awareness among the broadband customers can be increased through various means of communications such print or electronic media.

**ANNEXURE - I**

**(DETAILED TABLES)**

# ANNEXURE-BASIC TELEPHONE SERVICE

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 52 | 1015 | 1067 |
| | % | 4.9 | 95.1 | 100 |
| BSNL | Count | 46 | 1028 | 1074 |
| | % | 4.3 | 95.7 | 100 |
| Rel Com | Count | 40 | 687 | 727 |
| | % | 5.5 | 94.5 | 100 |
| **Overall** | **Count** | **138** | **2730** | **2868** |
| | **%** | **4.8** | **95.2** | **100** |

**1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **51** | 0 | 51 | 1 | 0 | 52 |
| | % | **98.1** | 0.0 | 98.1 | 1.9 | 0.0 | 100 |
| BSNL | Count | **45** | 1 | 44 | 1 | 0 | 46 |
| | % | **97.9** | 2.2 | 95.7 | 2.2 | 0.0 | 100 |
| Rel Com | Count | **39** | 0 | 39 | 1 | 0 | 40 |
| | % | **97.5** | 0.0 | 97.5 | 2.5 | 0.0 | 100 |
| **Overall** | **Count** | **135** | **1** | **134** | **3** | **0** | **138** |
| | **%** | **97.8** | **0.7** | **97.1** | **2.2** | **0.0** | **100** |

**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?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 11 | 41 | 52 |
| | % | 21.2 | 78.8 | 100 |
| BSNL | Count | 6 | 40 | 46 |
| | % | 13.0 | 87.0 | 100 |
| Rel Com | Count | 36 | 4 | 40 |
| | % | 90.0 | 10.0 | 100 |
| **Overall** | **Count** | **53** | **85** | **138** |
| | **%** | **38.4** | **61.6** | **100** |

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

| Service Providers | | Overall satisfied= | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **50** | 0 | 50 | 2 | 0 | 52 |
| | % | **96.2** | 0.0 | 96.2 | 3.8 | 0.0 | 100 |
| BSNL | Count | **43** | 0 | 43 | 3 | 0 | 46 |
| | % | **93.5** | 0.0 | 93.5 | 6.5 | 0.0 | 100 |
| Rel Com | Count | **39** | 0 | 39 | 1 | 0 | 40 |
| | % | **97.5** | 0.0 | 97.5 | 2.5 | 0.0 | 100 |
| **Overall** | **Count** | **132** | **0** | **132** | **6** | **0** | **138** |
| | **%** | **95.7** | **0.0** | **95.7** | **4.3** | **0.0** | **100** |

**B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **986** | 58 | 928 | 64 | 17 | 1067 |
| | % | **92.4** | 5.5 | 86.9 | 6.0 | 1.6 | 100 |
| BSNL | Count | **970** | 3 | 967 | 101 | 3 | 1074 |
| | % | **90.3** | 0.3 | 90.0 | 9.4 | 0.3 | 100 |
| Rel Com | Count | **673** | 16 | 657 | 53 | 1 | 727 |
| | % | **92.6** | 2.2 | 90.4 | 7.3 | 0.1 | 100 |
| **Overall** | **Count** | 2629 | 77 | 2552 | 218 | 21 | 2868 |
| | **%** | 91.7 | 2.7 | 89.0 | 7.6 | 0.7 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **1048** | 59 | 989 | 17 | 2 | 1067 |
| | % | **98.2** | 5.5 | 92.7 | 1.6 | 0.2 | 100 |
| BSNL | Count | **1030** | 12 | 1018 | 40 | 4 | 1074 |
| | % | **95.9** | 1.1 | 94.8 | 3.7 | 0.4 | 100 |
| Rel Com | Count | **704** | 15 | 689 | 22 | 1 | 727 |
| | % | **96.9** | 2.1 | 94.8 | 3.0 | 0.1 | 100 |
| **Overall** | **Count** | 2782 | 86 | 2696 | 79 | 7 | 2868 |
| | **%** | 97.0 | 3.0 | 94.0 | 2.8 | 0.2 | 100 |

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

| Service Providers | | Charges not as per tariff plan subscribed | Tariff plan changed without information | Charged for value added services not subscribed | Charged for calls/services not made/used | Details like item-wise charges are not provided | Calculations are not clear | Others | Total |
|---|---|---|---|---|---|---|---|---|---|
| Airtel | Count | 18 | 0 | 1 | 1 | 0 | 0 | 0 | 19 |
| | % | 94.7 | 0.0 | 5.3 | 5.3 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 3 | 7 | 3 | 9 | 14 | 15 | 5 | 44 |
| | % | 6.8 | 15.9 | 6.8 | 20.5 | 31.8 | 34.1 | 11.4 | 100 |
| Rel Com | Count | 23 | 0 | 0 | 2 | 0 | 0 | 0 | 23 |
| | % | 100.0 | 0.0 | 0.0 | 8.7 | 0.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | 44 | 7 | 4 | 12 | 14 | 15 | 5 | 86 |
| | **%** | 51.2 | 8.1 | 4.7 | 14.0 | 16.3 | 17.4 | 5.8 | 100 |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 92 | 975 | 1067 |
| | % | 8.6 | 91.4 | 100 |
| BSNL | Count | 92 | 982 | 1074 |
| | % | 8.6 | 91.4 | 100 |
| Rel Com | Count | 79 | 648 | 727 |
| | % | 10.9 | 89.1 | 100 |
| **Overall** | **Count** | **263** | **2605** | **2868** |
| | **%** | **9.2** | **90.8** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **55** | 55 | 0 | 36 | 1 | 92 |
| | % | **59.8** | 59.8 | 0.0 | 39.1 | 1.1 | 100 |
| BSNL | Count | **51** | 50 | 1 | 40 | 1 | 92 |
| | % | **55.4** | 54.3 | 1.1 | 43.5 | 1.1 | 100 |
| Rel Com | Count | **42** | 42 | 0 | 36 | 1 | 79 |
| | % | **53.2** | 53.2 | 0.0 | 45.6 | 1.3 | 100 |
| **Overall** | **Count** | **148** | **1** | **147** | **112** | **3** | **263** |
| | **%** | **56.3** | **0.4** | **55.9** | **42.6** | **1.1** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **1036** | 54 | 982 | 31 | 0 | 1067 |
| | % | **97.1** | 5.1 | 92.0 | 2.9 | 0.0 | 100 |
| BSNL | Count | **1043** | 8 | 1035 | 29 | 2 | 1074 |
| | % | **97.1** | 0.7 | 96.4 | 2.7 | 0.2 | 100 |
| Rel Com | Count | **691** | 19 | 672 | 36 | 0 | 727 |
| | % | **95.0** | 2.6 | 92.4 | 5.0 | 0.0 | 100 |
| **Overall** | **Count** | **2770** | **81** | **2689** | **96** | **2** | **2868** |
| | **%** | **96.6** | **2.8** | **93.8** | **3.4** | **0.1** | **100** |

**9. Please specify the reason(s) for your dissatisfaction.**

| Service Providers | | Difficult to read the bill | Difficult to understand the language | Calculations not clear | Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given | Others | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 18 | 0 | 11 | 1 | 1 | 31 |
| | % | 58.1 | 0.0 | 35.5 | 3.2 | 3.2 | 100 |
| BSNL | Count | 6 | 0 | 15 | 14 | 3 | 31 |
| | % | 19.4 | 0.0 | 48.4 | 45.2 | 9.7 | 100 |
| Rel Com | Count | 29 | 0 | 7 | 2 | 0 | 36 |
| | % | 80.6 | 0.0 | 19.4 | 5.6 | 0.0 | 100 |
| **Overall** | **Count** | **53** | **0** | **33** | **17** | **4** | **98** |
| | **%** | **54.1** | **0.0** | **33.7** | **17.3** | **4.1** | **100** |

**C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 436 | 631 | 1067 |
| | % | 40.9 | 59.1 | 100 |
| BSNL | Count | 255 | 819 | 1074 |
| | % | 23.7 | 76.3 | 100 |
| Rel Com | Count | 232 | 495 | 727 |
| | % | 31.9 | 68.1 | 100 |
| **Overall** | **Count** | **923** | **1945** | **2868** |
| | **%** | **32.2** | **67.8** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **368** | 10 | 358 | 67 | 1 | 436 |
| | % | **84.4** | 2.3 | 82.1 | 15.4 | 0.2 | 100 |
| BSNL | Count | **174** | 0 | 174 | 79 | 2 | 255 |
| | % | **68.2** | 0.0 | 68.2 | 31.0 | 0.8 | 100 |
| Rel Com | Count | **195** | 3 | 192 | 36 | 1 | 232 |
| | % | **84.1** | 1.3 | 82.8 | 15.5 | 0.4 | 100 |
| **Overall** | **Count** | 737 | 13 | 724 | 182 | 4 | 923 |
| | **%** | 79.8 | 1.4 | 78.4 | 19.7 | 0.4 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **383** | 4 | 379 | 50 | 3 | 436 |
| | % | **87.8** | 0.9 | 86.9 | 11.5 | 0.7 | 100 |
| BSNL | Count | **170** | 2 | 168 | 83 | 2 | 255 |
| | % | **66.7** | 0.8 | 65.9 | 32.5 | 0.8 | 100 |
| Rel Com | Count | **193** | 4 | 189 | 39 | 0 | 232 |
| | % | **83.2** | 1.7 | 81.5 | 16.8 | 0.0 | 100 |
| **Overall** | **Count** | 746 | 10 | 736 | 172 | 5 | 923 |
| | **%** | 80.8 | 1.1 | 79.7 | 18.6 | 0.5 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **361** | 9 | 352 | 70 | 5 | 436 |
| | % | **82.8** | 2.1 | 80.7 | 16.1 | 1.1 | 100 |
| BSNL | Count | **162** | 1 | 161 | 90 | 3 | 255 |
| | % | **63.5** | 0.4 | 63.1 | 35.3 | 1.2 | 100 |
| Rel Com | Count | **198** | 3 | 195 | 34 | 0 | 232 |
| | % | **85.4** | 1.3 | 84.1 | 14.7 | 0.0 | 100 |
| **Overall** | **Count** | 721 | 13 | 708 | 194 | 8 | 923 |
| | **%** | 78.1 | 1.4 | 76.7 | 21.0 | 0.9 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **342** | 4 | 338 | 82 | 12 | 436 |
| | % | **78.4** | 0.9 | 77.5 | 18.8 | 2.8 | 100 |
| BSNL | Count | **183** | 0 | 183 | 67 | 5 | 255 |
| | % | **71.8** | 0.0 | 71.8 | 26.3 | 2.0 | 100 |
| Rel Com | Count | **181** | 3 | 178 | 51 | 0 | 232 |
| | % | **78.0** | 1.3 | 76.7 | 22.0 | 0.0 | 100 |
| **Overall** | **Count** | 706 | 7 | 699 | 200 | 17 | 923 |
| | **%** | 76.5 | 0.8 | 75.7 | 21.7 | 1.8 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **345** | 4 | 341 | 81 | 10 | 436 |
| | % | **79.1** | 0.9 | 78.2 | 18.6 | 2.3 | 100 |
| BSNL | Count | **200** | 3 | 197 | 52 | 3 | 255 |
| | % | **78.5** | 1.2 | 77.3 | 20.4 | 1.2 | 100 |
| Rel Com | Count | **175** | 5 | 170 | 57 | 0 | 232 |
| | % | **75.5** | 2.2 | 73.3 | 24.6 | 0.0 | 100 |
| **Overall** | **Count** | **720** | **12** | **708** | **190** | **13** | **923** |
| | **%** | **78.0** | **1.3** | **76.7** | **20.6** | **1.4** | **100** |

**D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **1011** | 54 | 957 | 48 | 8 | 1067 |
| | % | **94.8** | 5.1 | 89.7 | 4.5 | 0.8 | 100 |
| BSNL | Count | **966** | 7 | 959 | 99 | 9 | 1074 |
| | % | **90.0** | 0.7 | 89.3 | 9.2 | 0.8 | 100 |
| Rel Com | Count | **694** | 19 | 675 | 32 | 1 | 727 |
| | % | **95.4** | 2.6 | 92.8 | 4.4 | 0.1 | 100 |
| **Overall** | **Count** | **2671** | **80** | **2591** | **179** | **18** | **2868** |
| | **%** | **93.1** | **2.8** | **90.3** | **6.2** | **0.6** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **991** | 68 | 923 | 68 | 8 | 1067 |
| | % | **92.9** | 6.4 | 86.5 | 6.4 | 0.8 | 100 |
| BSNL | Count | **933** | 7 | 926 | 134 | 7 | 1074 |
| | % | **86.9** | 0.7 | 86.2 | 12.5 | 0.7 | 100 |
| Rel Com | Count | **680** | 20 | 660 | 47 | 0 | 727 |
| | % | **93.6** | 2.8 | 90.8 | 6.5 | 0.0 | 100 |
| **Overall** | **Count** | **2604** | **95** | **2509** | **249** | **15** | **2868** |
| | **%** | **90.8** | **3.3** | **87.5** | **8.7** | **0.5** | **100** |

**18. How satisfied are you with the voice quality?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **996** | 56 | 940 | 60 | 11 | 1067 |
| | % | **93.4** | 5.3 | 88.1 | 5.6 | 1.0 | 100 |
| BSNL | Count | **929** | 13 | 916 | 135 | 10 | 1074 |
| | % | **86.5** | 1.2 | 85.3 | 12.6 | 0.9 | 100 |
| Rel Com | Count | **683** | 26 | 657 | 44 | 0 | 727 |
| | % | **94.0** | 3.6 | 90.4 | 6.1 | 0.0 | 100 |
| **Overall** | **Count** | **2608** | **95** | **2513** | **239** | **21** | **2868** |
| | **%** | **90.9** | **3.3** | **87.6** | **8.3** | **0.7** | **100** |

**MAINTAINABILITY**

| 19. How many times has your telephone connection required repair in the last 6 months? | | | | | | |
|---|---|---|---|---|---|---|
| Service Providers | | Nil | One time | 2-3 times | More than 3 times | Total |
| Airtel | Count | 671 | 279 | 86 | 31 | 1067 |
| | % | 62.8 | 26.2 | 8.1 | 2.9 | 100 |
| BSNL | Count | 647 | 141 | 238 | 48 | 1074 |
| | % | 60.2 | 13.1 | 22.2 | 4.5 | 100 |
| Rel Com | Count | 566 | 98 | 48 | 15 | 727 |
| | % | 77.9 | 13.5 | 6.6 | 2.1 | 100 |
| **Overall** | **Count** | **1884** | **518** | **372** | **94** | **2868** |
| | **%** | **65.7** | **18.1** | **13.0** | **3.3** | **100** |

| 20. How long did it take generally for repairing the fault after lodging a complaint? | | | | | | |
|---|---|---|---|---|---|---|
| Service Providers | | 1 day | 2-3 days | 4-7 days | More than 7 days | Total |
| Airtel | Count | 151 | 162 | 43 | 40 | 396 |
| | % | 38.1 | 40.9 | 10.9 | 10.1 | 100 |
| BSNL | Count | 128 | 129 | 56 | 114 | 427 |
| | % | 30.0 | 30.2 | 13.1 | 26.7 | 100 |
| Rel Com | Count | 52 | 54 | 26 | 29 | 161 |
| | % | 32.3 | 33.5 | 16.1 | 18.0 | 100 |
| **Overall** | **Count** | **331** | **345** | **125** | **183** | **984** |
| | **%** | **33.6** | **35.1** | **12.7** | **18.6** | **100** |

| 21. How satisfied are you with the fault repair service? | | | | | | | |
|---|---|---|---|---|---|---|---|
| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
| Airtel | Count | **340** | 15 | 325 | 54 | 2 | 396 |
| | % | **85.9** | 3.8 | 82.1 | 13.6 | 0.5 | 100 |
| BSNL | Count | **334** | 1 | 333 | 81 | 12 | 427 |
| | % | **78.2** | 0.2 | 78.0 | 19.0 | 2.8 | 100 |
| Rel Com | Count | **133** | 3 | 130 | 28 | 0 | 161 |
| | % | **82.6** | 1.9 | 80.7 | 17.4 | 0.0 | 100 |
| **Overall** | **Count** | **807** | **19** | **788** | **163** | **14** | **984** |
| | **%** | **82.0** | **1.9** | **80.1** | **16.6** | **1.4** | **100** |

**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? | | | | |
|---|---|---|---|---|
| Service Providers | | Yes | No | Total |
| Airtel | Count | 45 | 1022 | 1067 |
| | % | 4.2 | 95.8 | 100 |
| BSNL | Count | 6 | 1068 | 1074 |
| | % | 0.6 | 99.4 | 100 |
| Rel Com | Count | 78 | 649 | 727 |
| | % | 10.7 | 89.3 | 100 |
| **Overall** | **Count** | **129** | **2739** | **2868** |
| | **%** | **4.5** | **95.5** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C- Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **40** | 0 | 40 | 5 | 0 | 45 |
| | % | **88.9** | 0.0 | 88.9 | 11.1 | 0.0 | 100 |
| BSNL | Count | **3** | 0 | 3 | 3 | 0 | 6 |
| | % | **50.0** | 0.0 | 50.0 | 50.0 | 0.0 | 100 |
| Rel Com | Count | **78** | 0 | 78 | 0 | 0 | 78 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **121** | **0** | **121** | **8** | **0** | **129** |
| | **%** | **93.8** | **0.0** | **93.8** | **6.2** | **0.0** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C- Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **40** | 0 | 40 | 5 | 0 | 45 |
| | % | **88.9** | 0.0 | 88.9 | 11.1 | 0.0 | 100 |
| BSNL | Count | **3** | 0 | 3 | 3 | 0 | 6 |
| | % | **50.0** | 0.0 | 50.0 | 50.0 | 0.0 | 100 |
| Rel Com | Count | **78** | 0 | 78 | 0 | 0 | 78 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **121** | **0** | **121** | **8** | **0** | **129** |
| | **%** | **93.8** | **0.0** | **93.8** | **6.2** | **0.0** | **100** |

**24(b).Please tell me reasons for your dissatisfaction**

| Service Providers | | Not informed of charges | Activated without consent | Not informed about toll free number for unsubscribing | Others | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 5 | 0 | 0 | 0 | 5 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 1 | 0 | 0 | 2 | 3 |
| | % | 33.3 | 0.0 | 0.0 | 66.7 | 100 |
| Rel Com | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| **Overall** | **Count** | **6** | **0** | **0** | **2** | **8** |
| | **%** | **75.0** | **0.0** | **0.0** | **25.0** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 21 | 1046 | 1067 |
| | % | 2.0 | 98.0 | 100 |
| BSNL | Count | 7 | 1067 | 1074 |
| | % | 0.7 | 99.3 | 100 |
| Rel Com | Count | 8 | 719 | 727 |
| | % | 1.1 | 98.9 | 100 |
| **Overall** | **Count** | **36** | **2832** | **2868** |
| | **%** | **1.3** | **98.7** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **15** | 0 | 15 | 5 | 1 | 21 |
| | % | **71.4** | 0.0 | 71.4 | 23.8 | 4.8 | 100 |
| BSNL | Count | **3** | 0 | 3 | 4 | 0 | 7 |
| | % | **42.9** | 0.0 | 42.9 | 57.1 | 0.0 | 100 |
| Rel Com | Count | **3** | 0 | 3 | 5 | 0 | 8 |
| | % | **37.5** | 0.0 | 37.5 | 62.5 | 0.0 | 100 |
| **Overall** | **Count** | **21** | **0** | **21** | **14** | **1** | **36** |
| | **%** | **58.3** | **0.0** | **58.3** | **38.9** | **2.8** | **100** |

**G. OVERALL CUSTOMER SATISFACTION**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **964** | 123 | 841 | 87 | 16 | 1067 |
| | % | **90.4** | 11.6 | 78.8 | 8.2 | 1.5 | 100 |
| BSNL | Count | **939** | 84 | 855 | 121 | 14 | 1074 |
| | % | **87.4** | 7.8 | 79.6 | 11.3 | 1.3 | 100 |
| Rel Com | Count | **667** | 59 | 608 | 58 | 2 | 727 |
| | % | **91.7** | 8.1 | 83.6 | 8.0 | 0.3 | 100 |
| **Overall** | **Count** | **2570** | **266** | **2304** | **266** | **32** | **2868** |
| | **%** | **89.6** | **9.3** | **80.3** | **9.3** | **1.1** | **100** |

**H. GENERAL INFORMATION**

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

| Service Providers | | Broadband | Mobile | Others | None | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 820 | 39 | 1 | 207 | 1067 |
| | % | 76.9 | 3.7 | 0.1 | 19.4 | 100 |
| BSNL | Count | 296 | 204 | 2 | 572 | 1074 |
| | % | 27.6 | 19.0 | 0.2 | 53.3 | 100 |
| Rel Com | Count | 579 | 10 | 1 | 137 | 727 |
| | % | 79.6 | 1.4 | 0.1 | 18.8 | 100 |
| **Overall** | **Count** | **1695** | **253** | **4** | **916** | **2868** |
| | **%** | **59.2** | **8.8** | **0.1** | **31.9** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 11 | 1056 | 1067 |
| | % | 1.0 | 99.0 | 100 |
| BSNL | Count | 1 | 1073 | 1074 |
| | % | 0.1 | 99.9 | 100 |
| Rel Com | Count | 0 | 727 | 727 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **12** | **2856** | **2868** |
| | **%** | **0.4** | **99.6** | **100** |

**28(b). If Yes, Please name your service provider?**

| Service Providers | | Airtel | BSNL | Reliance | Tata | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 6 | 4 | 1 | 0 | 11 |
| | % | 54.5 | 36.4 | 9.1 | 0.0 | 100.0 |
| BSNL | Count | 0 | 1 | 0 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 0.0 | 100.0 |
| Rel Com | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Overall | Count | 6 | 5 | 1 | 0 | 12 |
| | % | 50.0 | 41.7 | 8.3 | 0.0 | 100 |

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

| Service Providers | | 1 day | 2-3 days | 4-7 days | More than 7 days | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 1 | 7 | 3 | 0 | 11 |
| | % | 9.1 | 63.6 | 27.3 | 0.0 | 100.0 |
| BSNL | Count | 0 | 0 | 1 | 0 | 1 |
| | % | 0.0 | 0.0 | 100.0 | 0.0 | 100.0 |
| Rel Com | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Overall | Count | 1 | 7 | 4 | 0 | 12 |
| | % | 8.3 | 58.3 | 33.3 | 0.0 | 100.0 |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 26 | 1041 | 1067 |
| | % | 2.4 | 97.6 | 100 |
| BSNL | Count | 47 | 1027 | 1074 |
| | % | 4.4 | 95.6 | 100 |
| Rel Com | Count | 119 | 608 | 727 |
| | % | 16.4 | 83.6 | 100 |
| Overall | Count | 192 | 2676 | 2868 |
| | % | 6.7 | 93.3 | 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?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 80 | 987 | 1067 |
| | % | 7.5 | 92.5 | 100 |
| BSNL | Count | 123 | 951 | 1074 |
| | % | 11.5 | 88.5 | 100 |
| Rel Com | Count | 218 | 509 | 727 |
| | % | 30.0 | 70.0 | 100 |
| Overall | Count | 421 | 2447 | 2868 |
| | % | 14.7 | 85.3 | 100 |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 6 | 74 | 80 |
| | % | 7.5 | 92.5 | 100 |
| BSNL | Count | 5 | 118 | 123 |
| | % | 4.1 | 95.9 | 100 |
| Rel Com | Count | 7 | 211 | 218 |
| | % | 3.2 | 96.8 | 100 |
| Overall | **Count** | **18** | **403** | **421** |
| | **%** | **4.3** | **95.7** | **100** |

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

| Service Providers | | Stopped receiving | Considerable decrease | Slight decrease | No change | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 2 | 3 | 0 | 1 | 6 |
| | % | 33.3 | 50.0 | 0.0 | 16.7 | 100 |
| BSNL | Count | 2 | 2 | 0 | 1 | 5 |
| | % | 40.0 | 40.0 | 0.0 | 20.0 | 100 |
| Rel Com | Count | 6 | 1 | 0 | 0 | 7 |
| | % | 85.7 | 14.3 | 0.0 | 0.0 | 100 |
| Overall | **Count** | **10** | **6** | **0** | **2** | **18** |
| | **%** | **55.6** | **33.3** | **0.0** | **11.1** | **100** |

**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?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 4 | 4 |
| | % | 0.0 | 100.0 | 100 |
| BSNL | Count | 0 | 3 | 3 |
| | % | 0.0 | 100.0 | 100 |
| Rel Com | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| Overall | **Count** | **0** | **8** | **8** |
| | **%** | **0.0** | **100.0** | **100** |

**32(d). If Yes, then indicate whether……..**

| Service Providers | | Complaint was registered by the service provider and informed about the action taken on the complaint | Complaint was registered by the service provider and did not inform about the action taken on the complaint | Service Provider refused to register the complaint | Difficult to lodge the complaint | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| BSNL | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Rel Com | Count | 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** |

**33. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?**

| Service Providers | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Airtel | Count | 1 | 6 | 22 | 47 | 49 | 70 | 312 | 365 | 182 | 13 | 1067 |
| | % | 0.1 | 0.6 | 2.1 | 4.4 | 4.6 | 6.6 | 29.2 | 34.2 | 17.0 | 1.2 | 100 |
| BSNL | Count | 3 | 9 | 17 | 64 | 102 | 147 | 292 | 279 | 148 | 13 | 1074 |
| | % | 0.3 | 0.8 | 1.6 | 6.0 | 9.5 | 13.7 | 27.2 | 26.0 | 13.8 | 1.2 | 100 |
| Rel Com | Count | 0 | 1 | 11 | 29 | 36 | 45 | 239 | 270 | 91 | 5 | 727 |
| | % | 0.0 | 0.1 | 1.5 | 4.0 | 5.0 | 6.2 | 32.9 | 37.1 | 12.5 | 0.7 | 100 |
| Overall | Count | 4 | 16 | 50 | 140 | 187 | 262 | 843 | 914 | 421 | 31 | 2868 |
| | % | 0.1 | 0.6 | 1.7 | 4.9 | 6.5 | 9.1 | 29.4 | 31.8 | 14.7 | 1.1 | 100 |

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

**34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 1014 | 53 | 1067 |
| | % | 95.0 | 5.0 | 100 |
| BSNL | Count | 900 | 174 | 1074 |
| | % | 83.8 | 16.2 | 100 |
| Rel Com | Count | 650 | 77 | 727 |
| | % | 89.4 | 10.6 | 100 |
| Overall | Count | 2564 | 304 | 2868 |
| | % | 89.4 | 10.6 | 100 |

**34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 141 | 926 | 1067 |
| | % | 13.3 | 86.7 | 100 |
| BSNL | Count | 141 | 933 | 1074 |
| | % | 13.1 | 86.9 | 100 |
| Rel Com | Count | 104 | 623 | 727 |
| | % | 14.3 | 85.7 | 100 |
| Overall | Count | 386 | 2482 | 2868 |
| | % | 13.5 | 86.5 | 100 |

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

| Service Providers | | Complaint was registered and docket number Received | Complaint was registered and docket number not Received | Complaint was registered and docket number provided on request | Complaint was registered and docket number not provided even on request | Refused to register the complaint | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 78 | 40 | 8 | 13 | 2 | 141 |
| | % | 55.3 | 28.4 | 5.7 | 9.2 | 1.4 | 100 |
| BSNL | Count | 52 | 77 | 5 | 3 | 4 | 141 |
| | % | 36.9 | 54.6 | 3.5 | 2.1 | 2.8 | 100 |
| Rel Com | Count | 41 | 54 | 5 | 1 | 3 | 104 |
| | % | 39.4 | 51.9 | 4.8 | 1.0 | 2.9 | 100 |
| Overall | Count | 171 | 171 | 18 | 17 | 9 | 386 |
| | % | 44.3 | 44.3 | 4.7 | 4.4 | 2.3 | 100 |

**36. Did the Call Centre inform you about the action taken on your complaint?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 33 | 108 | 141 |
| | % | 23.4 | 76.6 | 100 |
| BSNL | Count | 45 | 96 | 141 |
| | % | 31.9 | 68.1 | 100 |
| Rel Com | Count | 40 | 64 | 104 |
| | % | 38.5 | 61.5 | 100 |
| **Overall** | **Count** | **118** | **268** | **386** |
| | **%** | **30.6** | **69.4** | **100** |

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

| Service Providers | | Yes | No | Not applicable | Total |
|---|---|---|---|---|---|
| Airtel | Count | 50 | 44 | 47 | 141 |
| | % | 35.5 | 31.2 | 33.3 | 100 |
| BSNL | Count | 44 | 51 | 46 | 141 |
| | % | 31.2 | 36.2 | 32.6 | 100 |
| Rel Com | Count | 30 | 45 | 29 | 104 |
| | % | 28.8 | 43.3 | 27.9 | 100 |
| **Overall** | **Count** | **124** | **140** | **122** | **386** |
| | **%** | **32.1** | **36.3** | **31.6** | **100** |

**38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 37 | 1030 | 1067 |
| | % | 3.5 | 96.5 | 100 |
| BSNL | Count | 65 | 1009 | 1074 |
| | % | 6.1 | 93.9 | 100 |
| Rel Com | Count | 35 | 692 | 727 |
| | % | 4.8 | 95.2 | 100 |
| **Overall** | **Count** | **137** | **2731** | **2868** |
| | **%** | **4.8** | **95.2** | **100** |

**39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 3 | 34 | 37 |
| | % | 8.1 | 91.9 | 100 |
| BSNL | Count | 2 | 63 | 65 |
| | % | 3.1 | 96.9 | 100 |
| Rel Com | Count | 1 | 34 | 35 |
| | % | 2.9 | 97.1 | 100 |
| **Overall** | **Count** | **6** | **131** | **137** |
| | **%** | **4.4** | **95.6** | **100** |

**39(b). Were you able to contact the Nodal officer without difficulty?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 3 | 0 | 3 |
| | % | 100.0 | 0.0 | 100 |
| BSNL | Count | 2 | 0 | 2 |
| | % | 100.0 | 0.0 | 100 |
| Rel Com | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **5** | **1** | **6** |
| | **%** | **83.3** | **16.7** | **100** |

**40. Did the Nodal Officer intimate you about the decision taken on your complaint?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 3 | 3 |
| | % | 0.0 | 100.0 | 100 |
| BSNL | Count | 0 | 2 | 2 |
| | % | 0.0 | 100.0 | 100 |
| Rel Com | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **0** | **6** | **6** |
| | **%** | **0.0** | **100.0** | **100** |

**41. How satisfied are you with the redressal of the complaint by the Nodal Officer?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **0** | 0 | 0 | 3 | 0 | 3 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| BSNL | Count | **2** | 0 | 2 | 0 | 0 | 2 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | **0** | 0 | 0 | 1 | 0 | 1 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| **Overall** | **Count** | **2** | **0** | **2** | **4** | **0** | **6** |
| | **%** | **33.3** | **0.0** | **33.3** | **66.7** | **0.0** | **100** |

**42. Please specify the reason(s) for your dissatisfaction. *[MULTIPLE CODE]***

| Service Providers | | Difficult to connect to the Nodal Officer | Nodal Officer not polite/courteous | Time taken by Nodal Officer for redressal of complaint is to long | Nodal Officer was unable to understand the problem | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 3 | 0 | 0 | 0 | 3 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Rel Com | Count | 0 | 0 | 1 | 0 | 1 |
| | % | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| **Overall** | **Count** | **3** | **0** | **1** | **0** | **4** |
| | **%** | **75.0** | **0.0** | **25.0** | **0.0** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 11 | 1056 | 1067 |
| | % | 1.0 | 99 | 100 |
| BSNL | Count | 8 | 1066 | 1074 |
| | % | 0.7 | 99.3 | 100 |
| Rel Com | Count | 30 | 697 | 727 |
| | % | 4.1 | 95.9 | 100 |
| **Overall** | **Count** | **49** | **2819** | **2868** |
| | **%** | **1.7** | **98.3** | **100** |

**44. Have you filed any appeal in last 6 months?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 1 | 10 | 11 |
| | % | 9.1 | 90.9 | 100 |
| BSNL | Count | 0 | 8 | 8 |
| | % | 0.0 | 100.0 | 100 |
| Rel Com | Count | 1 | 29 | 30 |
| | % | 3.3 | 96.7 | 100 |
| **Overall** | **Count** | **2** | **47** | **49** |
| | **%** | **4.1** | **95.9** | **100** |

**45. Did you receive any acknowledgement?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100.0 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Rel Com | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100.0 |
| **Overall** | **Count** | **1** | **1** | **2** |
| | **%** | **50.0** | **50.0** | **100** |

**46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?**

| Service Providers | | Yes | No | Appeal filed only recently | Total |
|---|---|---|---|---|---|
| Airtel | Count | 0 | 1 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 100.0 |
| BSNL | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| Rel Com | Count | 0 | 1 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 100.0 |
| **Overall** | **Count** | **0** | **2** | **0** | **2** |
| | **%** | **0.0** | **100.0** | **0.0** | **100** |

**50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"**

| Service Providers | | Yes | No | Do not remember | Total |
|---|---|---|---|---|---|
| Airtel | Count | 313 | 436 | 318 | 1067 |
| | % | 29.3 | 40.9 | 29.8 | 100 |
| BSNL | Count | 230 | 552 | 292 | 1074 |
| | % | 21.4 | 51.4 | 27.2 | 100 |
| Rel Com | Count | 218 | 305 | 204 | 727 |
| | % | 30.0 | 42.0 | 28.1 | 100 |
| **Overall** | **Count** | **761** | **1293** | **814** | **2868** |
| | **%** | **26.6** | **45.1** | **28.3** | **100** |

## ANNEXURE-CELLULAR MOBILE SERVICES

| 1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Aircel | Count | **1051** | 97 | 954 | 10 | 6 | 1067 |
| | % | **98.5** | 9.1 | 89.4 | 0.9 | 0.6 | 100 |
| Airtel | Count | **1076** | 126 | 950 | 16 | 5 | 1097 |
| | % | **98.1** | 11.5 | 86.6 | 1.5 | 0.5 | 100 |
| BSNL | Count | **1056** | 35 | 1021 | 11 | 1 | 1068 |
| | % | **98.9** | 3.3 | 95.6 | 1.0 | 0.1 | 100 |
| Idea | Count | **1056** | 85 | 971 | 9 | 4 | 1069 |
| | % | **98.8** | 8.0 | 90.8 | 0.8 | 0.4 | 100 |
| MTS | Count | **1037** | 69 | 968 | 26 | 4 | 1067 |
| | % | **97.2** | 6.5 | 90.7 | 2.4 | 0.4 | 100 |
| Rel Com | Count | **1042** | 58 | 984 | 20 | 5 | 1067 |
| | % | **97.6** | 5.4 | 92.2 | 1.9 | 0.5 | 100 |
| Rel Tel | Count | **1039** | 47 | 992 | 24 | 6 | 1069 |
| | % | **97.2** | 4.4 | 92.8 | 2.2 | 0.6 | 100 |
| TTSL | Count | **1045** | 116 | 929 | 28 | 4 | 1077 |
| | % | **97.1** | 10.8 | 86.3 | 2.6 | 0.4 | 100 |
| Uninor | Count | **1030** | 68 | 962 | 30 | 8 | 1068 |
| | % | **96.5** | 6.4 | 90.1 | 2.8 | 0.7 | 100 |
| Vodafone | Count | **1054** | 199 | 855 | 28 | 6 | 1088 |
| | % | **96.9** | 18.3 | 78.6 | 2.6 | 0.6 | 100 |
| **Overall** | **Count** | **10486** | **900** | **9586** | **202** | **49** | **10737** |
| | **%** | **97.7** | **8.4** | **89.3** | **1.9** | **0.5** | **100** |

| 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? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 839 | 228 | 1067 |
| | % | 78.6 | 21.4 | 100 |
| Airtel | Count | 878 | 219 | 1097 |
| | % | 80.0 | 20.0 | 100 |
| BSNL | Count | 535 | 533 | 1068 |
| | % | 50.1 | 49.9 | 100 |
| Idea | Count | 635 | 434 | 1069 |
| | % | 59.4 | 40.6 | 100 |
| MTS | Count | 607 | 460 | 1067 |
| | % | 56.9 | 43.1 | 100 |
| Rel Com | Count | 769 | 298 | 1067 |
| | % | 72.1 | 27.9 | 100 |
| Rel Tel | Count | 859 | 210 | 1069 |
| | % | 80.4 | 19.6 | 100 |
| TTSL | Count | 911 | 166 | 1077 |
| | % | 84.6 | 15.4 | 100 |
| Uninor | Count | 653 | 415 | 1068 |
| | % | 61.1 | 38.9 | 100 |
| Vodafone | Count | 844 | 244 | 1088 |
| | % | 77.6 | 22.4 | 100 |
| **Overall** | **Count** | **7530** | **3207** | **10737** |
| | **%** | **70.1** | **29.9** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **980** | 70 | 910 | 85 | 2 | 1067 |
| | % | **91.9** | 6.6 | 85.3 | 8.0 | 0.2 | 100 |
| Airtel | Count | **1038** | 97 | 941 | 53 | 6 | 1097 |
| | % | **94.6** | 8.8 | 85.8 | 4.8 | 0.5 | 100 |
| BSNL | Count | **1039** | 32 | 1007 | 27 | 2 | 1068 |
| | % | **97.3** | 3.0 | 94.3 | 2.5 | 0.2 | 100 |
| Idea | Count | **1044** | 61 | 983 | 22 | 3 | 1069 |
| | % | **97.7** | 5.7 | 92.0 | 2.1 | 0.3 | 100 |
| MTS | Count | **993** | 51 | 942 | 71 | 3 | 1067 |
| | % | **93.1** | 4.8 | 88.3 | 6.7 | 0.3 | 100 |
| Rel Com | Count | **1022** | 34 | 988 | 42 | 3 | 1067 |
| | % | **95.8** | 3.2 | 92.6 | 3.9 | 0.3 | 100 |
| Rel Tel | Count | **1027** | 45 | 982 | 37 | 5 | 1069 |
| | % | **96.1** | 4.2 | 91.9 | 3.5 | 0.5 | 100 |
| TTSL | Count | **1023** | 84 | 939 | 51 | 3 | 1077 |
| | % | **95.0** | 7.8 | 87.2 | 4.7 | 0.3 | 100 |
| Uninor | Count | **960** | 50 | 910 | 103 | 5 | 1068 |
| | % | **89.9** | 4.7 | 85.2 | 9.6 | 0.5 | 100 |
| Vodafone | Count | **1027** | 135 | 892 | 59 | 2 | 1088 |
| | % | **94.4** | 12.4 | 82.0 | 5.4 | 0.2 | 100 |
| **Overall** | **Count** | 10153 | 659 | 9494 | 550 | 34 | 10737 |
| | **%** | **94.5** | **6.1** | **88.4** | **5.1** | **0.3** | **100** |

**BILLING RELATED- PREPAID CUSTOMERS**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 1003 | 70 | 933 | 43 | 5 | 1051 |
| | % | 95.5 | 6.7 | 88.8 | 4.1 | 0.5 | 100 |
| Airtel | Count | 963 | 78 | 885 | 49 | 8 | 1020 |
| | % | 94.4 | 7.6 | 86.8 | 4.8 | 0.8 | 100 |
| BSNL | Count | 658 | 17 | 641 | 393 | 1 | 1052 |
| | % | 62.5 | 1.6 | 60.9 | 37.4 | 0.1 | 100 |
| Idea | Count | 895 | 59 | 836 | 37 | 13 | 945 |
| | % | 94.7 | 6.2 | 88.5 | 3.9 | 1.4 | 100 |
| MTS | Count | 1034 | 42 | 992 | 18 | 2 | 1054 |
| | % | 98.1 | 4.0 | 94.1 | 1.7 | 0.2 | 100 |
| Rel Com | Count | 941 | 41 | 900 | 20 | 5 | 966 |
| | % | 97.4 | 4.2 | 93.2 | 2.1 | 0.5 | 100 |
| Rel Tel | Count | 952 | 39 | 913 | 71 | 12 | 1035 |
| | % | 92.0 | 3.8 | 88.2 | 6.9 | 1.2 | 100 |
| TTSL | Count | 1031 | 83 | 948 | 42 | 4 | 1077 |
| | % | 95.7 | 7.7 | 88.0 | 3.9 | 0.4 | 100 |
| Uninor | Count | 1039 | 52 | 987 | 25 | 4 | 1068 |
| | % | 97.3 | 4.9 | 92.4 | 2.3 | 0.4 | 100 |
| Vodafone | Count | 960 | 140 | 820 | 54 | 6 | 1020 |
| | % | 94.1 | 13.7 | 80.4 | 5.3 | 0.6 | 100 |
| **Overall** | **Count** | **9476** | **621** | **8855** | **752** | **60** | **10288** |
| | **%** | **92.1** | **6** | **86.1** | **7.3** | **0.6** | **100** |

| 4(b). Please specify the reason(s) for your dissatisfaction. | | | | | | | |
|---|---|---|---|---|---|---|---|
| Service Providers | | Charges not as per tariff plan subscribed | Tariff plan changed without information | Charged for value added services not subscribed | Charged for calls/services not made/used | Others | Total |
| Aircel | Count | 22 | 3 | 18 | 10 | 0 | 48 |
| | % | 45.8 | 6.3 | 37.5 | 20.8 | 0.0 | 100 |
| Airtel | Count | 23 | 6 | 15 | 16 | 2 | 57 |
| | % | 40.4 | 10.5 | 26.3 | 28.1 | 3.5 | 100 |
| BSNL | Count | 379 | 6 | 8 | 6 | 0 | 394 |
| | % | 96.2 | 1.5 | 2.0 | 1.5 | 0.0 | 100 |
| Idea | Count | 22 | 10 | 9 | 10 | 1 | 50 |
| | % | 44.0 | 20.0 | 18.0 | 20.0 | 2.0 | 100 |
| MTS | Count | 10 | 1 | 6 | 4 | 0 | 20 |
| | % | 50.0 | 5.0 | 30.0 | 20.0 | 0.0 | 100 |
| Rel Com | Count | 14 | 2 | 6 | 7 | 0 | 26 |
| | % | 53.8 | 7.7 | 23.1 | 26.9 | 0.0 | 100 |
| Rel Tel | Count | 32 | 14 | 24 | 29 | 0 | 83 |
| | % | 38.6 | 16.9 | 28.9 | 34.9 | 0.0 | 100 |
| TTSL | Count | 15 | 6 | 16 | 15 | 0 | 46 |
| | % | 32.6 | 13.0 | 34.8 | 32.6 | 0.0 | 100 |
| Uninor | Count | 8 | 6 | 7 | 10 | 1 | 29 |
| | % | 27.6 | 20.7 | 24.1 | 34.5 | 3.4 | 100 |
| Vodafone | Count | 14 | 12 | 19 | 18 | 2 | 60 |
| | % | 23.3 | 20.0 | 31.7 | 30.0 | 3.3 | 100 |
| Overall | Count | 539 | 66 | 128 | 125 | 6 | 812 |
| | % | 66.3 | 8.1 | 15.7 | 15.4 | 0.7 | 100 |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 264 | 787 | 1051 |
| | % | 25.1 | 74.9 | 100 |
| Airtel | Count | 283 | 737 | 1020 |
| | % | 27.7 | 72.3 | 100 |
| BSNL | Count | 205 | 847 | 1052 |
| | % | 19.5 | 80.5 | 100 |
| Idea | Count | 180 | 765 | 945 |
| | % | 19.0 | 81.0 | 100 |
| MTS | Count | 148 | 906 | 1054 |
| | % | 14.0 | 86.0 | 100 |
| Rel Com | Count | 254 | 712 | 966 |
| | % | 26.3 | 73.7 | 100 |
| Rel Tel | Count | 295 | 740 | 1035 |
| | % | 28.5 | 71.5 | 100 |
| TTSL | Count | 254 | 823 | 1077 |
| | % | 23.6 | 76.4 | 100 |
| Uninor | Count | 235 | 833 | 1068 |
| | % | 22.0 | 78.0 | 100 |
| Vodafone | Count | 259 | 761 | 1020 |
| | % | 25.4 | 74.6 | 100 |
| **Overall** | **Count** | **2377** | **7911** | **10288** |
| | **%** | **23.1** | **76.9** | **100** |

**5(b). 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?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 179 | 11 | 168 | 76 | 9 | 264 |
| | % | 67.8 | 4.2 | 63.6 | 28.8 | 3.4 | 100 |
| Airtel | Count | 202 | 21 | 181 | 73 | 8 | 283 |
| | % | 71.4 | 7.4 | 64.0 | 25.8 | 2.8 | 100 |
| BSNL | Count | 149 | 7 | 142 | 51 | 5 | 205 |
| | % | 72.7 | 3.4 | 69.3 | 24.9 | 2.4 | 100 |
| Idea | Count | 124 | 5 | 119 | 42 | 14 | 180 |
| | % | 68.9 | 2.8 | 66.1 | 23.3 | 7.8 | 100 |
| MTS | Count | 85 | 1 | 84 | 59 | 4 | 148 |
| | % | 57.5 | 0.7 | 56.8 | 39.9 | 2.7 | 100 |
| Rel Com | Count | 178 | 1 | 177 | 71 | 5 | 254 |
| | % | 70.1 | 0.4 | 69.7 | 28.0 | 2.0 | 100 |
| Rel Tel | Count | 167 | 8 | 159 | 104 | 24 | 295 |
| | % | 56.6 | 2.7 | 53.9 | 35.3 | 8.1 | 100 |
| TTSL | Count | 191 | 20 | 171 | 58 | 5 | 254 |
| | % | 75.2 | 7.9 | 67.3 | 22.8 | 2.0 | 100 |
| Uninor | Count | 164 | 5 | 159 | 61 | 10 | 235 |
| | % | 69.8 | 2.1 | 67.7 | 26.0 | 4.3 | 100 |
| Vodafone | Count | 176 | 28 | 148 | 69 | 14 | 259 |
| | % | 67.9 | 10.8 | 57.1 | 26.6 | 5.4 | 100 |
| Overall | Count | 1615 | 107 | 1508 | 664 | 98 | 2377 |
| | % | 67.9 | 4.5 | 63.4 | 27.9 | 4.1 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **1031** | 75 | 956 | 18 | 2 | 1051 |
| | % | **98.1** | 7.1 | 91.0 | 1.7 | 0.2 | 100 |
| Airtel | Count | **994** | 99 | 895 | 21 | 5 | 1020 |
| | % | **97.4** | 9.7 | 87.7 | 2.1 | 0.5 | 100 |
| BSNL | Count | **1027** | 26 | 1001 | 20 | 5 | 1052 |
| | % | **97.7** | 2.5 | 95.2 | 1.9 | 0.5 | 100 |
| Idea | Count | **928** | 75 | 853 | 10 | 7 | 945 |
| | % | **98.2** | 7.9 | 90.3 | 1.1 | 0.7 | 100 |
| MTS | Count | **1037** | 54 | 983 | 16 | 1 | 1054 |
| | % | **98.4** | 5.1 | 93.3 | 1.5 | 0.1 | 100 |
| Rel Com | Count | **956** | 43 | 913 | 8 | 2 | 966 |
| | % | **99.0** | 4.5 | 94.5 | 0.8 | 0.2 | 100 |
| Rel Tel | Count | **997** | 61 | 936 | 34 | 4 | 1035 |
| | % | **96.3** | 5.9 | 90.4 | 3.3 | 0.4 | 100 |
| TTSL | Count | **1052** | 110 | 942 | 22 | 3 | 1077 |
| | % | **97.7** | 10.2 | 87.5 | 2.0 | 0.3 | 100 |
| Uninor | Count | **1046** | 61 | 985 | 18 | 4 | 1068 |
| | % | **97.9** | 5.7 | 92.2 | 1.7 | 0.4 | 100 |
| Vodafone | Count | **997** | 217 | 780 | 21 | 2 | 1020 |
| | % | **97.8** | 21.3 | 76.5 | 2.1 | 0.2 | 100 |
| **Overall** | **Count** | **10065** | **821** | **9244** | **188** | **35** | **10288** |
| | **%** | **97.9** | **8** | **89.9** | **1.8** | **0.3** | **100** |

| 5(d). Please specify the reason(s) for your dissatisfaction. | | | | | | | |
|---|---|---|---|---|---|---|---|
| Service Providers | | Lack of complete information about the offer | Charges/Services not as per the offer | Delay in activation of recharge | Non availability of all denomination recharge coupon | Others | Total |
| Aircel | Count | 7 | 8 | 6 | 3 | 0 | 20 |
| | % | 35.0 | 40.0 | 30.0 | 15.0 | 0.0 | 100 |
| Airtel | Count | 9 | 2 | 5 | 12 | 1 | 26 |
| | % | 34.6 | 7.7 | 19.2 | 46.2 | 3.8 | 100 |
| BSNL | Count | 6 | 9 | 11 | 5 | 1 | 25 |
| | % | 24.0 | 36.0 | 44.0 | 20.0 | 4.0 | 100 |
| Idea | Count | 8 | 5 | 5 | 3 | 1 | 17 |
| | % | 47.1 | 29.4 | 29.4 | 17.6 | 5.9 | 100 |
| MTS | Count | 9 | 4 | 1 | 5 | 0 | 17 |
| | % | 52.9 | 23.5 | 5.9 | 29.4 | 0.0 | 100 |
| Rel Com | Count | 4 | 2 | 3 | 3 | 0 | 10 |
| | % | 40.0 | 20.0 | 30.0 | 30.0 | 0.0 | 100 |
| Rel Tel | Count | 16 | 10 | 10 | 10 | 0 | 38 |
| | % | 42.1 | 26.3 | 26.3 | 26.3 | 0.0 | 100 |
| TTSL | Count | 10 | 8 | 3 | 11 | 0 | 25 |
| | % | 40.0 | 32.0 | 12.0 | 44.0 | 0.0 | 100 |
| Uninor | Count | 9 | 7 | 6 | 5 | 0 | 22 |
| | % | 40.9 | 31.8 | 27.3 | 22.7 | 0.0 | 100 |
| Vodafone | Count | 6 | 3 | 3 | 10 | 3 | 23 |
| | % | 26.1 | 13.0 | 13.0 | 43.5 | 13.0 | 100 |
| Overall | Count | 84 | 58 | 53 | 67 | 6 | 223 |
| | % | 37.7 | 26 | 23.8 | 30 | 2.7 | 100 |

| 5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 990 | 61 | 1051 |
| | % | 94.2 | 5.8 | 100 |
| Airtel | Count | 975 | 45 | 1020 |
| | % | 95.6 | 4.4 | 100 |
| BSNL | Count | 1022 | 30 | 1052 |
| | % | 97.1 | 2.9 | 100 |
| Idea | Count | 869 | 76 | 945 |
| | % | 92.0 | 8.0 | 100 |
| MTS | Count | 868 | 186 | 1054 |
| | % | 82.4 | 17.6 | 100 |
| Rel Com | Count | 885 | 81 | 966 |
| | % | 91.6 | 8.4 | 100 |
| Rel Tel | Count | 955 | 80 | 1035 |
| | % | 92.3 | 7.7 | 100 |
| TTSL | Count | 972 | 105 | 1077 |
| | % | 90.3 | 9.7 | 100 |
| Uninor | Count | 994 | 74 | 1068 |
| | % | 93.1 | 6.9 | 100 |
| Vodafone | Count | 915 | 105 | 1020 |
| | % | 89.7 | 10.3 | 100 |
| **Overall** | **Count** | **9445** | **843** | **10288** |
| | **%** | **91.8** | **8.2** | **100** |

**BILLING RELATED-POSTPAID CUSTOMERS**

| 6. How satisfied are you with the time taken to deliver your bills? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Aircel | Count | 15 | 0 | 15 | 1 | 0 | 16 |
| | % | 93.8 | 0.0 | 93.8 | 6.3 | 0.0 | 100 |
| Airtel | Count | 74 | 7 | 67 | 2 | 1 | 77 |
| | % | 96.1 | 9.1 | 87.0 | 2.6 | 1.3 | 100 |
| BSNL | Count | 14 | 2 | 12 | 1 | 1 | 16 |
| | % | 87.5 | 12.5 | 75.0 | 6.3 | 6.3 | 100 |
| Idea | Count | 116 | 7 | 109 | 8 | 0 | 124 |
| | % | 93.5 | 5.6 | 87.9 | 6.5 | 0.0 | 100 |
| MTS | Count | 13 | 1 | 12 | 0 | 0 | 13 |
| | % | 100.0 | 7.7 | 92.3 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 91 | 7 | 84 | 9 | 1 | 101 |
| | % | 90.1 | 6.9 | 83.2 | 8.9 | 1.0 | 100 |
| Rel Tel | Count | 33 | 1 | 32 | 1 | 0 | 34 |
| | % | 97.0 | 2.9 | 94.1 | 2.9 | 0.0 | 100 |
| TTSL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Uninor | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 66 | 10 | 56 | 1 | 1 | 68 |
| | % | 97.1 | 14.7 | 82.4 | 1.5 | 1.5 | 100 |
| **Overall** | **Count** | **422** | **35** | **387** | **23** | **4** | **449** |
| | **%** | **94.0** | **7.8** | **86.2** | **5.1** | **0.9** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 15 | 0 | 15 | 1 | 0 | 16 |
| | % | 93.8 | 0.0 | 93.8 | 6.3 | 0.0 | 100 |
| Airtel | Count | 72 | 4 | 68 | 4 | 1 | 77 |
| | % | 93.5 | 5.2 | 88.3 | 5.2 | 1.3 | 100 |
| BSNL | Count | 14 | 1 | 13 | 1 | 1 | 16 |
| | % | 87.6 | 6.3 | 81.3 | 6.3 | 6.3 | 100 |
| Idea | Count | 117 | 5 | 112 | 6 | 1 | 124 |
| | % | 94.3 | 4.0 | 90.3 | 4.8 | 0.8 | 100 |
| MTS | Count | 13 | 1 | 12 | 0 | 0 | 13 |
| | % | 100.0 | 7.7 | 92.3 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 93 | 6 | 87 | 8 | 0 | 101 |
| | % | 92.0 | 5.9 | 86.1 | 7.9 | 0.0 | 100 |
| Rel Tel | Count | 33 | 1 | 32 | 1 | 0 | 34 |
| | % | 97.0 | 2.9 | 94.1 | 2.9 | 0.0 | 100 |
| TTSL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Uninor | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 67 | 8 | 59 | 1 | 0 | 68 |
| | % | 98.6 | 11.8 | 86.8 | 1.5 | 0.0 | 100 |
| **Overall** | **Count** | **424** | **26** | **398** | **22** | **3** | **449** |
| | **%** | **94.4** | **5.8** | **88.6** | **4.9** | **0.7** | **100** |

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

| Service Providers | | Calculations not clear | Difficult to read the bill | Item-wise charges like total minutes of usage of local, STD, ISD calls not given | Difficult to understand the language | Others | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 1 | 0 | 0 | 0 | 0 | 1 |
|  | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| Airtel | Count | 1 | 3 | 1 | 0 | 0 | 5 |
|  | % | 20.0 | 60.0 | 20.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 1 | 0 | 0 | 0 | 1 | 2 |
|  | % | 50.0 | 0.0 | 0.0 | 0.0 | 50.0 | 100 |
| Idea | Count | 0 | 5 | 0 | 2 | 0 | 7 |
|  | % | 0.0 | 71.4 | 0.0 | 28.6 | 0.0 | 100 |
| MTS | Count | 0 | 0 | 0 | 0 | 0 | 0 |
|  | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Rel Com | Count | 2 | 10 | 0 | 0 | 0 | 8 |
|  | % | 25.0 | 125.0 | 0.0 | 0.0 | 0.0 | 100 |
| Rel Tel | Count | 0 | 1 | 0 | 0 | 0 | 1 |
|  | % | 0.0 | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| TTSL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
|  | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Uninor | Count | 0 | 0 | 0 | 0 | 0 | 0 |
|  | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Vodafone | Count | 0 | 0 | 1 | 0 | 0 | 1 |
|  | % | 0.0 | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **5** | **19** | **2** | **2** | **1** | **25** |
|  | **%** | **20.0** | **76.0** | **8.0** | **8.0** | **4.0** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 15 | 0 | 15 | 1 | 0 | 16 |
| | % | 93.8 | 0.0 | 93.8 | 6.3 | 0.0 | 100 |
| Airtel | Count | 74 | 4 | 70 | 2 | 1 | 77 |
| | % | 96.1 | 5.2 | 90.9 | 2.6 | 1.3 | 100 |
| BSNL | Count | 14 | 1 | 13 | 2 | 0 | 16 |
| | % | 87.6 | 6.3 | 81.3 | 12.5 | 0.0 | 100 |
| Idea | Count | 116 | 6 | 110 | 6 | 1 | 123 |
| | % | 94.3 | 4.9 | 89.4 | 4.9 | 0.8 | 100 |
| MTS | Count | 13 | 1 | 12 | 0 | 0 | 13 |
| | % | 100.0 | 7.7 | 92.3 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 89 | 6 | 83 | 11 | 1 | 101 |
| | % | 88.1 | 5.9 | 82.2 | 10.9 | 1.0 | 100 |
| Rel Tel | Count | 32 | 0 | 32 | 2 | 0 | 34 |
| | % | 94.1 | 0.0 | 94.1 | 5.9 | 0.0 | 100 |
| TTSL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Uninor | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 65 | 8 | 57 | 3 | 0 | 68 |
| | % | 95.6 | 11.8 | 83.8 | 4.4 | 0.0 | 100 |
| **Overall** | **Count** | **418** | **26** | **392** | **27** | **3** | **448** |
| | **%** | **93.3** | **5.8** | **87.5** | **6** | **0.7** | **100** |

| 8(b). Please specify the reason(s) for your dissatisfaction | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Charges not as per tariff plan subscribed** | **Calculations are not clear** | **Tariff plan changed without information** | **Charged for value added services not subscribed** | **Charged for calls/services not made/used** | **Total** |
| Aircel | Count | 1 | 0 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| Airtel | Count | 2 | 0 | 1 | 0 | 0 | 3 |
| | % | 66.7 | 0.0 | 33.3 | 0.0 | 0.0 | 100 |
| BSNL | Count | 0 | 1 | 0 | 1 | 0 | 2 |
| | % | 0.0 | 50.0 | 0.0 | 50.0 | 0.0 | 100 |
| Idea | Count | 7 | 0 | 0 | 0 | 0 | 7 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| MTS | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Rel Com | Count | 12 | 0 | 2 | 0 | 1 | 12 |
| | % | 100.0 | 0.0 | 16.7 | 0.0 | 8.3 | 100 |
| Rel Tel | Count | 1 | 0 | 0 | 1 | 0 | 2 |
| | % | 50.0 | 0.0 | 0.0 | 50.0 | 0.0 | 100 |
| TTSL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Uninor | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 1 | 0 | 0 | 1 | 1 | 3 |
| | % | 33.3 | 0.0 | 0.0 | 33.3 | 33.3 | 100 |
| **Overall** | **Count** | **26** | **1** | **3** | **3** | **2** | **30** |
| | **%** | **86.7** | **3.3** | **10.0** | **10.0** | **6.7** | **100** |

| 9(a). Have you made any billing related complaints in the last 6 months? | | | | |
|---|---|---|---|---|
| Service Providers | | Yes | No | Total |
| Aircel | Count | 2 | 14 | 16 |
| | % | 12.5 | 87.5 | 100 |
| Airtel | Count | 7 | 70 | 77 |
| | % | 9.1 | 90.9 | 100 |
| BSNL | Count | 2 | 14 | 16 |
| | % | 12.5 | 87.5 | 100 |
| Idea | Count | 12 | 112 | 124 |
| | % | 9.7 | 90.3 | 100 |
| MTS | Count | 0 | 13 | 13 |
| | % | 0.0 | 100.0 | 100 |
| Rel Com | Count | 14 | 87 | 101 |
| | % | 13.9 | 86.1 | 100 |
| Rel Tel | Count | 3 | 31 | 34 |
| | % | 8.8 | 91.2 | 100 |
| TTSL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Uninor | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 15 | 53 | 68 |
| | % | 22.1 | 77.9 | 100 |
| **Overall** | **Count** | **55** | **394** | **449** |
| | **%** | **12.2** | **87.8** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 1 | 0 | 1 | 1 | 0 | 2 |
| | % | 50.0 | 0.0 | 50.0 | 50.0 | 0.0 | 100 |
| Airtel | Count | 5 | 0 | 5 | 1 | 1 | 7 |
| | % | 71.4 | 0.0 | 71.4 | 14.3 | 14.3 | 100 |
| BSNL | Count | 0 | 0 | 0 | 0 | 2 | 2 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 | 100 |
| Idea | Count | 5 | 0 | 5 | 7 | 0 | 12 |
| | % | 41.7 | 0.0 | 41.7 | 58.3 | 0.0 | 100 |
| MTS | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Rel Com | Count | 6 | 1 | 5 | 8 | 0 | 14 |
| | % | 42.8 | 7.1 | 35.7 | 57.1 | 0.0 | 100 |
| Rel Tel | Count | 1 | 0 | 1 | 2 | 0 | 3 |
| | % | 33.3 | 0.0 | 33.3 | 66.7 | 0.0 | 100 |
| TTSL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Uninor | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 13 | 2 | 11 | 2 | 0 | 15 |
| | % | 86.6 | 13.3 | 73.3 | 13.3 | 0.0 | 100 |
| Overall | Count | 31 | 3 | 28 | 21 | 3 | 55 |
| | % | 56.4 | 5.5 | 50.9 | 38.2 | 5.5 | 100 |

**HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| **10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?** | | | | |
| Aircel | Count | 474 | 593 | 1067 |
| | % | 44.4 | 55.6 | 100 |
| Airtel | Count | 429 | 668 | 1097 |
| | % | 39.1 | 60.9 | 100 |
| BSNL | Count | 513 | 555 | 1068 |
| | % | 48.0 | 52.0 | 100 |
| Idea | Count | 332 | 737 | 1069 |
| | % | 31.1 | 68.9 | 100 |
| MTS | Count | 351 | 716 | 1067 |
| | % | 32.9 | 67.1 | 100 |
| Rel Com | Count | 510 | 557 | 1067 |
| | % | 47.8 | 52.2 | 100 |
| Rel Tel | Count | 506 | 563 | 1069 |
| | % | 47.3 | 52.7 | 100 |
| TTSL | Count | 427 | 650 | 1077 |
| | % | 39.6 | 60.4 | 100 |
| Uninor | Count | 437 | 631 | 1068 |
| | % | 40.9 | 59.1 | 100 |
| Vodafone | Count | 454 | 634 | 1088 |
| | % | 41.7 | 58.3 | 100 |
| **Overall** | **Count** | **4433** | **6304** | **10737** |
| | **%** | **41.3** | **58.7** | **100** |

**11. How satisfied are you with the ease of access of call centre/customer care or helpline?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **381** | 18 | 363 | 82 | 11 | 474 |
| | % | **80.4** | 3.8 | 76.6 | 17.3 | 2.3 | 100 |
| Airtel | Count | **339** | 31 | 308 | 80 | 10 | 429 |
| | % | **79.0** | 7.2 | 71.8 | 18.6 | 2.3 | 100 |
| BSNL | Count | **319** | 12 | 307 | 178 | 16 | 513 |
| | % | **62.1** | 2.3 | 59.8 | 34.7 | 3.1 | 100 |
| Idea | Count | **258** | 12 | 246 | 61 | 13 | 332 |
| | % | **77.7** | 3.6 | 74.1 | 18.4 | 3.9 | 100 |
| MTS | Count | **284** | 8 | 276 | 65 | 2 | 351 |
| | % | **80.9** | 2.3 | 78.6 | 18.5 | 0.6 | 100 |
| Rel Com | Count | **393** | 10 | 383 | 109 | 8 | 510 |
| | % | **77.1** | 2.0 | 75.1 | 21.4 | 1.6 | 100 |
| Rel Tel | Count | **379** | 16 | 363 | 116 | 11 | 506 |
| | % | **74.9** | 3.2 | 71.7 | 22.9 | 2.2 | 100 |
| TTSL | Count | **348** | 28 | 320 | 71 | 8 | 427 |
| | % | **81.5** | 6.6 | 74.9 | 16.6 | 1.9 | 100 |
| Uninor | Count | **352** | 10 | 342 | 72 | 13 | 437 |
| | % | **80.6** | 2.3 | 78.3 | 16.5 | 3.0 | 100 |
| Vodafone | Count | **366** | 53 | 313 | 77 | 11 | 454 |
| | % | **80.6** | 11.7 | 68.9 | 17.0 | 2.4 | 100 |
| **Overall** | **Count** | **3419** | **198** | **3221** | **911** | **103** | **4433** |
| | **%** | **77.2** | **4.5** | **72.7** | **20.6** | **2.3** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **370** | 18 | 352 | 90 | 14 | 474 |
| | % | **78.1** | 3.8 | 74.3 | 19.0 | 3.0 | 100 |
| Airtel | Count | **332** | 27 | 305 | 85 | 12 | 429 |
| | % | **77.4** | 6.3 | 71.1 | 19.8 | 2.8 | 100 |
| BSNL | Count | **396** | 11 | 385 | 114 | 3 | 513 |
| | % | **77.1** | 2.1 | 75.0 | 22.2 | 0.6 | 100 |
| Idea | Count | **250** | 8 | 242 | 66 | 16 | 332 |
| | % | **75.3** | 2.4 | 72.9 | 19.9 | 4.8 | 100 |
| MTS | Count | **288** | 7 | 281 | 61 | 2 | 351 |
| | % | **82.1** | 2.0 | 80.1 | 17.4 | 0.6 | 100 |
| Rel Com | Count | **391** | 15 | 376 | 110 | 9 | 510 |
| | % | **76.6** | 2.9 | 73.7 | 21.6 | 1.8 | 100 |
| Rel Tel | Count | **366** | 15 | 351 | 127 | 13 | 506 |
| | % | **72.4** | 3.0 | 69.4 | 25.1 | 2.6 | 100 |
| TTSL | Count | **345** | 27 | 318 | 72 | 10 | 427 |
| | % | **80.8** | 6.3 | 74.5 | 16.9 | 2.3 | 100 |
| Uninor | Count | **345** | 17 | 328 | 80 | 12 | 437 |
| | % | **79.0** | 3.9 | 75.1 | 18.3 | 2.7 | 100 |
| Vodafone | Count | **356** | 47 | 309 | 87 | 11 | 454 |
| | % | **78.5** | 10.4 | 68.1 | 19.2 | 2.4 | 100 |
| **Overall** | **Count** | **3439** | **192** | **3247** | **892** | **102** | **4433** |
| | **%** | **77.5** | **4.3** | **73.2** | **20.1** | **2.3** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **370** | 16 | 354 | 91 | 13 | 474 |
| | % | **78.1** | 3.4 | 74.7 | 19.2 | 2.7 | 100 |
| Airtel | Count | **327** | 27 | 300 | 88 | 14 | 429 |
| | % | **76.2** | 6.3 | 69.9 | 20.5 | 3.3 | 100 |
| BSNL | Count | **444** | 11 | 433 | 64 | 5 | 513 |
| | % | **86.5** | 2.1 | 84.4 | 12.5 | 1.0 | 100 |
| Idea | Count | **236** | 13 | 223 | 77 | 19 | 332 |
| | % | **71.1** | 3.9 | 67.2 | 23.2 | 5.7 | 100 |
| MTS | Count | **280** | 8 | 272 | 67 | 4 | 351 |
| | % | **79.8** | 2.3 | 77.5 | 19.1 | 1.1 | 100 |
| Rel Com | Count | **389** | 9 | 380 | 112 | 9 | 510 |
| | % | **76.3** | 1.8 | 74.5 | 22.0 | 1.8 | 100 |
| Rel Tel | Count | **364** | 17 | 347 | 127 | 15 | 506 |
| | % | **72.0** | 3.4 | 68.6 | 25.1 | 3.0 | 100 |
| TTSL | Count | **346** | 16 | 330 | 72 | 9 | 427 |
| | % | **81.0** | 3.7 | 77.3 | 16.9 | 2.1 | 100 |
| Uninor | Count | **336** | 19 | 317 | 89 | 12 | 437 |
| | % | **76.8** | 4.3 | 72.5 | 20.4 | 2.7 | 100 |
| Vodafone | Count | **346** | 45 | 301 | 94 | 14 | 454 |
| | % | **76.2** | 9.9 | 66.3 | 20.7 | 3.1 | 100 |
| **Overall** | **Count** | **3438** | **181** | **3257** | **881** | **114** | **4433** |
| | **%** | **77.6** | **4.1** | **73.5** | **19.9** | **2.6** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **360** | 17 | 343 | 100 | 14 | 474 |
| | % | **76.0** | 3.6 | 72.4 | 21.1 | 3.0 | 100 |
| Airtel | Count | **335** | 35 | 300 | 80 | 14 | 429 |
| | % | **78.1** | 8.2 | 69.9 | 18.6 | 3.3 | 100 |
| BSNL | Count | **448** | 13 | 435 | 60 | 5 | 513 |
| | % | **87.3** | 2.5 | 84.8 | 11.7 | 1.0 | 100 |
| Idea | Count | **235** | 8 | 227 | 75 | 22 | 332 |
| | % | **70.8** | 2.4 | 68.4 | 22.6 | 6.6 | 100 |
| MTS | Count | **271** | 11 | 260 | 74 | 6 | 351 |
| | % | **77.2** | 3.1 | 74.1 | 21.1 | 1.7 | 100 |
| Rel Com | Count | **377** | 14 | 363 | 124 | 9 | 510 |
| | % | **73.9** | 2.7 | 71.2 | 24.3 | 1.8 | 100 |
| Rel Tel | Count | **335** | 15 | 320 | 151 | 20 | 506 |
| | % | **66.2** | 3.0 | 63.2 | 29.8 | 4.0 | 100 |
| TTSL | Count | **348** | 22 | 326 | 70 | 9 | 427 |
| | % | **81.5** | 5.2 | 76.3 | 16.4 | 2.1 | 100 |
| Uninor | Count | **330** | 18 | 312 | 95 | 12 | 437 |
| | % | **75.5** | 4.1 | 71.4 | 21.7 | 2.7 | 100 |
| Vodafone | Count | **347** | 51 | 296 | 95 | 12 | 454 |
| | % | **76.4** | 11.2 | 65.2 | 20.9 | 2.6 | 100 |
| **Overall** | **Count** | 3386 | 204 | 3182 | 924 | 123 | 4433 |
| | **%** | 76.4 | 4.6 | 71.8 | 20.8 | 2.8 | 100 |

| 15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Aircel | Count | **359** | 21 | 338 | 100 | 15 | 474 |
| | % | **75.7** | 4.4 | 71.3 | 21.1 | 3.2 | 100 |
| Airtel | Count | **329** | 25 | 304 | 86 | 14 | 429 |
| | % | **76.7** | 5.8 | 70.9 | 20.0 | 3.3 | 100 |
| BSNL | Count | **444** | 15 | 429 | 63 | 6 | 513 |
| | % | **86.5** | 2.9 | 83.6 | 12.3 | 1.2 | 100 |
| Idea | Count | **241** | 11 | 230 | 73 | 18 | 332 |
| | % | **72.6** | 3.3 | 69.3 | 22.0 | 5.4 | 100 |
| MTS | Count | **273** | 8 | 265 | 72 | 6 | 351 |
| | % | **77.8** | 2.3 | 75.5 | 20.5 | 1.7 | 100 |
| Rel Com | Count | **372** | 9 | 363 | 127 | 11 | 510 |
| | % | **73.0** | 1.8 | 71.2 | 24.9 | 2.2 | 100 |
| Rel Tel | Count | **345** | 19 | 326 | 146 | 15 | 506 |
| | % | **68.2** | 3.8 | 64.4 | 28.9 | 3.0 | 100 |
| TTSL | Count | **348** | 21 | 327 | 70 | 9 | 427 |
| | % | **81.5** | 4.9 | 76.6 | 16.4 | 2.1 | 100 |
| Uninor | Count | **329** | 14 | 315 | 95 | 13 | 437 |
| | % | **75.3** | 3.2 | 72.1 | 21.7 | 3.0 | 100 |
| Vodafone | Count | **343** | 48 | 295 | 96 | 15 | 454 |
| | % | **75.6** | 10.6 | 65.0 | 21.1 | 3.3 | 100 |
| **Overall** | **Count** | **3383** | **191** | **3192** | **928** | **122** | **4433** |
| | **%** | **76.3** | **4.3** | **72** | **20.9** | **2.8** | **100** |

**NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **899** | 67 | 832 | 150 | 18 | 1067 |
| | % | **84.3** | 6.3 | 78.0 | 14.1 | 1.7 | 100 |
| Airtel | Count | **1029** | 120 | 909 | 59 | 9 | 1097 |
| | % | **93.8** | 10.9 | 82.9 | 5.4 | 0.8 | 100 |
| BSNL | Count | **845** | 49 | 796 | 203 | 20 | 1068 |
| | % | **79.1** | 4.6 | 74.5 | 19.0 | 1.9 | 100 |
| Idea | Count | **930** | 65 | 865 | 128 | 11 | 1069 |
| | % | **87.0** | 6.1 | 80.9 | 12.0 | 1.0 | 100 |
| MTS | Count | **903** | 48 | 855 | 148 | 16 | 1067 |
| | % | **84.6** | 4.5 | 80.1 | 13.9 | 1.5 | 100 |
| Rel Com | Count | **948** | 54 | 894 | 112 | 7 | 1067 |
| | % | **88.9** | 5.1 | 83.8 | 10.5 | 0.7 | 100 |
| Rel Tel | Count | **921** | 48 | 873 | 129 | 19 | 1069 |
| | % | **86.2** | 4.5 | 81.7 | 12.1 | 1.8 | 100 |
| TTSL | Count | **932** | 105 | 827 | 117 | 28 | 1077 |
| | % | **86.5** | 9.7 | 76.8 | 10.9 | 2.6 | 100 |
| Uninor | Count | **858** | 59 | 799 | 183 | 27 | 1068 |
| | % | **80.3** | 5.5 | 74.8 | 17.1 | 2.5 | 100 |
| Vodafone | Count | **1025** | 203 | 822 | 58 | 5 | 1088 |
| | % | **94.3** | 18.7 | 75.6 | 5.3 | 0.5 | 100 |
| **Overall** | **Count** | **9290** | **818** | **8472** | **1287** | **160** | **10737** |
| | **%** | **86.5** | **7.6** | **78.9** | **12** | **1.5** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **915** | 72 | 843 | 135 | 17 | 1067 |
| | % | **85.7** | 6.7 | 79.0 | 12.7 | 1.6 | 100 |
| Airtel | Count | **1035** | 120 | 915 | 55 | 7 | 1097 |
| | % | **94.3** | 10.9 | 83.4 | 5.0 | 0.6 | 100 |
| BSNL | Count | **864** | 58 | 806 | 182 | 22 | 1068 |
| | % | **80.9** | 5.4 | 75.5 | 17.0 | 2.1 | 100 |
| Idea | Count | **937** | 64 | 873 | 118 | 14 | 1069 |
| | % | **87.7** | 6.0 | 81.7 | 11.0 | 1.3 | 100 |
| MTS | Count | **903** | 70 | 833 | 151 | 13 | 1067 |
| | % | **84.7** | 6.6 | 78.1 | 14.2 | 1.2 | 100 |
| Rel Com | Count | **938** | 59 | 879 | 121 | 8 | 1067 |
| | % | **87.9** | 5.5 | 82.4 | 11.3 | 0.7 | 100 |
| Rel Tel | Count | **925** | 65 | 860 | 123 | 21 | 1069 |
| | % | **86.5** | 6.1 | 80.4 | 11.5 | 2.0 | 100 |
| TTSL | Count | **938** | 103 | 835 | 112 | 27 | 1077 |
| | % | **87.1** | 9.6 | 77.5 | 10.4 | 2.5 | 100 |
| Uninor | Count | **867** | 73 | 794 | 173 | 28 | 1068 |
| | % | **81.1** | 6.8 | 74.3 | 16.2 | 2.6 | 100 |
| Vodafone | Count | **1030** | 195 | 835 | 55 | 3 | 1088 |
| | % | **94.6** | 17.9 | 76.7 | 5.1 | 0.3 | 100 |
| **Overall** | **Count** | 9352 | 879 | 8473 | 1225 | 160 | 10737 |
| | **%** | 87.1 | 8.2 | 78.9 | 11.4 | 1.5 | 100 |

| 18. How often does your call drop during conversation? | | | | | | |
|---|---|---|---|---|---|---|
| **Service Providers** | | **Very Frequently** | **Frequently** | **Occasionally** | **Never** | **Total** |
| Aircel | Count | 12 | 104 | 624 | 327 | 1067 |
| | % | 1.1 | 9.7 | 58.5 | 30.6 | 100 |
| Airtel | Count | 8 | 52 | 547 | 490 | 1097 |
| | % | 0.7 | 4.7 | 49.9 | 44.7 | 100 |
| BSNL | Count | 25 | 139 | 653 | 251 | 1068 |
| | % | 2.3 | 13.0 | 61.1 | 23.5 | 100 |
| Idea | Count | 19 | 91 | 601 | 358 | 1069 |
| | % | 1.8 | 8.5 | 56.2 | 33.5 | 100 |
| MTS | Count | 14 | 129 | 611 | 313 | 1067 |
| | % | 1.3 | 12.1 | 57.3 | 29.3 | 100 |
| Rel Com | Count | 10 | 101 | 682 | 274 | 1067 |
| | % | 0.9 | 9.5 | 63.9 | 25.7 | 100 |
| Rel Tel | Count | 24 | 97 | 606 | 342 | 1069 |
| | % | 2.2 | 9.1 | 56.7 | 32.0 | 100 |
| TTSL | Count | 26 | 95 | 547 | 409 | 1077 |
| | % | 2.4 | 8.8 | 50.8 | 38.0 | 100 |
| Uninor | Count | 28 | 144 | 613 | 283 | 1068 |
| | % | 2.6 | 13.5 | 57.4 | 26.5 | 100 |
| Vodafone | Count | 5 | 46 | 490 | 547 | 1088 |
| | % | 0.5 | 4.2 | 45.0 | 50.3 | 100 |
| **Overall** | **Count** | **171** | **998** | **5974** | **3594** | **10737** |
| | **%** | **1.6** | **9.3** | **55.6** | **33.5** | **100** |

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| **19. How satisfied are you with the voice quality?** | | | | | | | |
| Aircel | Count | **939** | 138 | 801 | 114 | 14 | 1067 |
| | % | **88.0** | 12.9 | 75.1 | 10.7 | 1.3 | 100 |
| Airtel | Count | **1031** | 252 | 779 | 58 | 8 | 1097 |
| | % | **94.0** | 23.0 | 71.0 | 5.3 | 0.7 | 100 |
| BSNL | Count | **877** | 42 | 835 | 177 | 14 | 1068 |
| | % | **82.1** | 3.9 | 78.2 | 16.6 | 1.3 | 100 |
| Idea | Count | **962** | 173 | 789 | 91 | 16 | 1069 |
| | % | **90.0** | 16.2 | 73.8 | 8.5 | 1.5 | 100 |
| MTS | Count | **914** | 174 | 740 | 136 | 17 | 1067 |
| | % | **85.7** | 16.3 | 69.4 | 12.7 | 1.6 | 100 |
| Rel Com | Count | **955** | 109 | 846 | 104 | 8 | 1067 |
| | % | **89.5** | 10.2 | 79.3 | 9.7 | 0.7 | 100 |
| Rel Tel | Count | **936** | 124 | 812 | 109 | 24 | 1069 |
| | % | **87.6** | 11.6 | 76.0 | 10.2 | 2.2 | 100 |
| TTSL | Count | **942** | 201 | 741 | 109 | 26 | 1077 |
| | % | **87.5** | 18.7 | 68.8 | 10.1 | 2.4 | 100 |
| Uninor | Count | **887** | 120 | 767 | 150 | 31 | 1068 |
| | % | **83.0** | 11.2 | 71.8 | 14.0 | 2.9 | 100 |
| Vodafone | Count | **1033** | 318 | 715 | 51 | 4 | 1088 |
| | % | **94.9** | 29.2 | 65.7 | 4.7 | 0.4 | 100 |
| **Overall** | **Count** | 9476 | 1651 | 7825 | 1099 | 162 | 10737 |
| | **%** | 88.3 | 15.4 | 72.9 | 10.2 | 1.5 | 100 |

| 20. How often do you face signal problems? | | | | | | |
|---|---|---|---|---|---|---|
| Service Providers | | Very Frequently | Frequently | Occasionally | Never | Total |
| Aircel | Count | 14 | 104 | 684 | 265 | 1067 |
| | % | 1.3 | 9.7 | 64.1 | 24.8 | 100 |
| Airtel | Count | 8 | 52 | 624 | 413 | 1097 |
| | % | 0.7 | 4.7 | 56.9 | 37.6 | 100 |
| BSNL | Count | 24 | 190 | 730 | 124 | 1068 |
| | % | 2.2 | 17.8 | 68.4 | 11.6 | 100 |
| Idea | Count | 25 | 106 | 677 | 261 | 1069 |
| | % | 2.3 | 9.9 | 63.3 | 24.4 | 100 |
| MTS | Count | 16 | 150 | 640 | 261 | 1067 |
| | % | 1.5 | 14.1 | 60.0 | 24.5 | 100 |
| Rel Com | Count | 7 | 124 | 705 | 231 | 1067 |
| | % | 0.7 | 11.6 | 66.1 | 21.6 | 100 |
| Rel Tel | Count | 24 | 108 | 675 | 262 | 1069 |
| | % | 2.2 | 10.1 | 63.1 | 24.5 | 100 |
| TTSL | Count | 25 | 94 | 602 | 356 | 1077 |
| | % | 2.3 | 8.7 | 55.9 | 33.1 | 100 |
| Uninor | Count | 37 | 154 | 660 | 217 | 1068 |
| | % | 3.5 | 14.4 | 61.8 | 20.3 | 100 |
| Vodafone | Count | 5 | 49 | 564 | 470 | 1088 |
| | % | 0.5 | 4.5 | 51.8 | 43.2 | 100.0 |
| Overall | **Count** | **185** | **1131** | **6561** | **2860** | **10737** |
| | **%** | **1.7** | **10.5** | **61.1** | **26.6** | **100** |

**21. How satisfied are you with the availability of signal in your area?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **901** | 60 | 841 | 152 | 14 | 1067 |
| | % | **84.4** | 5.6 | 78.8 | 14.2 | 1.3 | 100 |
| Airtel | Count | **1032** | 125 | 907 | 57 | 8 | 1097 |
| | % | **94.1** | 11.4 | 82.7 | 5.2 | 0.7 | 100 |
| BSNL | Count | **846** | 33 | 813 | 204 | 18 | 1068 |
| | % | **79.2** | 3.1 | 76.1 | 19.1 | 1.7 | 100 |
| Idea | Count | **944** | 56 | 888 | 109 | 16 | 1069 |
| | % | **88.3** | 5.2 | 83.1 | 10.2 | 1.5 | 100 |
| MTS | Count | **884** | 46 | 838 | 171 | 12 | 1067 |
| | % | **82.8** | 4.3 | 78.5 | 16.0 | 1.1 | 100 |
| Rel Com | Count | **936** | 56 | 880 | 121 | 10 | 1067 |
| | % | **87.7** | 5.2 | 82.5 | 11.3 | 0.9 | 100 |
| Rel Tel | Count | **912** | 55 | 857 | 136 | 21 | 1069 |
| | % | **85.3** | 5.1 | 80.2 | 12.7 | 2.0 | 100 |
| TTSL | Count | **938** | 91 | 847 | 114 | 25 | 1077 |
| | % | **87.0** | 8.4 | 78.6 | 10.6 | 2.3 | 100 |
| Uninor | Count | **854** | 49 | 805 | 180 | 34 | 1068 |
| | % | **80.0** | 4.6 | 75.4 | 16.9 | 3.2 | 100 |
| Vodafone | Count | **1027** | 175 | 852 | 57 | 4 | 1088 |
| | % | **94.4** | 16.1 | 78.3 | 5.2 | 0.4 | 100 |
| **Overall** | **Count** | 9274 | 746 | 8528 | 1301 | 162 | 10737 |
| | **%** | 86.3 | 6.9 | 79.4 | 12.1 | 1.5 | 100 |

**22. How satisfied are you with the restoration of network (signal) problems?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **894** | 57 | 837 | 158 | 15 | 1067 |
| | % | **83.7** | 5.3 | 78.4 | 14.8 | 1.4 | 100 |
| Airtel | Count | **1023** | 117 | 906 | 68 | 6 | 1097 |
| | % | **93.3** | 10.7 | 82.6 | 6.2 | 0.5 | 100 |
| BSNL | Count | **843** | 50 | 793 | 203 | 22 | 1068 |
| | % | **79.0** | 4.7 | 74.3 | 19.0 | 2.1 | 100 |
| Idea | Count | **919** | 59 | 860 | 134 | 16 | 1069 |
| | % | **85.9** | 5.5 | 80.4 | 12.5 | 1.5 | 100 |
| MTS | Count | **880** | 56 | 824 | 175 | 12 | 1067 |
| | % | **82.4** | 5.2 | 77.2 | 16.4 | 1.1 | 100 |
| Rel Com | Count | **937** | 67 | 870 | 121 | 9 | 1067 |
| | % | **87.8** | 6.3 | 81.5 | 11.3 | 0.8 | 100 |
| Rel Tel | Count | **902** | 56 | 846 | 143 | 24 | 1069 |
| | % | **84.3** | 5.2 | 79.1 | 13.4 | 2.2 | 100 |
| TTSL | Count | **929** | 73 | 856 | 123 | 25 | 1077 |
| | % | **86.3** | 6.8 | 79.5 | 11.4 | 2.3 | 100 |
| Uninor | Count | **848** | 54 | 794 | 189 | 31 | 1068 |
| | % | **79.4** | 5.1 | 74.3 | 17.7 | 2.9 | 100 |
| Vodafone | Count | **1018** | 159 | 859 | 64 | 6 | 1088 |
| | % | **93.6** | 14.6 | 79.0 | 5.9 | 0.6 | 100 |
| **Overall** | **Count** | 9193 | 748 | 8445 | 1378 | 166 | 10737 |
| | **%** | **85.7** | **7** | **78.7** | **12.8** | **1.5** | **100** |

**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? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 165 | 902 | 1067 |
| | % | 15.5 | 84.5 | 100 |
| Airtel | Count | 129 | 968 | 1097 |
| | % | 11.8 | 88.2 | 100 |
| BSNL | Count | 75 | 993 | 1068 |
| | % | 7.0 | 93.0 | 100 |
| Idea | Count | 102 | 967 | 1069 |
| | % | 9.5 | 90.5 | 100 |
| MTS | Count | 79 | 988 | 1067 |
| | % | 7.4 | 92.6 | 100 |
| Rel Com | Count | 117 | 950 | 1067 |
| | % | 11.0 | 89.0 | 100 |
| Rel Tel | Count | 151 | 918 | 1069 |
| | % | 14.1 | 85.9 | 100 |
| TTSL | Count | 127 | 950 | 1077 |
| | % | 11.8 | 88.2 | 100 |
| Uninor | Count | 109 | 959 | 1068 |
| | % | 10.2 | 89.8 | 100 |
| Vodafone | Count | 165 | 923 | 1088 |
| | % | 15.2 | 84.8 | 100 |
| **Overall** | **Count** | **1219** | **9518** | **10737** |
| | **%** | **11.4** | **88.6** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 119 | 9 | 110 | 41 | 5 | 165 |
| | % | 72.2 | 5.5 | 66.7 | 24.8 | 3.0 | 100 |
| Airtel | Count | 72 | 6 | 66 | 50 | 7 | 129 |
| | % | 55.9 | 4.7 | 51.2 | 38.8 | 5.4 | 100 |
| BSNL | Count | 43 | 2 | 41 | 29 | 3 | 75 |
| | % | 57.4 | 2.7 | 54.7 | 38.7 | 4.0 | 100 |
| Idea | Count | 40 | 9 | 31 | 58 | 4 | 102 |
| | % | 39.2 | 8.8 | 30.4 | 56.9 | 3.9 | 100 |
| MTS | Count | 49 | 4 | 45 | 29 | 1 | 79 |
| | % | 62.1 | 5.1 | 57.0 | 36.7 | 1.3 | 100 |
| Rel Com | Count | 60 | 7 | 53 | 54 | 3 | 117 |
| | % | 51.3 | 6.0 | 45.3 | 46.2 | 2.6 | 100 |
| Rel Tel | Count | 78 | 5 | 73 | 70 | 3 | 151 |
| | % | 51.6 | 3.3 | 48.3 | 46.4 | 2.0 | 100 |
| TTSL | Count | 74 | 4 | 70 | 51 | 2 | 127 |
| | % | 58.2 | 3.1 | 55.1 | 40.2 | 1.6 | 100 |
| Uninor | Count | 72 | 9 | 63 | 34 | 3 | 109 |
| | % | 66.1 | 8.3 | 57.8 | 31.2 | 2.8 | 100 |
| Vodafone | Count | 80 | 12 | 68 | 78 | 7 | 165 |
| | % | 48.5 | 7.3 | 41.2 | 47.3 | 4.2 | 100 |
| Overall | Count | 687 | 67 | 620 | 494 | 38 | 1219 |
| | % | 56.4 | 5.5 | 50.9 | 40.5 | 3.1 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **117** | 12 | 105 | 44 | 4 | 165 |
| | % | **70.9** | 7.3 | 63.6 | 26.7 | 2.4 | 100 |
| Airtel | Count | **75** | 7 | 68 | 46 | 8 | 129 |
| | % | **58.1** | 5.4 | 52.7 | 35.7 | 6.2 | 100 |
| BSNL | Count | **57** | 2 | 55 | 17 | 1 | 75 |
| | % | **76.0** | 2.7 | 73.3 | 22.7 | 1.3 | 100 |
| Idea | Count | **57** | 7 | 50 | 40 | 5 | 102 |
| | % | **55.9** | 6.9 | 49.0 | 39.2 | 4.9 | 100 |
| MTS | Count | **54** | 2 | 52 | 22 | 3 | 79 |
| | % | **68.3** | 2.5 | 65.8 | 27.8 | 3.8 | 100 |
| Rel Com | Count | **83** | 9 | 74 | 30 | 4 | 117 |
| | % | **70.9** | 7.7 | 63.2 | 25.6 | 3.4 | 100 |
| Rel Tel | Count | **87** | 10 | 77 | 60 | 4 | 151 |
| | % | **57.6** | 6.6 | 51.0 | 39.7 | 2.6 | 100 |
| TTSL | Count | **79** | 8 | 71 | 48 | 0 | 127 |
| | % | **62.2** | 6.3 | 55.9 | 37.8 | 0.0 | 100 |
| Uninor | Count | **74** | 4 | 70 | 30 | 5 | 109 |
| | % | **67.9** | 3.7 | 64.2 | 27.5 | 4.6 | 100 |
| Vodafone | Count | **84** | 9 | 75 | 75 | 6 | 165 |
| | % | **51.0** | 5.5 | 45.5 | 45.5 | 3.6 | 100 |
| **Overall** | **Count** | **767** | **70** | **697** | **412** | **40** | **1219** |
| | **%** | **62.9** | **5.7** | **57.2** | **33.8** | **3.3** | **100** |

**25(b). Please tell me the reasons for your dissatisfaction.**

| Service Providers | | Not informed of charges | Activated without consent | Not informed about toll free number for unsubscribing | Others | Total |
|---|---|---|---|---|---|---|
| Aircel | Count | 8 | 41 | 1 | 1 | 48 |
| | % | 16.7 | 85.4 | 2.1 | 2.1 | 100 |
| Airtel | Count | 7 | 51 | 3 | 0 | 54 |
| | % | 13.0 | 94.4 | 5.6 | 0.0 | 100 |
| BSNL | Count | 4 | 15 | 0 | 0 | 18 |
| | % | 22.2 | 83.3 | 0.0 | 0.0 | 100 |
| Idea | Count | 20 | 24 | 2 | 0 | 45 |
| | % | 44.4 | 53.3 | 4.4 | 0.0 | 100 |
| MTS | Count | 9 | 15 | 2 | 0 | 25 |
| | % | 36.0 | 60.0 | 8.0 | 0.0 | 100 |
| Rel Com | Count | 22 | 12 | 0 | 0 | 34 |
| | % | 64.7 | 35.3 | 0.0 | 0.0 | 100 |
| Rel Tel | Count | 24 | 40 | 4 | 0 | 64 |
| | % | 37.5 | 62.5 | 6.3 | 0.0 | 100 |
| TTSL | Count | 9 | 39 | 2 | 0 | 48 |
| | % | 18.8 | 81.3 | 4.2 | 0.0 | 100 |
| Uninor | Count | 4 | 32 | 1 | 0 | 35 |
| | % | 11.4 | 91.4 | 2.9 | 0.0 | 100 |
| Vodafone | Count | 27 | 51 | 2 | 1 | 81 |
| | % | 33.3 | 63.0 | 2.5 | 1.2 | 100 |
| **Overall** | **Count** | **134** | **320** | **17** | **2** | **452** |
| | **%** | **29.6** | **70.8** | **3.8** | **0.4** | **100** |

| **26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?** | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 168 | 899 | 1067 |
| | % | 15.7 | 84.3 | 100 |
| Airtel | Count | 153 | 944 | 1097 |
| | % | 13.9 | 86.1 | 100 |
| BSNL | Count | 146 | 922 | 1068 |
| | % | 13.7 | 86.3 | 100 |
| Idea | Count | 198 | 871 | 1069 |
| | % | 18.5 | 81.5 | 100 |
| MTS | Count | 131 | 936 | 1067 |
| | % | 12.3 | 87.7 | 100 |
| Rel Com | Count | 177 | 890 | 1067 |
| | % | 16.6 | 83.4 | 100 |
| Rel Tel | Count | 222 | 847 | 1069 |
| | % | 20.8 | 79.2 | 100 |
| TTSL | Count | 119 | 958 | 1077 |
| | % | 11.0 | 89.0 | 100 |
| Uninor | Count | 135 | 933 | 1068 |
| | % | 12.6 | 87.4 | 100 |
| Vodafone | Count | 149 | 939 | 1088 |
| | % | 13.7 | 86.3 | 100 |
| **Overall** | **Count** | **1598** | **9139** | **10737** |
| | **%** | **14.9** | **85.1** | **100** |

**27. Have you complained to your service provider for deactivation of such services and refund of charges levied?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 112 | 56 | 168 |
| | % | 66.7 | 33.3 | 100 |
| Airtel | Count | 128 | 25 | 153 |
| | % | 83.7 | 16.3 | 100 |
| BSNL | Count | 79 | 67 | 146 |
| | % | 54.1 | 45.9 | 100 |
| Idea | Count | 94 | 104 | 198 |
| | % | 47.5 | 52.5 | 100 |
| MTS | Count | 84 | 47 | 131 |
| | % | 64.1 | 35.9 | 100 |
| Rel Com | Count | 134 | 43 | 177 |
| | % | 75.7 | 24.3 | 100 |
| Rel Tel | Count | 163 | 59 | 222 |
| | % | 73.4 | 26.6 | 100 |
| TTSL | Count | 102 | 17 | 119 |
| | % | 85.7 | 14.3 | 100 |
| Uninor | Count | 95 | 40 | 135 |
| | % | 70.4 | 29.6 | 100 |
| Vodafone | Count | 117 | 32 | 149 |
| | % | 78.5 | 21.5 | 100 |
| **Overall** | **Count** | **1108** | **490** | **1598** |
| | **%** | **69.3** | **30.7** | **100** |

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

| Service Providers | | None | Delay in deactivation resulting in repeat complaints | Customer care refused to register the complaint | Not aware of whom to contact | Others | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 38 | 63 | 12 | 0 | 0 | 112 |
| | % | 33.9 | 56.3 | 10.7 | 0.0 | 0.0 | 100 |
| Airtel | Count | 33 | 94 | 3 | 0 | 0 | 128 |
| | % | 25.8 | 73.4 | 2.3 | 0.0 | 0.0 | 100 |
| BSNL | Count | 6 | 59 | 13 | 3 | 0 | 79 |
| | % | 7.6 | 74.7 | 16.5 | 3.8 | 0.0 | 100 |
| Idea | Count | 42 | 46 | 8 | 0 | 2 | 94 |
| | % | 44.7 | 48.9 | 8.5 | 0.0 | 2.1 | 100 |
| MTS | Count | 34 | 37 | 8 | 6 | 1 | 84 |
| | % | 40.5 | 44.0 | 9.5 | 7.1 | 1.2 | 100 |
| Rel Com | Count | 63 | 61 | 9 | 2 | 0 | 134 |
| | % | 47.0 | 45.5 | 6.7 | 1.5 | 0.0 | 100 |
| Rel Tel | Count | 53 | 78 | 20 | 3 | 12 | 163 |
| | % | 32.5 | 47.9 | 12.3 | 1.8 | 7.4 | 100 |
| TTSL | Count | 43 | 54 | 5 | 1 | 1 | 102 |
| | % | 42.2 | 52.9 | 4.9 | 1.0 | 1.0 | 100 |
| Uninor | Count | 42 | 51 | 1 | 1 | 0 | 95 |
| | % | 44.2 | 53.7 | 1.1 | 1.1 | 0.0 | 100 |
| Vodafone | Count | 35 | 75 | 5 | 1 | 3 | 117 |
| | % | 29.9 | 64.1 | 4.3 | 0.9 | 2.6 | 100 |
| **Overall** | **Count** | **389** | **618** | **84** | **17** | **19** | **1108** |
| | **%** | **35.1** | **55.8** | **7.6** | **1.5** | **1.7** | **100** |

**28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | **49** | 2 | 47 | 47 | 16 | 112 |
| | % | **43.8** | 1.8 | 42.0 | 42.0 | 14.3 | 100 |
| Airtel | Count | **64** | 1 | 63 | 52 | 12 | 128 |
| | % | **50.0** | 0.8 | 49.2 | 40.6 | 9.4 | 100 |
| BSNL | Count | **39** | 0 | 39 | 35 | 5 | 79 |
| | % | **49.4** | 0.0 | 49.4 | 44.3 | 6.3 | 100 |
| Idea | Count | **47** | 3 | 44 | 34 | 13 | 94 |
| | % | **50.0** | 3.2 | 46.8 | 36.2 | 13.8 | 100 |
| MTS | Count | **41** | 0 | 41 | 40 | 3 | 84 |
| | % | **48.8** | 0.0 | 48.8 | 47.6 | 3.6 | 100 |
| Rel Com | Count | **57** | 0 | 57 | 70 | 7 | 134 |
| | % | **42.5** | 0.0 | 42.5 | 52.2 | 5.2 | 100 |
| Rel Tel | Count | **65** | 2 | 63 | 80 | 18 | 163 |
| | % | **39.9** | 1.2 | 38.7 | 49.1 | 11.0 | 100 |
| TTSL | Count | **57** | 2 | 55 | 43 | 2 | 102 |
| | % | **55.9** | 2.0 | 53.9 | 42.2 | 2.0 | 100 |
| Uninor | Count | **40** | 0 | 40 | 46 | 9 | 95 |
| | % | **42.1** | 0.0 | 42.1 | 48.4 | 9.5 | 100 |
| Vodafone | Count | **46** | 1 | 45 | 54 | 17 | 117 |
| | % | **39.4** | 0.9 | 38.5 | 46.2 | 14.5 | 100 |
| **Overall** | **Count** | **505** | **11** | **494** | **501** | **102** | **1108** |
| | **%** | **45.6** | **1.0** | **44.6** | **45.2** | **9.2** | **100** |

**OVERALL CUSTOMER SATISFACTION**

| 29(a). How satisfied are you with the overall quality of your mobile service? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Aircel | Count | **895** | 68 | 827 | 145 | 27 | 1067 |
| | % | **83.9** | 6.4 | 77.5 | 13.6 | 2.5 | 100 |
| Airtel | Count | **985** | 92 | 893 | 101 | 11 | 1097 |
| | % | **89.8** | 8.4 | 81.4 | 9.2 | 1.0 | 100 |
| BSNL | Count | **952** | 21 | 931 | 107 | 9 | 1068 |
| | % | **89.2** | 2.0 | 87.2 | 10.0 | 0.8 | 100 |
| Idea | Count | **911** | 61 | 850 | 135 | 23 | 1069 |
| | % | **85.2** | 5.7 | 79.5 | 12.6 | 2.2 | 100 |
| MTS | Count | **896** | 72 | 824 | 150 | 21 | 1067 |
| | % | **83.9** | 6.7 | 77.2 | 14.1 | 2.0 | 100 |
| Rel Com | Count | **899** | 53 | 846 | 151 | 17 | 1067 |
| | % | **84.3** | 5.0 | 79.3 | 14.2 | 1.6 | 100 |
| Rel Tel | Count | **811** | 40 | 771 | 221 | 37 | 1069 |
| | % | **75.8** | 3.7 | 72.1 | 20.7 | 3.5 | 100 |
| TTSL | Count | **906** | 86 | 820 | 149 | 22 | 1077 |
| | % | **84.1** | 8.0 | 76.1 | 13.8 | 2.0 | 100 |
| Uninor | Count | **872** | 58 | 814 | 171 | 25 | 1068 |
| | % | **81.6** | 5.4 | 76.2 | 16.0 | 2.3 | 100 |
| Vodafone | Count | **955** | 166 | 789 | 126 | 7 | 1088 |
| | % | **87.8** | 15.3 | 72.5 | 11.6 | 0.6 | 100 |
| **Overall** | **Count** | **9082** | **717** | **8365** | **1456** | **199** | **10737** |
| | **%** | **84.6** | **6.7** | **77.9** | **13.6** | **1.9** | **100** |

**GENERAL INFORMATION**

| 30. What kind of other services are you also taking from this service provider? | | | | | | |
|---|---|---|---|---|---|---|
| **Service Providers** | | **None** | **Broadband** | **Wireline** | **Other** | **Total** |
| Aircel | Count | 1067 | 0 | 0 | 0 | 1067 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Airtel | Count | 1088 | 5 | 4 | 0 | 1097 |
| | % | 99.2 | 0.5 | 0.4 | 0.0 | 100 |
| BSNL | Count | 1038 | 9 | 21 | 0 | 1068 |
| | % | 97.2 | 0.8 | 2.0 | 0.0 | 100 |
| Idea | Count | 1069 | 0 | 0 | 0 | 1069 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| MTS | Count | 1067 | 0 | 0 | 0 | 1067 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 1051 | 9 | 5 | 2 | 1067 |
| | % | 98.5 | 0.8 | 0.5 | 0.2 | 100 |
| Rel Tel | Count | 1069 | 0 | 0 | 0 | 1069 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| TTSL | Count | 1077 | 0 | 0 | 0 | 1077 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Uninor | Count | 1068 | 0 | 0 | 0 | 1068 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Vodafone | Count | 1088 | 0 | 0 | 0 | 1088 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **10682** | **23** | **30** | **2** | **10737** |
| | **%** | **99.5** | **0.2** | **0.3** | **0.0** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 296 | 771 | 1067 |
| | % | 27.7 | 72.3 | 100 |
| Airtel | Count | 232 | 865 | 1097 |
| | % | 21.1 | 78.9 | 100 |
| BSNL | Count | 505 | 563 | 1068 |
| | % | 47.3 | 52.7 | 100 |
| Idea | Count | 190 | 879 | 1069 |
| | % | 17.8 | 82.2 | 100 |
| MTS | Count | 215 | 852 | 1067 |
| | % | 20.1 | 79.9 | 100 |
| Rel Com | Count | 306 | 761 | 1067 |
| | % | 28.7 | 71.3 | 100 |
| Rel Tel | Count | 304 | 765 | 1069 |
| | % | 28.4 | 71.6 | 100 |
| TTSL | Count | 243 | 834 | 1077 |
| | % | 22.6 | 77.4 | 100 |
| Uninor | Count | 249 | 819 | 1068 |
| | % | 23.3 | 76.7 | 100 |
| Vodafone | Count | 270 | 818 | 1088 |
| | % | 24.8 | 75.2 | 100 |
| **Overall** | **Count** | **2810** | **7927** | **10737** |
| | **%** | **26.2** | **73.8** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 84 | 212 | 296 |
| | % | 28.4 | 71.6 | 100 |
| Airtel | Count | 54 | 178 | 232 |
| | % | 23.3 | 76.7 | 100 |
| BSNL | Count | 105 | 400 | 505 |
| | % | 20.8 | 79.2 | 100 |
| Idea | Count | 54 | 136 | 190 |
| | % | 28.4 | 71.6 | 100 |
| MTS | Count | 78 | 137 | 215 |
| | % | 36.3 | 63.7 | 100 |
| Rel Com | Count | 128 | 178 | 306 |
| | % | 41.8 | 58.2 | 100 |
| Rel Tel | Count | 95 | 209 | 304 |
| | % | 31.3 | 68.8 | 100 |
| TTSL | Count | 61 | 182 | 243 |
| | % | 25.1 | 74.9 | 100 |
| Uninor | Count | 65 | 184 | 249 |
| | % | 26.1 | 73.9 | 100 |
| Vodafone | Count | 85 | 185 | 270 |
| | % | 31.5 | 68.5 | 100 |
| **Overall** | **Count** | **809** | **2001** | **2810** |
| | **%** | **28.8** | **71.2** | **100** |

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

| Service Providers | | No change | Slight decrease | Considerable decrease | Stopped receiving | Total |
|---|---|---|---|---|---|---|
| Aircel | Count | 11 | 6 | 10 | 57 | 84 |
| | % | 13.1 | 7.1 | 11.9 | 67.9 | 100 |
| Airtel | Count | 3 | 2 | 5 | 44 | 54 |
| | % | 5.6 | 3.7 | 9.3 | 81.5 | 100 |
| BSNL | Count | 3 | 4 | 39 | 59 | 105 |
| | % | 2.9 | 3.8 | 37.1 | 56.2 | 100 |
| Idea | Count | 5 | 6 | 13 | 30 | 54 |
| | % | 9.3 | 11.1 | 24.1 | 55.6 | 100 |
| MTS | Count | 3 | 5 | 13 | 57 | 78 |
| | % | 3.8 | 6.4 | 16.7 | 73.1 | 100 |
| Rel Com | Count | 11 | 9 | 20 | 88 | 128 |
| | % | 8.6 | 7.0 | 15.6 | 68.8 | 100 |
| Rel Tel | Count | 13 | 12 | 15 | 55 | 95 |
| | % | 13.7 | 12.6 | 15.8 | 57.9 | 100 |
| TTSL | Count | 11 | 6 | 5 | 39 | 61 |
| | % | 18.0 | 9.8 | 8.2 | 63.9 | 100 |
| Uninor | Count | 4 | 6 | 19 | 36 | 65 |
| | % | 6.2 | 9.2 | 29.2 | 55.4 | 100 |
| Vodafone | Count | 6 | 4 | 9 | 66 | 85 |
| | % | 7.1 | 4.7 | 10.6 | 77.6 | 100 |
| **Overall** | **Count** | **70** | **60** | **148** | **531** | **809** |
| | **%** | **8.7** | **7.4** | **18.3** | **65.6** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 9 | 18 | 27 |
| | % | 33.3 | 66.7 | 100 |
| Airtel | Count | 1 | 9 | 10 |
| | % | 10.0 | 90.0 | 100 |
| BSNL | Count | 1 | 45 | 46 |
| | % | 2.2 | 97.8 | 100 |
| Idea | Count | 5 | 19 | 24 |
| | % | 20.8 | 79.2 | 100 |
| MTS | Count | 2 | 19 | 21 |
| | % | 9.5 | 90.5 | 100 |
| Rel Com | Count | 7 | 33 | 40 |
| | % | 17.5 | 82.5 | 100 |
| Rel Tel | Count | 13 | 27 | 40 |
| | % | 32.5 | 67.5 | 100 |
| TTSL | Count | 3 | 19 | 22 |
| | % | 13.6 | 86.4 | 100 |
| Uninor | Count | 2 | 27 | 29 |
| | % | 6.9 | 93.1 | 100 |
| Vodafone | Count | 5 | 14 | 19 |
| | % | 26.3 | 73.7 | 100 |
| **Overall** | **Count** | **48** | **230** | **278** |
| | **%** | **17.3** | **82.7** | **100** |

**33(c). If Yes, then indicate whether……..**

| Service Providers | | Complaint was registered by the service provider and informed about the action taken on the complaint | Complaint was registered by the service provider and did not inform about the action taken on the complaint | Service Provider refused to register the complaint | Difficult to lodge the complaint | Total |
|---|---|---|---|---|---|---|
| Aircel | Count | 1 | 7 | 1 | 0 | 9 |
| | % | 11.1 | 77.8 | 11.1 | 0.0 | 100 |
| Airtel | Count | 0 | 1 | 0 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 0 | 1 | 0 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Idea | Count | 3 | 2 | 0 | 0 | 5 |
| | % | 60.0 | 40.0 | 0.0 | 0.0 | 100 |
| MTS | Count | 2 | 0 | 0 | 0 | 2 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 0 | 5 | 0 | 2 | 7 |
| | % | 0.0 | 71.4 | 0.0 | 28.6 | 100 |
| Rel Tel | Count | 8 | 3 | 2 | 0 | 13 |
| | % | 61.5 | 23.1 | 15.4 | 0.0 | 100 |
| TTSL | Count | 1 | 2 | 0 | 0 | 3 |
| | % | 33.3 | 66.7 | 0.0 | 0.0 | 100 |
| Uninor | Count | 2 | 0 | 0 | 0 | 2 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Vodafone | Count | 0 | 3 | 1 | 1 | 5 |
| | % | 0.0 | 60.0 | 20.0 | 20.0 | 100 |
| **Overall** | **Count** | **17** | **24** | **4** | **3** | **48** |
| | **%** | **35.4** | **50** | **8.3** | **6.3** | **100** |

**34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 406 | 661 | 1067 |
| | % | 38.1 | 61.9 | 100 |
| Airtel | Count | 389 | 708 | 1097 |
| | % | 35.5 | 64.5 | 100 |
| BSNL | Count | 480 | 588 | 1068 |
| | % | 44.9 | 55.1 | 100 |
| Idea | Count | 305 | 764 | 1069 |
| | % | 28.5 | 71.5 | 100 |
| MTS | Count | 196 | 871 | 1067 |
| | % | 18.4 | 81.6 | 100 |
| Rel Com | Count | 295 | 772 | 1067 |
| | % | 27.6 | 72.4 | 100 |
| Rel Tel | Count | 350 | 719 | 1069 |
| | % | 32.7 | 67.3 | 100 |
| TTSL | Count | 401 | 676 | 1077 |
| | % | 37.2 | 62.8 | 100 |
| Uninor | Count | 326 | 742 | 1068 |
| | % | 30.5 | 69.5 | 100 |
| Vodafone | Count | 480 | 608 | 1088 |
| | % | 44.1 | 55.9 | 100 |
| **Overall** | **Count** | **3628** | **7109** | **10737** |
| | **%** | **33.8** | **66.2** | **100** |

**34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 23 | 383 | 406 |
| | % | 5.7 | 94.3 | 100 |
| Airtel | Count | 21 | 368 | 389 |
| | % | 5.4 | 94.6 | 100 |
| BSNL | Count | 35 | 445 | 480 |
| | % | 7.3 | 92.7 | 100 |
| Idea | Count | 40 | 265 | 305 |
| | % | 13.1 | 86.9 | 100 |
| MTS | Count | 7 | 189 | 196 |
| | % | 3.6 | 96.4 | 100 |
| Rel Com | Count | 24 | 271 | 295 |
| | % | 8.1 | 91.9 | 100 |
| Rel Tel | Count | 18 | 332 | 350 |
| | % | 5.1 | 94.9 | 100 |
| TTSL | Count | 27 | 374 | 401 |
| | % | 6.7 | 93.3 | 100 |
| Uninor | Count | 10 | 316 | 326 |
| | % | 3.1 | 96.9 | 100 |
| Vodafone | Count | 43 | 437 | 480 |
| | % | 9.0 | 91.0 | 100 |
| **Overall** | **Count** | **248** | **3380** | **3628** |
| | **%** | **6.8** | **93.2** | **100** |

**34(c). When did you get 'Unique Porting Code' from your existing service provider?**

| Service Providers | | Within 5 min | After 5 to 10 min | After 10 min | Never | Total |
|---|---|---|---|---|---|---|
| Aircel | Count | 10 | 10 | 2 | 1 | 23 |
| | % | 43.5 | 43.5 | 8.7 | 4.3 | 100 |
| Airtel | Count | 12 | 6 | 2 | 1 | 21 |
| | % | 57.1 | 28.6 | 9.5 | 4.8 | 100 |
| BSNL | Count | 12 | 23 | 0 | 0 | 35 |
| | % | 34.3 | 65.7 | 0.0 | 0.0 | 100 |
| Idea | Count | 9 | 7 | 18 | 6 | 40 |
| | % | 22.5 | 17.5 | 45.0 | 15.0 | 100 |
| MTS | Count | 0 | 5 | 1 | 1 | 7 |
| | % | 0.0 | 71.4 | 14.3 | 14.3 | 100 |
| Rel Com | Count | 6 | 11 | 2 | 5 | 24 |
| | % | 25.0 | 45.8 | 8.3 | 20.8 | 100 |
| Rel Tel | Count | 7 | 6 | 2 | 3 | 18 |
| | % | 38.9 | 33.3 | 11.1 | 16.7 | 100 |
| TTSL | Count | 5 | 6 | 1 | 15 | 27 |
| | % | 18.5 | 22.2 | 3.7 | 55.6 | 100 |
| Uninor | Count | 6 | 4 | 0 | 0 | 10 |
| | % | 60.0 | 40.0 | 0.0 | 0.0 | 100 |
| Vodafone | Count | 9 | 10 | 6 | 18 | 43 |
| | % | 20.9 | 23.3 | 14.0 | 41.9 | 100 |
| **Overall** | **Count** | **76** | **88** | **34** | **50** | **248** |
| | **%** | **30.6** | **35.5** | **13.7** | **20.2** | **100** |

**34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Aircel | Count | 17 | 6 | 11 | 4 | 2 | 23 |
| | % | 73.9 | 26.1 | 47.8 | 17.4 | 8.7 | 100 |
| Airtel | Count | 16 | 1 | 15 | 3 | 2 | 21 |
| | % | 76.2 | 4.8 | 71.4 | 14.3 | 9.5 | 100 |
| BSNL | Count | 26 | 5 | 21 | 5 | 4 | 35 |
| | % | 74.3 | 14.3 | 60.0 | 14.3 | 11.4 | 100 |
| Idea | Count | 23 | 9 | 14 | 11 | 6 | 40 |
| | % | 57.5 | 22.5 | 35.0 | 27.5 | 15.0 | 100 |
| MTS | Count | 4 | 0 | 4 | 3 | 0 | 7 |
| | % | 57.1 | 0.0 | 57.1 | 42.9 | 0.0 | 100 |
| Rel Com | Count | 12 | 4 | 8 | 6 | 6 | 24 |
| | % | 50.0 | 16.7 | 33.3 | 25.0 | 25.0 | 100 |
| Rel Tel | Count | 13 | 2 | 11 | 5 | 0 | 18 |
| | % | 72.2 | 11.1 | 61.1 | 27.8 | 0.0 | 100 |
| TTSL | Count | 9 | 2 | 7 | 16 | 2 | 27 |
| | % | 33.3 | 7.4 | 25.9 | 59.3 | 7.4 | 100 |
| Uninor | Count | 9 | 2 | 7 | 1 | 0 | 10 |
| | % | 90.0 | 20.0 | 70.0 | 10.0 | 0.0 | 100 |
| Vodafone | Count | 23 | 4 | 19 | 20 | 0 | 43 |
| | % | 53.5 | 9.3 | 44.2 | 46.5 | 0.0 | 100 |
| Overall | Count | 152 | 35 | 117 | 74 | 22 | 248 |
| | % | 61.3 | 14.1 | 47.2 | 29.8 | 8.9 | 100 |

**35. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?**

| Service Providers | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Aircel | Count | 3 | 23 | 39 | 71 | 125 | 147 | 252 | 273 | 113 | 21 | 1067 |
| | % | 0.3 | 2.2 | 3.7 | 6.7 | 11.7 | 13.8 | 23.6 | 25.6 | 10.6 | 2.0 | 100 |
| Airtel | Count | 0 | 13 | 31 | 39 | 133 | 180 | 252 | 272 | 146 | 31 | 1097 |
| | % | 0.0 | 1.2 | 2.8 | 3.6 | 12.1 | 16.4 | 23.0 | 24.8 | 13.3 | 2.8 | 100 |
| BSNL | Count | 2 | 6 | 14 | 70 | 106 | 172 | 288 | 244 | 129 | 37 | 1068 |
| | % | 0.2 | 0.6 | 1.3 | 6.6 | 9.9 | 16.1 | 27.0 | 22.8 | 12.1 | 3.5 | 100 |
| Idea | Count | 2 | 15 | 43 | 60 | 116 | 193 | 219 | 310 | 91 | 20 | 1069 |
| | % | 0.2 | 1.4 | 4.0 | 5.6 | 10.9 | 18.1 | 20.5 | 29.0 | 8.5 | 1.9 | 100 |
| MTS | Count | 0 | 18 | 33 | 71 | 129 | 158 | 217 | 269 | 148 | 24 | 1067 |
| | % | 0.0 | 1.7 | 3.1 | 6.7 | 12.1 | 14.8 | 20.3 | 25.2 | 13.9 | 2.2 | 100 |
| Rel Com | Count | 2 | 10 | 24 | 78 | 141 | 185 | 273 | 229 | 101 | 24 | 1067 |
| | % | 0.2 | 0.9 | 2.2 | 7.3 | 13.2 | 17.3 | 25.6 | 21.5 | 9.5 | 2.2 | 100 |
| Rel Tel | Count | 3 | 29 | 50 | 94 | 149 | 115 | 248 | 275 | 79 | 27 | 1069 |
| | % | 0.3 | 2.7 | 4.7 | 8.8 | 13.9 | 10.8 | 23.2 | 25.7 | 7.4 | 2.5 | 100 |
| TTSL | Count | 1 | 18 | 31 | 73 | 144 | 185 | 224 | 270 | 119 | 12 | 1077 |
| | % | 0.1 | 1.7 | 2.9 | 6.8 | 13.4 | 17.2 | 20.8 | 25.1 | 11.0 | 1.1 | 100 |
| Uninor | Count | 3 | 24 | 37 | 71 | 142 | 173 | 254 | 251 | 96 | 17 | 1068 |
| | % | 0.3 | 2.2 | 3.5 | 6.6 | 13.3 | 16.2 | 23.8 | 23.5 | 9.0 | 1.6 | 100 |
| Vodafone | Count | 2 | 12 | 24 | 68 | 93 | 168 | 181 | 319 | 176 | 45 | 1088 |
| | % | 0.2 | 1.1 | 2.2 | 6.3 | 8.5 | 15.4 | 16.6 | 29.3 | 16.2 | 4.1 | 100 |
| Overall | Count | 18 | 168 | 326 | 695 | 1278 | 1676 | 2408 | 2712 | 1198 | 258 | 10737 |
| | % | 0.2 | 1.6 | 3 | 6.5 | 11.9 | 15.6 | 22.4 | 25.3 | 11.2 | 2.4 | 100 |

**QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCE REGULATION, 2007**

| **36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?** | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 936 | 131 | 1067 |
| | % | 87.7 | 12.3 | 100 |
| Airtel | Count | 864 | 233 | 1097 |
| | % | 78.8 | 21.2 | 100 |
| BSNL | Count | 939 | 129 | 1068 |
| | % | 87.9 | 12.1 | 100 |
| Idea | Count | 840 | 229 | 1069 |
| | % | 78.6 | 21.4 | 100 |
| MTS | Count | 757 | 310 | 1067 |
| | % | 70.9 | 29.1 | 100 |
| Rel Com | Count | 919 | 148 | 1067 |
| | % | 86.1 | 13.9 | 100 |
| Rel Tel | Count | 922 | 147 | 1069 |
| | % | 86.2 | 13.8 | 100 |
| TTSL | Count | 870 | 207 | 1077 |
| | % | 80.8 | 19.2 | 100 |
| Uninor | Count | 824 | 244 | 1068 |
| | % | 77.2 | 22.8 | 100 |
| Vodafone | Count | 884 | 204 | 1088 |
| | % | 81.3 | 18.8 | 100 |
| **Overall** | **Count** | **8755** | **1982** | **10737** |
| | **%** | **81.5** | **18.5** | **100** |

**37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 303 | 764 | 1067 |
| | % | 28.4 | 71.6 | 100 |
| Airtel | Count | 304 | 793 | 1097 |
| | % | 27.7 | 72.3 | 100 |
| BSNL | Count | 253 | 815 | 1068 |
| | % | 23.7 | 76.3 | 100 |
| Idea | Count | 234 | 835 | 1069 |
| | % | 21.9 | 78.1 | 100 |
| MTS | Count | 247 | 820 | 1067 |
| | % | 23.1 | 76.9 | 100 |
| Rel Com | Count | 327 | 740 | 1067 |
| | % | 30.6 | 69.4 | 100 |
| Rel Tel | Count | 392 | 677 | 1069 |
| | % | 36.7 | 63.3 | 100 |
| TTSL | Count | 276 | 801 | 1077 |
| | % | 25.6 | 74.4 | 100 |
| Uninor | Count | 303 | 765 | 1068 |
| | % | 28.4 | 71.6 | 100 |
| Vodafone | Count | 283 | 805 | 1088 |
| | % | 26.0 | 74.0 | 100 |
| **Overall** | **Count** | **2922** | **7815** | **10737** |
| | **%** | **27.2** | **72.8** | **100** |

| 38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? | | | | | | | |
|---|---|---|---|---|---|---|---|
| Service Providers | | Complaint was registered and docket number received | Complaint was registered and docket number not received | Complaint was registered and docket number provided on request | Complaint was registered and docket number not provided even on request | Refused to register the complaint | Total |
| Aircel | Count | 170 | 78 | 31 | 9 | 15 | 303 |
| | % | 56.1 | 25.7 | 10.2 | 3.0 | 5.0 | 100 |
| Airtel | Count | 179 | 75 | 27 | 8 | 15 | 304 |
| | % | 58.9 | 24.7 | 8.9 | 2.6 | 4.9 | 100 |
| BSNL | Count | 123 | 109 | 17 | 1 | 3 | 253 |
| | % | 48.6 | 43.1 | 6.7 | 0.4 | 1.2 | 100 |
| Idea | Count | 118 | 91 | 10 | 5 | 10 | 234 |
| | % | 50.4 | 38.9 | 4.3 | 2.1 | 4.3 | 100 |
| MTS | Count | 117 | 98 | 22 | 1 | 9 | 247 |
| | % | 47.4 | 39.7 | 8.9 | 0.4 | 3.6 | 100 |
| Rel Com | Count | 127 | 156 | 29 | 6 | 9 | 327 |
| | % | 38.8 | 47.7 | 8.9 | 1.8 | 2.8 | 100 |
| Rel Tel | Count | 189 | 120 | 36 | 27 | 20 | 392 |
| | % | 48.2 | 30.6 | 9.2 | 6.9 | 5.1 | 100 |
| TTSL | Count | 176 | 67 | 17 | 8 | 8 | 276 |
| | % | 63.8 | 24.3 | 6.2 | 2.9 | 2.9 | 100 |
| Uninor | Count | 145 | 108 | 20 | 11 | 19 | 303 |
| | % | 47.9 | 35.6 | 6.6 | 3.6 | 6.3 | 100 |
| Vodafone | Count | 158 | 85 | 21 | 12 | 7 | 283 |
| | % | 55.8 | 30.0 | 7.4 | 4.2 | 2.5 | 100 |
| Overall | Count | 1502 | 987 | 230 | 88 | 115 | 2922 |
| | % | 51.4 | 33.8 | 7.9 | 3.0 | 3.9 | 100 |

**39. Did the Call Centre inform you about the action taken on your complaint?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 186 | 117 | 303 |
| | % | 61.4 | 38.6 | 100 |
| Airtel | Count | 228 | 76 | 304 |
| | % | 75.0 | 25.0 | 100 |
| BSNL | Count | 145 | 108 | 253 |
| | % | 57.3 | 42.7 | 100 |
| Idea | Count | 119 | 115 | 234 |
| | % | 50.9 | 49.1 | 100 |
| MTS | Count | 95 | 152 | 247 |
| | % | 38.5 | 61.5 | 100 |
| Rel Com | Count | 168 | 159 | 327 |
| | % | 51.4 | 48.6 | 100 |
| Rel Tel | Count | 218 | 174 | 392 |
| | % | 55.6 | 44.4 | 100 |
| TTSL | Count | 205 | 71 | 276 |
| | % | 74.3 | 25.7 | 100 |
| Uninor | Count | 163 | 140 | 303 |
| | % | 53.8 | 46.2 | 100 |
| Vodafone | Count | 198 | 85 | 283 |
| | % | 70.0 | 30.0 | 100 |
| **Overall** | **Count** | **1725** | **1197** | **2922** |
| | **%** | **59.0** | **41.0** | **100** |

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

| Service Providers | | Yes | No | Not applicable | Total |
|---|---|---|---|---|---|
| Aircel | Count | 165 | 112 | 26 | 303 |
| | % | 54.5 | 37 | 8.6 | 100 |
| Airtel | Count | 194 | 99 | 11 | 304 |
| | % | 63.8 | 32.6 | 3.6 | 100 |
| BSNL | Count | 138 | 81 | 34 | 253 |
| | % | 54.5 | 32 | 13.4 | 100 |
| Idea | Count | 98 | 121 | 15 | 234 |
| | % | 41.9 | 51.7 | 6.4 | 100 |
| MTS | Count | 71 | 73 | 103 | 247 |
| | % | 28.7 | 29.6 | 41.7 | 100 |
| Rel Com | Count | 132 | 126 | 69 | 327 |
| | % | 40.4 | 38.5 | 21.1 | 100 |
| Rel Tel | Count | 181 | 175 | 36 | 392 |
| | % | 46.2 | 44.6 | 9.2 | 100 |
| TTSL | Count | 169 | 84 | 23 | 276 |
| | % | 61.2 | 30.4 | 8.3 | 100 |
| Uninor | Count | 134 | 91 | 78 | 303 |
| | % | 44.2 | 30 | 25.7 | 100 |
| Vodafone | Count | 172 | 102 | 9 | 283 |
| | % | 60.8 | 36 | 3.2 | 100 |
| **Overall** | **Count** | **1454** | **1064** | **404** | **2922** |
| | **%** | **49.8** | **36.4** | **13.8** | **100** |

**41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 50 | 1017 | 1067 |
| | % | 4.7 | 95.3 | 100 |
| Airtel | Count | 29 | 1068 | 1097 |
| | % | 2.6 | 97.4 | 100 |
| BSNL | Count | 21 | 1047 | 1068 |
| | % | 2.0 | 98.0 | 100 |
| Idea | Count | 27 | 1042 | 1069 |
| | % | 2.5 | 97.5 | 100 |
| MTS | Count | 15 | 1052 | 1067 |
| | % | 1.4 | 98.6 | 100 |
| Rel Com | Count | 53 | 1014 | 1067 |
| | % | 5.0 | 95.0 | 100 |
| Rel Tel | Count | 59 | 1010 | 1069 |
| | % | 5.5 | 94.5 | 100 |
| TTSL | Count | 33 | 1044 | 1077 |
| | % | 3.1 | 96.9 | 100 |
| Uninor | Count | 32 | 1036 | 1068 |
| | % | 3.0 | 97.0 | 100 |
| Vodafone | Count | 23 | 1065 | 1088 |
| | % | 2.1 | 97.9 | 100 |
| **Overall** | **Count** | **342** | **10395** | **10737** |
| | **%** | **3.2** | **96.8** | **100** |

**42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 8 | 42 | 50 |
| | % | 16.0 | 84.0 | 100 |
| Airtel | Count | 2 | 27 | 29 |
| | % | 6.9 | 93.1 | 100 |
| BSNL | Count | 0 | 21 | 21 |
| | % | 0.0 | 100.0 | 100 |
| Idea | Count | 0 | 27 | 27 |
| | % | 0.0 | 100.0 | 100 |
| MTS | Count | 1 | 14 | 15 |
| | % | 6.7 | 93.3 | 100 |
| Rel Com | Count | 2 | 51 | 53 |
| | % | 3.8 | 96.2 | 100 |
| Rel Tel | Count | 5 | 54 | 59 |
| | % | 8.5 | 91.5 | 100 |
| TTSL | Count | 5 | 28 | 33 |
| | % | 15.2 | 84.8 | 100 |
| Uninor | Count | 1 | 31 | 32 |
| | % | 3.1 | 96.9 | 100 |
| Vodafone | Count | 2 | 21 | 23 |
| | % | 8.7 | 91.3 | 100 |
| **Overall** | **Count** | **26** | **316** | **342** |
| | **%** | **7.6** | **92.4** | **100** |

**42(b). Were you able to contact the Nodal officer without difficulty?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 6 | 2 | 8 |
| | % | 75.0 | 25.0 | 100 |
| Airtel | Count | 1 | 1 | 2 |
| | % | 50.0 | 50.0 | 100 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Idea | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| MTS | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| Rel Com | Count | 0 | 2 | 2 |
| | % | 0.0 | 100.0 | 100 |
| Rel Tel | Count | 2 | 3 | 5 |
| | % | 40.0 | 60.0 | 100 |
| TTSL | Count | 1 | 4 | 5 |
| | % | 20.0 | 80.0 | 100 |
| Uninor | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| Vodafone | Count | 0 | 2 | 2 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **10** | **16** | **26** |
| | **%** | **38.5** | **61.5** | **100** |

| 43. Did the Nodal Officer intimate you about the decision taken on your complaint? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 6 | 2 | 8 |
| | % | 75.0 | 25.0 | 100 |
| Airtel | Count | 1 | 1 | 2 |
| | % | 50.0 | 50.0 | 100 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Idea | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| MTS | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100 |
| Rel Com | Count | 1 | 1 | 2 |
| | % | 50.0 | 50.0 | 100 |
| Rel Tel | Count | 3 | 2 | 5 |
| | % | 60.0 | 40.0 | 100 |
| TTSL | Count | 1 | 4 | 5 |
| | % | 20.0 | 80.0 | 100 |
| Uninor | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| Vodafone | Count | 0 | 2 | 2 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **13** | **13** | **26** |
| | **%** | **50.0** | **50.0** | **100** |

| | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| **44. How satisfied are you with the redressal of the complaint by the Nodal Officer?** | | | | | | | |
| **Service Providers** | | | | | | | |
| Aircel | Count | **3** | 0 | 3 | 4 | 1 | 8 |
| | % | **37.5** | 0.0 | 37.5 | 50.0 | 12.5 | 100 |
| Airtel | Count | **1** | 0 | 1 | 1 | 0 | 2 |
| | % | **50.0** | 0.0 | 50.0 | 50.0 | 0.0 | 100 |
| BSNL | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Idea | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| MTS | Count | **0** | 0 | 0 | 1 | 0 | 1 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| Rel Com | Count | **0** | 0 | 0 | 2 | 0 | 2 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| Rel Tel | Count | **4** | 0 | 4 | 1 | 0 | 5 |
| | % | **80.0** | 0.0 | 80.0 | 20.0 | 0.0 | 100 |
| TTSL | Count | **2** | 0 | 2 | 2 | 1 | 5 |
| | % | **40.0** | 0.0 | 40.0 | 40.0 | 20.0 | 100 |
| Uninor | Count | **0** | 0 | 0 | 1 | 0 | 1 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| Vodafone | Count | **0** | 0 | 0 | 1 | 1 | 2 |
| | % | **0.0** | 0.0 | 0.0 | 50.0 | 50.0 | 100 |
| **Overall** | **Count** | **10** | **0** | **10** | **13** | **3** | **26** |
| | **%** | **38.5** | **0.0** | **38.5** | **50** | **11.5** | **100** |

| 45. Please specify the reason(s) for your dissatisfaction. | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Difficult to connect to Nodal Officer** | **Nodal officer not polite/courteous** | **Nodal Officer not equipped with adequate information** | **Time taken by Nodal Officer for redressal of complaint is too long** | **Nodal Officer was unable to understand the problem** | **Total** |
| Aircel | Count | 3 | 1 | 1 | 1 | 0 | 5 |
| | % | 60.0 | 20.0 | 20.0 | 20.0 | 0.0 | 100 |
| Airtel | Count | 1 | 0 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Idea | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| MTS | Count | 1 | 0 | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 1 | 0 | 0 | 1 | 0 | 2 |
| | % | 50.0 | 0.0 | 0.0 | 50.0 | 0.0 | 100 |
| Rel Tel | Count | 1 | 0 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| TTSL | Count | 3 | 0 | 0 | 1 | 0 | 3 |
| | % | 100.0 | 0.0 | 0.0 | 33.3 | 0.0 | 100 |
| Uninor | Count | 0 | 0 | 0 | 0 | 1 | 1 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 | 100 |
| Vodafone | Count | 2 | 0 | 0 | 0 | 0 | 2 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **12** | **1** | **2** | **3** | **1** | **16** |
| | **%** | **75.0** | **6.3** | **12.5** | **18.8** | **6.3** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 3 | 1064 | 1067 |
| | % | 0.3 | 99.7 | 100 |
| Airtel | Count | 0 | 1097 | 1097 |
| | % | 0.0 | 100.0 | 100 |
| BSNL | Count | 0 | 1068 | 1068 |
| | % | 0.0 | 100.0 | 100 |
| Idea | Count | 1 | 1068 | 1069 |
| | % | 0.1 | 99.9 | 100 |
| MTS | Count | 2 | 1065 | 1067 |
| | % | 0.2 | 99.8 | 100 |
| Rel Com | Count | 2 | 1064 | 1066 |
| | % | 0.2 | 99.8 | 100 |
| Rel Tel | Count | 0 | 1069 | 1069 |
| | % | 0.0 | 100.0 | 100 |
| TTSL | Count | 1 | 1076 | 1077 |
| | % | 0.1 | 99.9 | 100 |
| Uninor | Count | 0 | 1068 | 1068 |
| | % | 0.0 | 100.0 | 100 |
| Vodafone | Count | 0 | 1088 | 1088 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **9** | **10727** | **10736** |
| | **%** | **0.1** | **99.9** | **100** |

| 47. Have you filed any appeal in last 6 months? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 3 | 0 | 3 |
| | % | 100.0 | 0.0 | 100 |
| Airtel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Idea | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100 |
| MTS | Count | 2 | 0 | 2 |
| | % | 100.0 | 0.0 | 100 |
| Rel Com | Count | 2 | 0 | 2 |
| | % | 100.0 | 0.0 | 100 |
| Rel Tel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| TTSL | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100 |
| Uninor | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| **Overall** | **Count** | **9** | **0** | **9** |
| | **%** | **100.0** | **0.0** | **100** |

| 48. Did you receive any acknowledgement? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 0 | 3 | 3 |
| | % | 0.0 | 100.0 | 100 |
| Airtel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Idea | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100 |
| MTS | Count | 2 | 0 | 2 |
| | % | 100.0 | 0.0 | 100 |
| Rel Com | Count | 0 | 2 | 2 |
| | % | 0.0 | 100.0 | 100 |
| Rel Tel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| TTSL | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100 |
| Uninor | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 |
| **Overall** | **Count** | **4** | **5** | **9** |
| | **%** | **44.4** | **55.6** | **100** |

**49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?**

| Service Providers | | Yes | No | Appeal filed only recently | Total |
|---|---|---|---|---|---|
| Aircel | Count | 3 | 0 | 0 | 3 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| Airtel | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| BSNL | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| Idea | Count | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| MTS | Count | 1 | 1 | 0 | 2 |
| | % | 50.0 | 50.0 | 0.0 | 100 |
| Rel Com | Count | 0 | 1 | 1 | 2 |
| | % | 0.0 | 50.0 | 50.0 | 100 |
| Rel Tel | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| TTSL | Count | 0 | 1 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 100 |
| Uninor | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| **Overall** | **Count** | **5** | **3** | **1** | **9** |
| | **%** | **55.6** | **33.3** | **11.1** | **100** |

| 50. Are you aware that a prepaid customer can get item-wise usage charge details, on request? | | | | |
|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Total** |
| Aircel | Count | 128 | 923 | 1051 |
| | % | 12.2 | 87.8 | 100 |
| Airtel | Count | 80 | 940 | 1020 |
| | % | 7.8 | 92.2 | 100 |
| BSNL | Count | 40 | 1012 | 1052 |
| | % | 3.8 | 96.2 | 100 |
| Idea | Count | 32 | 913 | 945 |
| | % | 3.4 | 96.6 | 100 |
| MTS | Count | 40 | 1014 | 1054 |
| | % | 3.8 | 96.2 | 100 |
| Rel Com | Count | 125 | 841 | 966 |
| | % | 12.9 | 87.1 | 100 |
| Rel Tel | Count | 121 | 914 | 1035 |
| | % | 11.7 | 88.3 | 100 |
| TTSL | Count | 88 | 989 | 1077 |
| | % | 8.2 | 91.8 | 100 |
| Uninor | Count | 97 | 971 | 1068 |
| | % | 9.1 | 90.9 | 100 |
| Vodafone | Count | 106 | 914 | 1020 |
| | % | 10.4 | 89.6 | 100 |
| **Overall** | **Count** | **857** | **9431** | **10288** |
| | **%** | **8.3** | **91.7** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Aircel | Count | 1 | 127 | 128 |
| | % | 0.8 | 99.2 | 100 |
| Airtel | Count | 1 | 79 | 80 |
| | % | 1.3 | 98.8 | 100 |
| BSNL | Count | 1 | 39 | 40 |
| | % | 2.5 | 97.5 | 100 |
| Idea | Count | 0 | 32 | 32 |
| | % | 0.0 | 100.0 | 100 |
| MTS | Count | 1 | 39 | 40 |
| | % | 2.5 | 97.5 | 100 |
| Rel Com | Count | 4 | 121 | 125 |
| | % | 3.2 | 96.8 | 100 |
| Rel Tel | Count | 3 | 118 | 121 |
| | % | 2.5 | 97.5 | 100 |
| TTSL | Count | 1 | 87 | 88 |
| | % | 1.1 | 98.9 | 100 |
| Uninor | Count | 0 | 97 | 97 |
| | % | 0.0 | 100.0 | 100 |
| Vodafone | Count | 0 | 106 | 106 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **12** | **845** | **857** |
| | **%** | **1.4** | **98.6** | **100** |

| **52. What were the reason(s) for denying your request?** | | | | | |
|---|---|---|---|---|---|
| **Service Providers** | | **No reasons given** | **Technical problem** | **Others** | **Total** |
| Aircel | Count | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| Airtel | Count | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| Idea | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| MTS | Count | 0 | 1 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 100 |
| Rel Com | Count | 4 | 0 | 0 | 4 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| Rel Tel | Count | 2 | 1 | 0 | 3 |
| | % | 66.7 | 33.3 | 0.0 | 100 |
| TTSL | Count | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| Uninor | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| Vodafone | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 |
| **Overall** | **Count** | **10** | **2** | **0** | **12** |
| | **%** | **83.3** | **16.7** | **0.0** | **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 telephone connection?**

| Service Providers | | Yes | No | Do not remember | Total |
|---|---|---|---|---|---|
| Aircel | Count | 469 | 156 | 442 | 1067 |
| | % | 44.0 | 14.6 | 41.4 | 100 |
| Airtel | Count | 530 | 169 | 398 | 1097 |
| | % | 48.3 | 15.4 | 36.3 | 100 |
| BSNL | Count | 705 | 172 | 191 | 1068 |
| | % | 66.0 | 16.1 | 17.9 | 100 |
| Idea | Count | 374 | 207 | 488 | 1069 |
| | % | 35.0 | 19.4 | 45.7 | 100 |
| MTS | Count | 521 | 234 | 312 | 1067 |
| | % | 48.8 | 21.9 | 29.2 | 100 |
| Rel Com | Count | 549 | 221 | 297 | 1067 |
| | % | 51.5 | 20.7 | 27.8 | 100 |
| Rel Tel | Count | 544 | 176 | 349 | 1069 |
| | % | 50.9 | 16.5 | 32.6 | 100 |
| TTSL | Count | 521 | 147 | 409 | 1077 |
| | % | 48.4 | 13.6 | 38.0 | 100 |
| Uninor | Count | 472 | 178 | 418 | 1068 |
| | % | 44.2 | 16.7 | 39.1 | 100 |
| Vodafone | Count | 473 | 173 | 442 | 1088 |
| | % | 43.5 | 15.9 | 40.6 | 100 |
| **Overall** | **Count** | **5158** | **1833** | **3746** | **10737** |
| | **%** | **48.0** | **17.1** | **34.9** | **100** |

# BROADBAND SERVICES

**1(a) When did you last apply for a broadband connection?**

| Service Providers | | More than 7 to 15 days ago | More than 15 to 30 days ago | More than 30 days ago | Total |
|---|---|---|---|---|---|
| Airtel | Count | 28 | 8 | 1033 | 1069 |
| | % | 2.6 | 0.7 | 96.6 | 100 |
| Alliance | Count | 19 | 6 | 1045 | 1070 |
| | % | 1.8 | 0.6 | 97.7 | 100 |
| BSNL | Count | 158 | 18 | 928 | 1104 |
| | % | 14.3 | 1.6 | 84.1 | 100 |
| Rel Com | Count | 7 | 22 | 587 | 616 |
| | % | 1.1 | 3.6 | 95.3 | 100 |
| Tata Com | Count | 2 | 7 | 1065 | 1074 |
| | % | 0.2 | 0.7 | 99.2 | 100 |
| **Overall** | **Count** | **214** | **61** | **4658** | **4933** |
| | **%** | **4.3** | **1.2** | **94.4** | **100** |

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

| Service Providers | | Within 7 working days | More than 7 working days | Total |
|---|---|---|---|---|
| Airtel | Count | 943 | 126 | 1069 |
| | % | 88.2 | 11.8 | 100 |
| Alliance | Count | 878 | 192 | 1070 |
| | % | 82.1 | 17.9 | 100 |
| BSNL | Count | 855 | 249 | 1104 |
| | % | 77.4 | 22.6 | 100 |
| Rel Com | Count | 501 | 115 | 616 |
| | % | 81.3 | 18.7 | 100 |
| Tata Com | Count | 789 | 285 | 1074 |
| | % | 73.5 | 26.5 | 100 |
| **Overall** | **Count** | **3966** | **967** | **4933** |
| | **%** | **80.4** | **19.6** | **100** |

**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?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **911** | 13 | 898 | 150 | 8 | 1069 |
| | % | **85.2** | 1.2 | 84.0 | 14.0 | 0.7 | 100 |
| Alliance | Count | **865** | 4 | 861 | 201 | 4 | 1070 |
| | % | **80.9** | 0.4 | 80.5 | 18.8 | 0.4 | 100 |
| BSNL | Count | **1019** | 11 | 1008 | 84 | 1 | 1104 |
| | % | **92.3** | 1.0 | 91.3 | 7.6 | 0.1 | 100 |
| Rel Com | Count | **519** | 0 | 519 | 91 | 6 | 616 |
| | % | **84.3** | 0.0 | 84.3 | 14.8 | 1.0 | 100 |
| Tata Com | Count | **855** | 3 | 852 | 201 | 18 | 1074 |
| | % | **79.6** | 0.3 | 79.3 | 18.7 | 1.7 | 100 |
| **Overall** | **Count** | **4169** | **31** | **4138** | **727** | **37** | **4933** |
| | **%** | **84.5** | **0.6** | **83.9** | **14.7** | **0.8** | **100** |

**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?**

| Service Providers | | Within 24 hrs | 2-3 days | 4-7 days | more than 7 days | Not Applicable | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 41 | 33 | 4 | 9 | 982 | 1069 |
| | % | 3.8 | 3.1 | 0.4 | 0.8 | 91.9 | 100 |
| Alliance | Count | 42 | 9 | 3 | 9 | 1007 | 1070 |
| | % | 3.9 | 0.8 | 0.3 | 0.8 | 94.1 | 100 |
| BSNL | Count | 35 | 209 | 5 | 5 | 850 | 1104 |
| | % | 3.2 | 18.9 | 0.5 | 0.5 | 77.0 | 100 |
| Rel Com | Count | 14 | 30 | 37 | 7 | 528 | 616 |
| | % | 2.3 | 4.9 | 6.0 | 1.1 | 85.7 | 100 |
| Tata Com | Count | 84 | 24 | 13 | 8 | 945 | 1074 |
| | % | 7.8 | 2.2 | 1.2 | 0.7 | 88.0 | 100 |
| **Overall** | **Count** | **216** | **305** | **62** | **38** | **4312** | **4933** |
| | **%** | **4.4** | **6.2** | **1.3** | **0.8** | **87.4** | **100** |

**B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9 (A))**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **1038** | 88 | 950 | 29 | 2 | 1069 |
| | % | **97.1** | 8.2 | 88.9 | 2.7 | 0.2 | 100 |
| Alliance | Count | **1014** | 19 | 995 | 4 | 2 | 1020 |
| | % | **99.4** | 1.9 | 97.5 | 0.4 | 0.2 | 100 |
| BSNL | Count | **1040** | 7 | 1033 | 59 | 5 | 1104 |
| | % | **94.2** | 0.6 | 93.6 | 5.3 | 0.5 | 100 |
| Rel Com | Count | **411** | 38 | 373 | 21 | 2 | 434 |
| | % | **94.7** | 8.8 | 85.9 | 4.8 | 0.5 | 100 |
| Tata Com | Count | **780** | 77 | 703 | 30 | 11 | 821 |
| | % | **95.0** | 9.4 | 85.6 | 3.7 | 1.3 | 100 |
| **Overall** | **Count** | **4283** | **229** | **4054** | **143** | **22** | **4448** |
| | **%** | **96.2** | **5.1** | **91.1** | **3.2** | **0.5** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **1038** | 76 | 962 | 26 | 5 | 1069 |
| | % | **97.1** | 7.1 | 90.0 | 2.4 | 0.5 | 100 |
| Alliance | Count | **1016** | 20 | 996 | 3 | 1 | 1020 |
| | % | **99.6** | 2.0 | 97.6 | 0.3 | 0.1 | 100 |
| BSNL | Count | **1095** | 5 | 1090 | 8 | 1 | 1104 |
| | % | **99.2** | 0.5 | 98.7 | 0.7 | 0.1 | 100 |
| Rel Com | Count | **415** | 28 | 387 | 18 | 1 | 434 |
| | % | **95.7** | 6.5 | 89.2 | 4.1 | 0.2 | 100 |
| Tata Com | Count | **790** | 67 | 723 | 25 | 6 | 821 |
| | % | **96.3** | 8.2 | 88.1 | 3.0 | 0.7 | 100 |
| **Overall** | **Count** | **4354** | **196** | **4158** | **80** | **14** | **4448** |
| | **%** | **97.9** | **4.4** | **93.5** | **1.8** | **0.3** | **100** |

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

| Service Providers | | Difficult to read the bills | Difficult to understand the language | Calculations not clear | Item-wise charges like total minutes of usage not given | Others | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 15 | 10 | 4 | 1 | 2 | 31 |
| | % | 48.4 | 32.3 | 12.9 | 3.2 | 6.5 | 100 |
| Alliance | Count | 4 | 0 | 0 | 0 | 0 | 4 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 3 | 1 | 4 | 2 | 0 | 9 |
| | % | 33.3 | 11.1 | 44.4 | 22.2 | 0.0 | 100 |
| Rel Com | Count | 13 | 4 | 2 | 1 | 0 | 19 |
| | % | 68.4 | 21.1 | 10.5 | 5.3 | 0.0 | 100 |
| Tata Com | Count | 21 | 6 | 2 | 0 | 2 | 31 |
| | % | 67.7 | 19.4 | 6.5 | 0.0 | 6.5 | 100 |
| Overall | Count | 56 | 21 | 12 | 4 | 4 | 94 |
| | % | 59.6 | 22.3 | 12.8 | 4.3 | 4.3 | 100 |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **1069** | 1 | 1068 | 0 | 0 | 1069 |
| | % | **100.0** | 0.1 | 99.9 | 0.0 | 0.0 | 100 |
| Alliance | Count | **1019** | 0 | 1019 | 1 | 0 | 1020 |
| | % | **99.9** | 0.0 | 99.9 | 0.1 | 0.0 | 100 |
| BSNL | Count | **1098** | 1 | 1097 | 0 | 6 | 1104 |
| | % | **99.5** | 0.1 | 99.4 | 0.0 | 0.5 | 100 |
| Rel Com | Count | **434** | 0 | 434 | 0 | 0 | 434 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Tata Com | Count | **819** | 0 | 819 | 0 | 2 | 821 |
| | % | **99.8** | 0.0 | 99.8 | 0.0 | 0.2 | 100 |
| Overall | Count | 4439 | 2 | 4437 | 8 | 1 | 4448 |
| | % | 99.8 | 0 | 99.8 | 0.2 | 0 | 100 |

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

| Service Providers | | Charges not as per tariff plan subscribed | Tariff plan changed without information | Charged for value added services not subscribed | Charged for services not used | Others | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Alliance | Count | 1 | 0 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 2 | 2 | 1 | 1 | 0 | 6 |
| | % | 33.3 | 33.3 | 16.7 | 16.7 | 0.0 | 100 |
| Rel Com | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Tata Com | Count | 0 | 0 | 1 | 1 | 0 | 2 |
| | % | 0.0 | 0.0 | 50.0 | 50.0 | 0.0 | 100 |
| Overall | Count | 3 | 2 | 2 | 2 | 0 | 9 |
| | % | 33.3 | 22.2 | 22.2 | 22.2 | 0.0 | 100 |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 37 | 1032 | 1069 |
| | % | 3.5 | 96.5 | 100 |
| Alliance | Count | 9 | 1011 | 1020 |
| | % | 0.9 | 99.1 | 100 |
| BSNL | Count | 65 | 1039 | 1104 |
| | % | 5.9 | 94.1 | 100 |
| Rel Com | Count | 21 | 413 | 434 |
| | % | 4.8 | 95.2 | 100 |
| Tata Com | Count | 41 | 780 | 821 |
| | % | 5.0 | 95.0 | 100 |
| **Overall** | **Count** | **173** | **4275** | **4448** |
| | **%** | **3.9** | **96.1** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **23** | 2 | 21 | 11 | 3 | 37 |
| | % | **62.2** | 5.4 | 56.8 | 29.7 | 8.1 | 100 |
| Alliance | Count | **4** | 1 | 3 | 5 | 0 | 9 |
| | % | **44.4** | 11.1 | 33.3 | 55.6 | 0.0 | 100 |
| BSNL | Count | **23** | 0 | 23 | 42 | 0 | 65 |
| | % | **35.4** | 0.0 | 35.4 | 64.6 | 0.0 | 100 |
| Rel Com | Count | **5** | 0 | 5 | 11 | 5 | 21 |
| | % | **23.8** | 0.0 | 23.8 | 52.4 | 23.8 | 100 |
| Tata Com | Count | **18** | 4 | 14 | 22 | 1 | 41 |
| | % | **43.9** | 9.8 | 34.1 | 53.7 | 2.4 | 100 |
| **Overall** | **Count** | **73** | **7** | **66** | **91** | **9** | **173** |
| | **%** | **42.2** | **4** | **38.2** | **52.6** | **5.2** | **100** |

**BILLING RELATED - ONLY FOR PREPAID CUSTOMERS**

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Alliance | Count | **48** | 2 | 46 | 1 | 1 | 50 |
| | % | **96.0** | 4.0 | 92.0 | 2.0 | 2.0 | 100 |
| BSNL | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Rel Com | Count | **182** | 0 | 182 | 0 | 0 | 182 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Tata Com | Count | **253** | 3 | 250 | 0 | 0 | 253 |
| | % | **100.0** | 1.2 | 98.8 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | 483 | **5** | **478** | **1** | **1** | **485** |
| | **%** | **99.6** | **1.0** | **98.6** | **0.2** | **0.2** | **100** |

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

| Service Providers | | Charges not as per tariff plan subscribed | Tariff plan changed without information | Charged for value added services not subscribed | Charged for services not used | Others | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Alliance | Count | 2 | 0 | 0 | 0 | 0 | 2 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Rel Com | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Tata Com | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| **Overall** | **Count** | **2** | **0** | **0** | **0** | **0** | **2** |
| | **%** | **100.0** | **0.0** | **0.0** | **0.0** | **0.0** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Alliance | Count | 5 | 45 | 50 |
| | % | 10.0 | 90.0 | 100 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Rel Com | Count | 0 | 182 | 182 |
| | % | 0.0 | 100.0 | 100 |
| Tata Com | Count | 6 | 247 | 253 |
| | % | 2.4 | 97.6 | 100 |
| **Overall** | **Count** | **11** | **474** | **485** |
| | **%** | **2.3** | **97.7** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Alliance | Count | **1** | 1 | 0 | 2 | 2 | 5 |
| | % | **20.0** | 20.0 | 0.0 | 40.0 | 40.0 | 100 |
| BSNL | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Rel Com | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Tata Com | Count | **6** | 2 | 4 | 0 | 0 | 6 |
| | % | **100.0** | 33.3 | 66.7 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **7** | **3** | **4** | **2** | **2** | **11** |
| | **%** | **63.7** | **27.3** | **36.4** | **18.2** | **18.2** | **100** |

**HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 626 | 443 | 1069 |
| | % | 58.6 | 41.4 | 100 |
| Alliance | Count | 432 | 638 | 1070 |
| | % | 40.4 | 59.6 | 100 |
| BSNL | Count | 409 | 695 | 1104 |
| | % | 37.0 | 63.0 | 100 |
| Rel Com | Count | 247 | 369 | 616 |
| | % | 40.1 | 59.9 | 100 |
| Tata Com | Count | 709 | 365 | 1074 |
| | % | 66.0 | 34.0 | 100 |
| **Overall** | **Count** | **2423** | **2510** | **4933** |
| | **%** | **49.1** | **50.9** | **100** |

**11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **509** | 16 | 493 | 111 | 6 | 626 |
| | % | **81.4** | 2.6 | 78.8 | 17.7 | 1.0 | 100 |
| Alliance | Count | **362** | 1 | 361 | 69 | 1 | 432 |
| | % | **83.8** | 0.2 | 83.6 | 16.0 | 0.2 | 100 |
| BSNL | Count | **295** | 4 | 291 | 112 | 2 | 409 |
| | % | **72.1** | 1.0 | 71.1 | 27.4 | 0.5 | 100 |
| Rel Com | Count | **209** | 1 | 208 | 36 | 2 | 247 |
| | % | **84.6** | 0.4 | 84.2 | 14.6 | 0.8 | 100 |
| Tata Com | Count | **583** | 5 | 578 | 119 | 7 | 709 |
| | % | **82.2** | 0.7 | 81.5 | 16.8 | 1.0 | 100 |
| **Overall** | **Count** | **1958** | **27** | **1931** | **447** | **18** | **2423** |
| | **%** | **80.8** | **1.1** | **79.7** | **18.4** | **0.7** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **512** | 10 | 502 | 108 | 6 | 626 |
| | % | **81.8** | 1.6 | 80.2 | 17.3 | 1.0 | 100 |
| Alliance | Count | **363** | 1 | 362 | 68 | 1 | 432 |
| | % | **84.0** | 0.2 | 83.8 | 15.7 | 0.2 | 100 |
| BSNL | Count | **306** | 6 | 300 | 103 | 0 | 409 |
| | % | **74.8** | 1.5 | 73.3 | 25.2 | 0.0 | 100 |
| Rel Com | Count | **208** | 7 | 201 | 36 | 3 | 247 |
| | % | **84.2** | 2.8 | 81.4 | 14.6 | 1.2 | 100 |
| Tata Com | Count | **591** | 24 | 567 | 109 | 9 | 709 |
| | % | **83.4** | 3.4 | 80.0 | 15.4 | 1.3 | 100 |
| **Overall** | **Count** | **1980** | **48** | **1932** | **424** | **19** | **2423** |
| | **%** | **81.7** | **2** | **79.7** | **17.5** | **0.8** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **496** | 11 | 485 | 122 | 8 | 626 |
| | % | **79.3** | 1.8 | 77.5 | 19.5 | 1.3 | 100 |
| Alliance | Count | **346** | 1 | 345 | 85 | 1 | 432 |
| | % | **80.1** | 0.2 | 79.9 | 19.7 | 0.2 | 100 |
| BSNL | Count | **302** | 8 | 294 | 106 | 1 | 409 |
| | % | **73.9** | 2.0 | 71.9 | 25.9 | 0.2 | 100 |
| Rel Com | Count | **208** | 0 | 208 | 36 | 3 | 247 |
| | % | **84.2** | 0.0 | 84.2 | 14.6 | 1.2 | 100 |
| Tata Com | Count | **577** | 14 | 563 | 120 | 12 | 709 |
| | % | **81.4** | 2.0 | 79.4 | 16.9 | 1.7 | 100 |
| **Overall** | **Count** | **1929** | **34** | **1895** | **469** | **25** | **2423** |
| | **%** | **79.6** | **1.4** | **78.2** | **19.4** | **1.0** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **487** | 11 | 476 | 133 | 6 | 626 |
| | % | **77.8** | 1.8 | 76.0 | 21.2 | 1.0 | 100 |
| Alliance | Count | **349** | 0 | 349 | 82 | 1 | 432 |
| | % | **80.8** | 0.0 | 80.8 | 19.0 | 0.2 | 100 |
| BSNL | Count | **297** | 5 | 292 | 112 | 0 | 409 |
| | % | **72.6** | 1.2 | 71.4 | 27.4 | 0.0 | 100 |
| Rel Com | Count | **179** | 1 | 178 | 64 | 4 | 247 |
| | % | **72.5** | 0.4 | 72.1 | 25.9 | 1.6 | 100 |
| Tata Com | Count | **558** | 17 | 541 | 134 | 17 | 709 |
| | % | **78.7** | 2.4 | 76.3 | 18.9 | 2.4 | 100 |
| **Overall** | **Count** | **1870** | **34** | **1836** | **525** | **28** | **2423** |
| | **%** | **77.2** | **1.4** | **75.8** | **21.7** | **1.2** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **499** | 6 | 493 | 118 | 9 | 626 |
| | % | **79.8** | 1.0 | 78.8 | 18.8 | 1.4 | 100 |
| Alliance | Count | **337** | 1 | 336 | 94 | 1 | 432 |
| | % | **78.0** | 0.2 | 77.8 | 21.8 | 0.2 | 100 |
| BSNL | Count | **297** | 7 | 290 | 112 | 0 | 409 |
| | % | **72.6** | 1.7 | 70.9 | 27.4 | 0.0 | 100 |
| Rel Com | Count | **204** | 1 | 203 | 38 | 5 | 247 |
| | % | **82.6** | 0.4 | 82.2 | 15.4 | 2.0 | 100 |
| Tata Com | Count | **566** | 13 | 553 | 129 | 14 | 709 |
| | % | **79.8** | 1.8 | 78.0 | 18.2 | 2.0 | 100 |
| **Overall** | **Count** | **1903** | **28** | **1875** | **491** | **29** | **2423** |
| | **%** | **78.6** | **1.2** | **77.4** | **20.3** | **1.2** | **100** |

**NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

| 15. How satisfied are you with the speed of Broadband connection? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Airtel | Count | **882** | 72 | 810 | 172 | 15 | 1069 |
| | % | **82.5** | 6.7 | 75.8 | 16.1 | 1.4 | 100 |
| Alliance | Count | **908** | 61 | 847 | 152 | 10 | 1070 |
| | % | **84.9** | 5.7 | 79.2 | 14.2 | 0.9 | 100 |
| BSNL | Count | **809** | 3 | 806 | 285 | 10 | 1104 |
| | % | **73.3** | 0.3 | 73.0 | 25.8 | 0.9 | 100 |
| Rel Com | Count | **511** | 36 | 475 | 102 | 3 | 616 |
| | % | **82.9** | 5.8 | 77.1 | 16.6 | 0.5 | 100 |
| Tata Com | Count | **864** | 80 | 784 | 182 | 28 | 1074 |
| | % | **80.4** | 7.4 | 73.0 | 16.9 | 2.6 | 100 |
| **Overall** | **Count** | **3974** | **252** | **3722** | **893** | **66** | **4933** |
| | **%** | **80.6** | **5.1** | **75.5** | **18.1** | **1.3** | **100** |

| 16. How satisfied are you with the amount of time for which service is up and working? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Airtel | Count | **969** | 51 | 918 | 94 | 6 | 1069 |
| | % | **90.7** | 4.8 | 85.9 | 8.8 | 0.6 | 100 |
| Alliance | Count | **990** | 22 | 968 | 73 | 7 | 1070 |
| | % | **92.6** | 2.1 | 90.5 | 6.8 | 0.7 | 100 |
| BSNL | Count | **1034** | 5 | 1029 | 67 | 3 | 1104 |
| | % | **93.7** | 0.5 | 93.2 | 6.1 | 0.3 | 100 |
| Rel Com | Count | **569** | 23 | 546 | 44 | 3 | 616 |
| | % | **92.3** | 3.7 | 88.6 | 7.1 | 0.5 | 100 |
| Tata Com | Count | **904** | 70 | 834 | 140 | 30 | 1074 |
| | % | **84.2** | 6.5 | 77.7 | 13.0 | 2.8 | 100 |
| **Overall** | **Count** | **4466** | **171** | **4295** | **418** | **49** | **4933** |
| | **%** | **90.6** | **3.5** | **87.1** | **8.5** | **1** | **100** |

**MAINTAINABILITY (FAULT REPAIR)**

| 17. How often do you face a problem with your Broadband connection? | | | | | | |
|---|---|---|---|---|---|---|
| **Service Providers** | | **Never** | **Occasionally** | **Frequently** | **Very frequently** | **Total** |
| Airtel | Count | 391 | 579 | 86 | 13 | 1069 |
| | % | 36.6 | 54.2 | 8.0 | 1.2 | 100 |
| Alliance | Count | 396 | 571 | 94 | 9 | 1070 |
| | % | 37.0 | 53.4 | 8.8 | 0.8 | 100 |
| BSNL | Count | 202 | 757 | 130 | 15 | 1104 |
| | % | 18.3 | 68.6 | 11.8 | 1.4 | 100 |
| Rel Com | Count | 292 | 289 | 27 | 8 | 616 |
| | % | 47.4 | 46.9 | 4.4 | 1.3 | 100 |
| Tata Com | Count | 304 | 608 | 126 | 36 | 1074 |
| | % | 28.3 | 56.6 | 11.7 | 3.4 | 100 |
| **Overall** | **Count** | **1585** | **2804** | **463** | **81** | **4933** |
| | **%** | **32.1** | **56.8** | **9.4** | **1.6** | **100** |

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

| Service Providers | | Problem was related to my computer hardware/ software | Problem was related to the broadband connection& modem provided by service provider | Total |
|---|---|---|---|---|
| Airtel | Count | 8 | 91 | 99 |
| | % | 8.1 | 91.9 | 100 |
| Alliance | Count | 4 | 99 | 103 |
| | % | 3.9 | 96.1 | 100 |
| BSNL | Count | 25 | 120 | 145 |
| | % | 17.2 | 82.8 | 100 |
| Rel Com | Count | 2 | 33 | 35 |
| | % | 5.7 | 94.3 | 100 |
| Tata Com | Count | 16 | 146 | 162 |
| | % | 9.9 | 90.1 | 100 |
| **Overall** | **Count** | **55** | **489** | **544** |
| | **%** | **10.1** | **89.9** | **100** |

**19. How satisfied are you with the time taken for restoration of broadband connection?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **49** | 1 | 48 | 45 | 5 | 99 |
| | % | **49.5** | 1.0 | 48.5 | 45.5 | 5.1 | 100 |
| Alliance | Count | **45** | 1 | 44 | 52 | 6 | 103 |
| | % | **43.7** | 1.0 | 42.7 | 50.5 | 5.8 | 100 |
| BSNL | Count | **98** | 8 | 90 | 40 | 7 | 145 |
| | % | **67.6** | 5.5 | 62.1 | 27.6 | 4.8 | 100 |
| Rel Com | Count | **13** | 0 | 13 | 21 | 1 | 35 |
| | % | **37.1** | 0.0 | 37.1 | 60.0 | 2.9 | 100 |
| Tata Com | Count | **34** | 2 | 32 | 108 | 20 | 162 |
| | % | **21.0** | 1.2 | 19.8 | 66.7 | 12.3 | 100 |
| **Overall** | **Count** | **239** | **12** | **227** | **266** | **39** | **544** |
| | **%** | **43.9** | **2.2** | **41.7** | **48.9** | **7.2** | **100** |

**SUPPLEMENTARY AND VALUE ADDED SERVICES**

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 104 | 965 | 1069 |
| | % | 9.7 | 90.3 | 100 |
| Alliance | Count | 123 | 947 | 1070 |
| | % | 11.5 | 88.5 | 100 |
| BSNL | Count | 47 | 1057 | 1104 |
| | % | 4.3 | 95.7 | 100 |
| Rel Com | Count | 57 | 559 | 616 |
| | % | 9.3 | 90.7 | 100 |
| Tata Com | Count | 99 | 975 | 1074 |
| | % | 9.2 | 90.8 | 100 |
| **Overall** | **Count** | **430** | **4503** | **4933** |
| | **%** | **8.7** | **91.3** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **75** | 1 | 74 | 28 | 1 | 104 |
| | % | **72.2** | 1.0 | 71.2 | 26.9 | 1.0 | 100 |
| Alliance | Count | **89** | 0 | 89 | 34 | 0 | 123 |
| | % | **72.4** | 0.0 | 72.4 | 27.6 | 0.0 | 100 |
| BSNL | Count | **37** | 0 | 37 | 10 | 0 | 47 |
| | % | **78.7** | 0.0 | 78.7 | 21.3 | 0.0 | 100 |
| Rel Com | Count | **43** | 0 | 43 | 12 | 2 | 57 |
| | % | **75.4** | 0.0 | 75.4 | 21.1 | 3.5 | 100 |
| Tata Com | Count | **77** | 2 | 75 | 20 | 2 | 99 |
| | % | **77.8** | 2.0 | 75.8 | 20.2 | 2.0 | 100 |
| **Overall** | **Count** | **321** | **3** | **318** | **104** | **5** | **430** |
| | **%** | **74.7** | **0.7** | **74** | **24.2** | **1.2** | **100** |

**20(c). Please tell me the reasons for your dissatisfaction.**

| Service Providers | | Not informed of charges | Activated without consent | Not informed about toll free number for unsubscribing | Others | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 6 | 23 | 0 | 0 | 29 |
| | % | 20.7 | 79.3 | 0.0 | 0.0 | 100 |
| Alliance | Count | 12 | 22 | 0 | 0 | 34 |
| | % | 35.3 | 64.7 | 0.0 | 0.0 | 100 |
| BSNL | Count | 5 | 5 | 0 | 0 | 10 |
| | % | 50.0 | 50.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 5 | 9 | 0 | 0 | 14 |
| | % | 35.7 | 64.3 | 0.0 | 0.0 | 100 |
| Tata Com | Count | 9 | 13 | 0 | 0 | 22 |
| | % | 40.9 | 59.1 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **37** | **72** | **0** | **0** | **109** |
| | **%** | **33.9** | **66.1** | **0.0** | **0.0** | **100** |

**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)**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airte | Count | 7 | 1062 | 1069 |
| | % | 0.7 | 99.3 | 100 |
| Alliance | Count | 4 | 1066 | 1070 |
| | % | 0.4 | 99.6 | 100 |
| BSNL | Count | 6 | 1098 | 1104 |
| | % | 0.5 | 99.5 | 100 |
| Rel Com | Count | 3 | 613 | 616 |
| | % | 0.5 | 99.5 | 100 |
| Tata Com | Count | 12 | 1062 | 1074 |
| | % | 1.1 | 98.9 | 100 |
| **Overall** | **Count** | **32** | **4901** | **4933** |
| | **%** | **0.6** | **99.4** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 1 | 6 | 7 |
| | % | 14.3 | 85.7 | 100 |
| Alliance | Count | 0 | 4 | 4 |
| | % | 0.0 | 100.0 | 100 |
| BSNL | Count | 1 | 5 | 6 |
| | % | 16.7 | 83.3 | 100 |
| Rel Com | Count | 1 | 2 | 3 |
| | % | 33.3 | 66.7 | 100 |
| Tata Com | Count | 1 | 11 | 12 |
| | % | 8.3 | 91.7 | 100 |
| **Overall** | **Count** | **4** | **28** | **32** |
| | **%** | **12.5** | **87.5** | **100** |

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

| Service Providers | | None | Delay in deactivation resulting in repeat complaints | Customer care refused to register the complaint | Not aware of whom to contact | Total |
|---|---|---|---|---|---|---|
| Airtel | Count | 1 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Alliance | Count | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| BSNL | Count | 1 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 1 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| Tata Com | Count | 1 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 100 |
| **Overall** | **Count** | **4** | **0** | **0** | **0** | **4** |
| | **%** | **100.0** | **0.0** | **0.0** | **0.0** | **100** |

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

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **0** | 0 | 0 | 1 | 0 | 1 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| Alliance | Count | **0** | 0 | 0 | 0 | 0 | 0 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| BSNL | Count | **1** | 0 | 1 | 0 | 0 | 1 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | **1** | 0 | 1 | 0 | 0 | 1 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| Tata Com | Count | **0** | 0 | 0 | 0 | 1 | 1 |
| | % | **0.0** | 0.0 | 0.0 | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **2** | **0** | **2** | **1** | **1** | **4** |
| | **%** | **50.0** | **0.0** | **50.0** | **25.0** | **25.0** | **100** |

**OVERALL CUSTOMER SATISFACTION**

| 23(a). How satisfied are you with the overall quality of your Broadband service? | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | | | | | | |
| Airtel | Count | **979** | 62 | 917 | 82 | 8 | 1069 |
| | % | **91.6** | 5.8 | 85.8 | 7.7 | 0.7 | 100 |
| Alliance | Count | **990** | 32 | 958 | 73 | 7 | 1070 |
| | % | **92.5** | 3.0 | 89.5 | 6.8 | 0.7 | 100 |
| BSNL | Count | **839** | 0 | 839 | 265 | 0 | 1104 |
| | % | **76.0** | 0.0 | 76.0 | 24.0 | 0.0 | 100 |
| Rel Com | Count | **571** | 35 | 536 | 38 | 7 | 616 |
| | % | **92.7** | 5.7 | 87 | 6.2 | 1.1 | 100 |
| Tata Com | Count | **891** | 70 | 821 | 145 | 38 | 1074 |
| | % | **82.9** | 6.5 | 76.4 | 13.5 | 3.5 | 100 |
| **Overall** | **Count** | **4270** | 199 | 4071 | 603 | 60 | 4933 |
| | **%** | **86.5** | 4.0 | 82.5 | 12.2 | 1.2 | 100 |

| 24. How many persons in your house/ organization are using this Broadband connection? | | |
|---|---|---|
| **Service Providers** | | **No. of persons (Average Numbers)** |
| Airtel | Count | 1069 |
| | avg. no. of persons | 3.6 |
| Alliance | Count | 1070 |
| | avg. no. of persons | 3.4 |
| BSNL | Count | 1104 |
| | avg. no. of persons | 2.7 |
| Rel Com | Count | 616 |
| | avg. no. of persons | 9.1 |
| Tata Com | Count | 1074 |
| | avg. no. of persons | 6.6 |
| **Overall** | **Count** | **4933** |
| | **avg. no. of persons** | **4.7** |

| 24(a). What kind of other services are you also taking from this service provider? | | Wire-line | Mobile | Other | None | Total |
|---|---|---|---|---|---|---|
| **Service Providers** | | | | | | |
| Airtel | Count | 785 | 65 | 10 | 209 | 1069 |
| | % | 73.4 | 6.1 | 0.9 | 19.6 | 100 |
| Alliance | Count | 0 | 0 | 0 | 1070 | 1070 |
| | % | 0.0 | 0.0 | 0.0 | 100.0 | 100 |
| BSNL | Count | 965 | 94 | 4 | 41 | 1104 |
| | % | 87.4 | 8.5 | 0.4 | 3.7 | 100 |
| Rel Com | Count | 261 | 15 | 9 | 331 | 616 |
| | % | 42.4 | 2.4 | 1.5 | 53.7 | 100 |
| Tata Com | Count | 0 | 41 | 0 | 1033 | 1074 |
| | % | 0.0 | 3.8 | 0.0 | 96.2 | 100 |
| **Overall** | **Count** | **2011** | **215** | **23** | **2684** | **4933** |
| | **%** | **40.8** | **4.4** | **0.5** | **54.4** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 230 | 839 | 1069 |
| | % | 21.5 | 78.5 | 100 |
| Alliance | Count | 247 | 823 | 1070 |
| | % | 23.1 | 76.9 | 100 |
| BSNL | Count | 150 | 954 | 1104 |
| | % | 13.6 | 86.4 | 100 |
| Rel Com | Count | 148 | 468 | 616 |
| | % | 24.0 | 76.0 | 100 |
| Tata Com | Count | 159 | 915 | 1074 |
| | % | 14.8 | 85.2 | 100 |
| **Overall** | **Count** | **934** | **3999** | **4933** |
| | **%** | **18.9** | **81.1** | **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?**

| Service Providers | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Airtel | Count | 8 | 18 | 22 | 20 | 32 | 74 | 187 | 527 | 178 | 3 | 1069 |
| | % | 0.7 | 1.7 | 2.1 | 1.9 | 3.0 | 6.9 | 17.5 | 49.3 | 16.7 | 0.3 | 100 |
| Alliance | Count | 9 | 21 | 11 | 18 | 31 | 66 | 490 | 291 | 133 | 0 | 1070 |
| | % | 0.8 | 2.0 | 1.0 | 1.7 | 2.9 | 6.2 | 45.8 | 27.2 | 12.4 | 0.0 | 100 |
| BSNL | Count | 2 | 224 | 179 | 153 | 62 | 132 | 147 | 190 | 14 | 1 | 1104 |
| | % | 0.2 | 20.3 | 16.2 | 13.9 | 5.6 | 12.0 | 13.3 | 17.2 | 1.3 | 0.1 | 100 |
| Rel Com | Count | 1 | 16 | 8 | 11 | 18 | 38 | 267 | 194 | 63 | 0 | 616 |
| | % | 0.2 | 2.6 | 1.3 | 1.8 | 2.9 | 6.2 | 43.3 | 31.5 | 10.2 | 0.0 | 100 |
| Tata Com | Count | 19 | 45 | 39 | 36 | 31 | 150 | 417 | 258 | 77 | 2 | 1074 |
| | % | 1.8 | 4.2 | 3.6 | 3.4 | 2.9 | 14.0 | 38.8 | 24.0 | 7.2 | 0.2 | 100 |
| **Overall** | **Count** | **39** | **324** | **259** | **238** | **174** | **460** | **1508** | **1460** | **465** | **6** | **4933** |
| | **%** | **0.8** | **6.6** | **5.3** | **4.8** | **3.5** | **9.3** | **30.6** | **29.6** | **9.4** | **0.1** | **100** |

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

**27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 1009 | 60 | 1069 |
| | % | 94.4 | 5.6 | 100 |
| Alliance | Count | 950 | 120 | 1070 |
| | % | 88.8 | 11.2 | 100 |
| BSNL | Count | 1069 | 35 | 1104 |
| | % | 96.8 | 3.2 | 100 |
| Rel Com | Count | 515 | 101 | 616 |
| | % | 83.6 | 16.4 | 100 |
| Tata Com | Count | 989 | 85 | 1074 |
| | % | 92.1 | 7.9 | 100 |
| **Overall** | **Count** | **4532** | **401** | **4933** |
| | **%** | **91.9** | **8.1** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 53 | 1016 | 1069 |
| | % | 5.0 | 95.0 | 100 |
| Alliance | Count | 24 | 1046 | 1070 |
| | % | 2.2 | 97.8 | 100 |
| BSNL | Count | 99 | 1005 | 1104 |
| | % | 9.0 | 91.0 | 100 |
| Rel Com | Count | 27 | 589 | 616 |
| | % | 4.4 | 95.6 | 100 |
| Tata Com | Count | 97 | 977 | 1074 |
| | % | 9.0 | 91.0 | 100 |
| **Overall** | **Count** | **300** | **4633** | **4933** |
| | **%** | **6.1** | **93.9** | **100** |

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

| Service Providers | | Complaint was registered and docket number received | Complaint was registered and docket number not Received | Complaint was registered and docket number provided on request | Complaint was registered and docket number not provided even on request | Refused to register the complaint | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 22 | 10 | 4 | 9 | 8 | 53 |
| | % | 41.5 | 18.9 | 7.5 | 17.0 | 15.1 | 100 |
| Alliance | Count | 16 | 1 | 0 | 3 | 4 | 24 |
| | % | 66.7 | 4.2 | 0.0 | 12.5 | 16.7 | 100 |
| BSNL | Count | 17 | 70 | 8 | 4 | 0 | 99 |
| | % | 17.2 | 70.7 | 8.1 | 4.0 | 0.0 | 100 |
| Rel Com | Count | 12 | 11 | 0 | 3 | 1 | 27 |
| | % | 44.4 | 40.7 | 0.0 | 11.1 | 3.7 | 100 |
| Tata Com | Count | 58 | 7 | 1 | 25 | 6 | 97 |
| | % | 59.8 | 7.2 | 1.0 | 25.8 | 6.2 | 100 |
| **Overall** | **Count** | **125** | **99** | **13** | **44** | **19** | **300** |
| | **%** | **41.7** | **33.0** | **4.3** | **14.7** | **6.3** | **100** |

**30. Did the Call Centre inform you about the action taken on your complaint?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 17 | 36 | 53 |
| | % | 32.1 | 67.9 | 100 |
| Alliance | Count | 4 | 20 | 24 |
| | % | 16.7 | 83.3 | 100 |
| BSNL | Count | 10 | 89 | 99 |
| | % | 10.1 | 89.9 | 100 |
| Rel Com | Count | 10 | 17 | 27 |
| | % | 37.0 | 63.0 | 100 |
| Tata Com | Count | 24 | 73 | 97 |
| | % | 24.7 | 75.3 | 100 |
| **Overall** | **Count** | **65** | **235** | **300** |
| | **%** | **21.7** | **78.3** | **100** |

| 31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline? | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Overall satisfied= (A+B)** | **A-Very Satisfied** | **B-Satisfied** | **C-Dissatisfied** | **D-Very Dissatisfied** | **Total** |
| Airtel | Count | **21** | 0 | 21 | 32 | 0 | 53 |
| | % | **39.6** | 0.0 | 39.6 | 60.4 | 0.0 | 100 |
| Alliance | Count | **18** | 0 | 18 | 6 | 0 | 24 |
| | % | **75.0** | 0.0 | 75.0 | 25.0 | 0.0 | 100 |
| BSNL | Count | **51** | 0 | 51 | 48 | 0 | 99 |
| | % | **51.5** | 0.0 | 51.5 | 48.5 | 0.0 | 100 |
| Rel Com | Count | **20** | 0 | 20 | 7 | 0 | 27 |
| | % | **74.1** | 0.0 | 74.1 | 25.9 | 0.0 | 100 |
| Tata Com | Count | **19** | 0 | 19 | 78 | 0 | 97 |
| | % | **19.6** | 0.0 | 19.6 | 80.4 | 0.0 | 100 |
| **Overall** | **Count** | **129** | **0** | **129** | **171** | **0** | **300** |
| | **%** | **43.0** | **0.0** | **43.0** | **57.0** | **0.0** | **100** |

| 32. Please specify the reason(s) for your dissatisfaction | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Service Providers** | | **Difficult to connect to call centre executive** | **Customer care executive not polite/ courteous** | **Customer care executive not equipped with adequate information** | **Time taken by call centre for redressal of complaint is too long** | **Customer care executive was unable to understand the Problem** | **Others** | **Total** |
| Airtel | Count | 30 | 1 | 2 | 3 | 0 | 0 | 32 |
| | % | 93.8 | 3.1 | 6.3 | 9.4 | 0.0 | 0.0 | 100 |
| Alliance | Count | 3 | 0 | 1 | 2 | 0 | 0 | 6 |
| | % | 50.0 | 0.0 | 16.7 | 33.3 | 0.0 | 0.0 | 100 |
| BSNL | Count | 24 | 7 | 2 | 1 | 15 | 1 | 48 |
| | % | 50.0 | 14.6 | 4.2 | 2.1 | 31.3 | 2.1 | 100 |
| Rel Com | Count | 4 | 0 | 0 | 0 | 2 | 1 | 7 |
| | % | 57.1 | 0.0 | 0.0 | 0.0 | 28.6 | 14.3 | 100 |
| Tata Com | Count | 68 | 0 | 4 | 5 | 0 | 2 | 78 |
| | % | 87.2 | 0.0 | 5.1 | 6.4 | 0.0 | 2.6 | 100 |
| **Overall** | **Count** | **129** | **17** | **8** | **4** | **9** | **11** | **171** |
| | **%** | **75.4** | **9.9** | **4.7** | **2.3** | **5.3** | **6.4** | **100** |

| 33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint? | | | | | |
|---|---|---|---|---|---|
| **Service Providers** | | **Yes** | **No** | **Not applicable** | **Total** |
| Airtel | Count | 20 | 9 | 24 | 53 |
| | % | 37.7 | 17.0 | 45.3 | 100 |
| Alliance | Count | 13 | 7 | 4 | 24 |
| | % | 54.2 | 29.2 | 16.7 | 100 |
| BSNL | Count | 35 | 17 | 47 | 99 |
| | % | 35.4 | 17.2 | 47.5 | 100 |
| Rel Com | Count | 11 | 4 | 12 | 27 |
| | % | 40.7 | 14.8 | 44.4 | 100 |
| Tata Com | Count | 52 | 28 | 17 | 97 |
| | % | 53.6 | 28.9 | 17.5 | 100 |
| **Overall** | **Count** | **131** | **65** | **104** | **300** |
| | **%** | **43.7** | **21.7** | **34.7** | **100** |

**34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 36 | 1033 | 1069 |
| | % | 3.4 | 96.6 | 100 |
| Alliance | Count | 133 | 937 | 1070 |
| | % | 12.4 | 87.6 | 100 |
| BSNL | Count | 21 | 1083 | 1104 |
| | % | 1.9 | 98.1 | 100 |
| Rel Com | Count | 10 | 606 | 616 |
| | % | 1.6 | 98.4 | 100 |
| Tata Com | Count | 30 | 1044 | 1074 |
| | % | 2.8 | 97.2 | 100 |
| **Overall** | **Count** | **230** | **4703** | **4933** |
| | **%** | **4.7** | **95.3** | **100** |

**34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 6 | 30 | 36 |
| | % | 16.7 | 83.3 | 100 |
| Alliance | Count | 10 | 123 | 133 |
| | % | 7.5 | 92.5 | 100 |
| BSNL | Count | 3 | 18 | 21 |
| | % | 14.3 | 85.7 | 100 |
| Rel Com | Count | 2 | 8 | 10 |
| | % | 20.0 | 80.0 | 100 |
| Tata Com | Count | 6 | 24 | 30 |
| | % | 20.0 | 80.0 | 100 |
| **Overall** | **Count** | **27** | **203** | **230** |
| | **%** | **11.7** | **88.3** | **100** |

**34(c). Were you able to contact to the Nodal officer without difficulty?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 3 | 3 | 6 |
| | % | 50.0 | 50.0 | 100 |
| Alliance | Count | 10 | 0 | 10 |
| | % | 100.0 | 0.0 | 100 |
| BSNL | Count | 1 | 2 | 3 |
| | % | 33.3 | 66.7 | 100 |
| Rel Com | Count | 1 | 1 | 2 |
| | % | 50.0 | 50.0 | 100 |
| Tata Com | Count | 1 | 5 | 6 |
| | % | 16.7 | 83.3 | 100 |
| **Overall** | **Count** | **16** | **11** | **27** |
| | **%** | **59.3** | **40.7** | **100** |

**35. Did the Nodal Officer intimate you about the decision taken on your complaint?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 1 | 5 | 6 |
| | % | 16.7 | 83.3 | 100 |
| Alliance | Count | 10 | 0 | 10 |
| | % | 100.0 | 0.0 | 100 |
| BSNL | Count | 1 | 2 | 3 |
| | % | 33.3 | 66.7 | 100 |
| Rel Com | Count | 1 | 1 | 2 |
| | % | 50.0 | 50.0 | 100 |
| Tata Com | Count | 1 | 5 | 6 |
| | % | 16.7 | 83.3 | 100 |
| **Overall** | **Count** | **14** | **13** | **27** |
| | **%** | **51.9** | **48.1** | **100** |

**36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?**

| Service Providers | | Overall satisfied= (A+B) | A-Very Satisfied | B-Satisfied | C-Dissatisfied | D-Very Dissatisfied | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | **0** | 0 | 0 | 4 | 2 | 6 |
| | % | **0.0** | 0.0 | 0.0 | 66.7 | 33.3 | 100 |
| Alliance | Count | **10** | 0 | 10 | 0 | 0 | 10 |
| | % | **100.0** | 0.0 | 100.0 | 0.0 | 0.0 | 100 |
| BSNL | Count | **1** | 0 | 1 | 2 | 0 | 3 |
| | % | **33.3** | 0.0 | 33.3 | 66.7 | 0.0 | 100 |
| Rel Com | Count | **1** | 0 | 1 | 1 | 0 | 2 |
| | % | **50.0** | 0.0 | 50.0 | 50.0 | 0.0 | 100 |
| Tata Com | Count | **0** | 0 | 0 | 6 | 0 | 6 |
| | % | **0.0** | 0.0 | 0.0 | 100.0 | 0.0 | 100 |
| **Overall** | **Count** | **12** | **0** | **12** | **13** | **2** | **27** |
| | **%** | **44.4** | **0.0** | **44.4** | **48.1** | **7.4** | **100** |

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

| Service Providers | | Difficult to connect to the Nodal Officer | Nodal Officer not polite/courteous | Nodal Officer not equipped with adequate information | Time taken by Nodal Officer for redressal of complaint is too long | Nodal Officer was unable to understand the problem | Total |
|---|---|---|---|---|---|---|---|
| Airtel | Count | 6 | 0 | 0 | 0 | 0 | 6 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| Alliance | Count | 0 | 0 | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| BSNL | Count | 1 | 0 | 0 | 1 | 0 | 2 |
| | % | 50.0 | 0.0 | 0.0 | 50.0 | 0.0 | 100 |
| Rel Com | Count | 1 | 0 | 0 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100 |
| Tata Com | Count | 4 | 0 | 0 | 2 | 0 | 6 |
| | % | 66.7 | 0.0 | 0.0 | 33.3 | 0.0 | 100 |
| **Overall** | **Count** | **12** | **0** | **0** | **3** | **0** | **15** |
| | **%** | **80.0** | **0.0** | **0.0** | **20.0** | **0.0** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 12 | 1057 | 1069 |
| | % | 1.1 | 98.9 | 100 |
| Alliance | Count | 5 | 1065 | 1070 |
| | % | 0.5 | 99.5 | 100 |
| BSNL | Count | 6 | 1098 | 1104 |
| | % | 0.5 | 99.5 | 100 |
| Rel Com | Count | 6 | 610 | 616 |
| | % | 1.0 | 99.0 | 100 |
| Tata Com | Count | 10 | 1064 | 1074 |
| | % | 0.9 | 99.1 | 100 |
| **Overall** | **Count** | **39** | **4894** | **4933** |
| | **%** | **0.8** | **99.2** | **100** |

**38. Have you filed any appeal in the last 6 months?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 2 | 10 | 12 |
| | % | 16.7 | 83.3 | 100 |
| Alliance | Count | 0 | 5 | 5 |
| | % | 0.0 | 100 | 100 |
| BSNL | Count | 1 | 5 | 6 |
| | % | 16.7 | 83.3 | 100 |
| Rel Com | Count | 0 | 6 | 6 |
| | % | 0.0 | 100 | 100 |
| Tata Com | Count | 1 | 9 | 10 |
| | % | 10.0 | 90.0 | 100 |
| **Overall** | **Count** | **4** | **35** | **39** |
| | **%** | **10.3** | **89.7** | **100** |

**39. Did you receive any acknowledgement?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 2 | 2 |
| | % | 0.0 | 100.0 | 100 |
| Alliance | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| BSNL | Count | 1 | 0 | 1 |
| | % | 100.0 | 0.0 | 100 |
| Rel Com | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Tata Com | Count | 0 | 1 | 1 |
| | % | 0.0 | 100.0 | 100 |
| **Overall** | **Count** | **1** | **3** | **4** |
| | **%** | **25.0** | **75.0** | **100** |

**40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?**

| Service Providers | | Yes | No | Appeal file d only recently | Total |
|---|---|---|---|---|---|
| Airtel | Count | 0 | 2 | 0 | 2 |
| | % | 0.0 | 100.0 | 0.0 | 100 |
| Alliance | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0 |
| BSNL | Count | 1 | 0 | 0 | 1 |
| | % | 100.0 | 0.0 | 0.0 | 100 |
| Rel Com | Count | 0 | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0.0 | 0 |
| Tata Com | Count | 0 | 1 | 0 | 1 |
| | % | 0.0 | 100.0 | 0.0 | 100 |
| Overall | **Count** | **1** | **3** | **0** | **4** |
| | **%** | **25.0** | **75.0** | **0.0** | **100** |

**41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?**

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Alliance | Count | 8 | 42 | 50 |
| | % | 16.0 | 84.0 | 100 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Rel Com | Count | 20 | 162 | 182 |
| | % | 11.0 | 89.0 | 100 |
| Tata Com | Count | 30 | 223 | 253 |
| | % | 11.9 | 88.1 | 100 |
| Overall | **Count** | **58** | **427** | **485** |
| | **%** | **12.0** | **88.0** | **100** |

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

| Service Providers | | Yes | No | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Alliance | Count | 0 | 8 | 8 |
| | % | 0.0 | 100.0 | 100 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Rel Com | Count | 0 | 20 | 20 |
| | % | 0.0 | 100.0 | 100 |
| Tata Com | Count | 0 | 30 | 30 |
| | % | 0.0 | 100.0 | 100 |
| Overall | **Count** | **0** | **58** | **58** |
| | **%** | **0.0** | **100.0** | **100** |

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

| Service Providers | | No reasons given | Technical problem | Total |
|---|---|---|---|---|
| Airtel | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Alliance | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| BSNL | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Rel Com | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Tata Com | Count | 0 | 0 | 0 |
| | % | 0.0 | 0.0 | 0 |
| Overall | **Count** | **0** | **0** | **0** |
| | **%** | **0.0** | **0.0** | **0** |

**44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of call centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?**

| Service Providers | | Yes | No | Do not remember | Total |
|---|---|---|---|---|---|
| Airtel | Count | 360 | 251 | 458 | 1069 |
| | % | 33.7 | 23.5 | 42.8 | 100 |
| Alliance | Count | 294 | 582 | 194 | 1070 |
| | % | 27.5 | 54.4 | 18.1 | 100 |
| BSNL | Count | 670 | 155 | 279 | 1104 |
| | % | 60.7 | 14.0 | 25.3 | 100 |
| Rel Com | Count | 298 | 148 | 170 | 616 |
| | % | 48.4 | 24.0 | 27.6 | 100 |
| Tata Com | Count | 430 | 199 | 445 | 1074 |
| | % | 40.0 | 18.5 | 41.4 | 100 |
| Overall | **Count** | **2052** | **1335** | **1546** | **4933** |
| | **%** | **41.6** | **27.1** | **31.3** | **100** |

**ANNEXURE – II**

**CUSTOMER SATISFACTION SURVEY**

**QUESTIONNAIRES**